# EVOLUTION OF INTERNET GOVERNANCE

## EMPOWERING SUSTAINABLE DEVELOPMENT

**PART I:** Summary of IGF 2015 – Reports and Outputs from the 10th IGF

The 10th Internet Governance Forum (IGF)
10-13 November 2015
João Pessoa, Brazil

IGF Internet Governance Forum

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# Message from Under-Secretary-General Mr. Wu Hongbo

The 10th annual Internet Governance Forum in 2015 once again demonstrated the key role of the IGF and its growing community of stakeholders in facilitating discussion on crucial themes and issues related to Internet governance. Indeed, the success and utility of the IGF was re-affirmed when its mandate was extended for another 10 years as part of the UN General Assembly's WSIS+10

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The annual global multistakeholder Internet Governance gathering took place from the 10th to the 13th of November 2015 in João Pessoa, Brazil. It was hosted for the 2nd time by the government of Brazil, who have been an active player in the IGF and the multistakeholder Internet Governance model since its inception in 2006. More than 2,400 registered participants from over 116 countries attended the meeting, with thousands more actively participating online. The overarching theme for IGF 2015 was: 'Evolution of Internet Governance: Empowering Sustainable Development'. This theme was timely, as the United Nations General Assembly (UNGA) adopted the 2030 Agenda for Sustainable Development in September 2015, and reviewed the implementation of the WSIS outcomes at its 70th Session soon after the IGF. Output-oriented debates and discussions during the four-day meeting addressed both opportunities and challenges under the following sub-themes: Cybersecurity and Trust; Internet Economy; Inclusiveness and Diversity; Openness; Enhancing Multistakeholder Cooperation; Internet and Human Rights; Critical Internet Resources; and Emerging Issues.

Through preparatory activities and during the 4-day meeting the IGF once again demonstrated its capacity to produce tangible outcomes within a multistakeholder collaborative framework. Mobilizing the inherent benefits of solving problems through a diversity of perspectives, and building on a busy and compelling agenda, the IGF community was united in its willingness to address complex issues and work towards concrete solutions. The IGF 2015 was also successful in facilitating greater participation among stakeholders from developing countries and enhancing linkages between the growing number of national and regional IGF initiatives, the global IGF and the rest of the Internet governance ecosystem.

The entire IGF 2015 was webcast and interactive online participation enriched sessions throughout the week, allowing many additional participants from all over the world to engage with those present in João Pessoa. Real-time transcription was also available to enhance the overall participatory experience for delegates both there in the meeting rooms and those following around the globe. 50 remote hubs connected participants from countries such as Mexico, Argentina, Zimbabwe, Nigeria, Egypt, Iran, Cuba and New Zealand, to name a few. Thousands of interested individuals followed the proceedings on Twitter (#IGF2015), so that virtual discussions took off even before the meeting started, continued throughout the week, and lasted long after delegates left Brazil to return home. This two-part publication contains a summary and the proceedings of the 2015 IGF.

UNDESA has helped foster the growth of the IGF in the past ten years and we look forward to continuing to do so, together with you, in the next decade.
Thank You.

WU Hongbo
Under-Secretary-General for Economic and Social Affairs
United Nations Department of Economic and Social Affairs

# Editor's Introduction: The 2015 IGF Report

This is the 10th edition of the annual Internet Governance Forum (IGF) proceedings produced by the IGF Secretariat since the first meeting in Athens in 2006. By collecting and organizing the outputs, reports, transcripts, webcasts and other proceedings here in this 2-part report, the IGF Secretariat hopes that this content helps capture the historically important institutional memory of the discussions and debates during the now thousands of sessions that have taken place within the IGF in its first ten years.

The 2015 proceedings are presented in two parts. **Part I: Summary of IGF 2015 – Reports and Outputs from the 10th IGF** intends to provide a comprehensive overall summary of the annual meeting and includes all of the main session, workshop, open forum and other reports (together with links to their transcripts and webcasts if available) produced from the meeting as well as the Chair's Summary, tangible outputs from the 2015 IGF Best Practice Forums (BPFs) and Policy Options for Connecting the Next Billion work and reflections on the meeting including the stock-taking synthesis report, the gender report card and attendance statistics.

**Part 2: Transcripts of the Proceedings** contains edited transcripts from all of the high-level main sessions that took place during the 4-day meeting, as have been traditionally presented by the Secretariat since the first edition of the IGF proceedings. Transcripts of the High-Level Opening Ceremony, Opening Session and Closing Ceremony are also included. Transcripts contain both verbatim records of participants who spoke in English as well as English translations of those who spoke in one of the other UN official languages and Portuguese. Therefore, just as in the previous publications, some statements may be easier to understand and more clearly written than others. But we hope what is captured most significantly are the constructive debates and exchanges of opinions and ideas that make the IGF deliberations so unique. Links to the IGF website which contain full un-edited transcripts produced immediately after the meeting are also included in the Part II Table of Contents.

# 10th IGF Chair's Summary

**Executive Summary:**

The IGF's tenth annual meeting took place during an important time for not only the future of Internet governance and the IGF in the ongoing process of reviewing the progress made on the World Summit on Information Society (WSIS) outcomes, but also for making sure that Information and Communication Technologies (ICTs) and the Internet will support and help to enable the recently adopted 2030 Agenda for Sustainable Development[1].

The tenth annual meeting of the IGF was held from the 10th to the 13th of November 2015 in João Pessoa, Brazil. More than 2,400[2] registered participants from over 116 countries attended the meeting, with thousands more actively participating online. The overarching theme for IGF 2015 was: 'Evolution of Internet Governance: Empowering Sustainable Development'.

This theme was timely, as the United Nations General Assembly (UNGA) has just adopted the 2030 Agenda for Sustainable Development and is reviewing the implementation of the WSIS outcomes at its 70th Session in December. Output-oriented debates and discussions during the four-day meeting addressed both opportunities and challenges under the following sub-themes: Cybersecurity and Trust; Internet Economy; Inclusiveness and Diversity; Openness; Enhancing Multistakeholder Cooperation; Internet and Human Rights; Critical Internet Resources; and Emerging Issues.

Throughout the preparatory process and during the annual meeting the IGF, which derives its mandate from the WSIS Tunis Agenda, has played a key role in facilitating policy debates related to these themes at this critical moment for the future of Internet governance. As a multistakeholder platform to facilitate constructive discussions about emerging Internet governance challenges, the IGF hosted more than 150 sessions throughout the week and enabled the IGF's various community-driven intercessional activities to promote the collaborative work they have been delivering throughout the year and provided the broader IGF community an opportunity to contribute feedback on a variety of significant outcomes.

**Highlights:**

- IGF 2015 was planned in consultation with the host country and in accordance with guidance from the IGF's Multistakeholder Advisory Group (MAG). Both the preparatory and the intercessional work of the IGF were guided by **recommendations of the Commission on Science and Technology for Development (CSTD) Working Group on Improvements to the IGF**[3].

- In line with the CSTD Working Group recommendations, the IGF demonstrated its capacity to produce **tangible outcomes** within multistakeholder collaboration frameworks. Mobilising the inherent benefits of solving problems through a diversity of perspectives, and

[1] http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/70/1&Lang=E

[2] http://www.intgovforum.org/cms/igf-2015-attendance-statistics

[3] http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf

building on a busy and compelling agenda, the IGF community was united this year in its willingness to address complex issues and work towards concrete solutions.

- IGF 2015 again aimed to facilitate **increased participation** among stakeholders from developing countries and to enhance linkages between the growing number of National and Regional IGF initiatives, the global IGF and the rest of the Internet governance ecosystem. Insights and outputs from the more than 40 National and Regional IGF initiative meetings[4] that took place in the past year served as valuable inputs at IGF 2015.

- Co-facilitators of the WSIS+10 High-Level Review, H.E. Mr. Janis Mazeiks, Permanent Representative of the Republic of Latvia and H.E. Mrs. Lana Zaki Nusseibeh, Permanent Representative of the United Arab Emirates, attended the 10th IGF and reported that views from the multitstakeholder community during the consultations held at the IGF would inform the UN General Assembly High-level Meeting on the overall review of the implementation of the outcomes of the World Summit on the Information Society, taking place on 15-16 December 2015 at UN Headquarters in New York

- The presence and active participation of the UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression and the UN Special Rapporteur on the right to privacy in the digital age enriched debates throughout the week related to **human rights**. Privacy issues were debated at length in many of the workshops, where it was stressed that encryption and anonymity need to be reinforced around the world whilst respecting other human rights. Other workshops emphasized that privacy, transparency and security need to complement, not compromise each other. Workshops related to human rights stressed the importance of the universality, indivisibility, interdependence and interrelation of all human rights and fundamental freedoms, both online and offline.

- Since its inception, the IGF has proven its value in the cross-cutting area of **Critical Internet Resources** (CIRs) as the IGF community has shepherded discussions and debates about the handling of CIRs. As the IGF has matured, issues related to CIRs are now approached at a more practical level in main sessions and in both technical and non-technical workshops. Discussions have turned to focus more on sharing information and enhancing mutual education; covering a diversity of interest under the CIR banner: top-level domains, internationalised domain names, the exhaustion of IPv4 and the realities of the IPv6 transition, and the role of Internet Exchange Points (IXPs). IGF 2015 also saw discussions about the Internet Assigned Numbers Authority (IANA) transition addressed at an informative and constructive level.

- The IGF once again served as a **nexus for UN agencies, intergovernmental organizations and major institutions tackling challenges related to Internet public policy**. During the week the UN Commission on Science and Technology for Development (CSTD) held an open session on the ten-year review of the progress made in the implementation of the WSIS outcomes; the UN Educational, Scientific and Cultural Organization (UNESCO) organized a number of events and workshops, including the launch of an Internet Freedom Series Publication and presentation of a Comprehensive Study on the Internet. The International Telecommunication Union (ITU) presented a new 'e>merge' partnership and discussed the implementation of its Connect 2020 Agenda. Open Forums were convened by the UN Conference on Trade and Development (UNCTAD),

[4] http://www.intgovforum.org/cms/igf-initiatives

the UN Office of the High Commissioner for Human Rights (OHCHR), the Council of Europe and the Organisation for Economic Co-operation and Development (OECD), among many others.

- **Emerging groups and initiatives** such as the Global Commission on Internet Governance, the NETMundial Initiative and the Global Forum on Cyber Expertise held sessions. The Italian Chamber of Deputies presented an "Internet Bill of Rights"; the "African Declaration on Internet Rights and Freedom initiative" was discussed; Stanford University carried out a deliberative poll exercise on the multi-dimensional subject of access; and various emerging and established observatories related to Internet governance shared experiences with a focus on future collaboration.

- **Youth participation** was particularly strong during the 10th IGF. The Youth Coalition on Internet Governance developed an 'IGF for Newbies' resource to help assimilate young people with the IGF and Internet governance issues. A programme called Youth@IGF empowered the next generation of leaders and increased the on-site participation of approximately 70 young leaders from Latin America and the Caribbean in debates throughout the IGF.

- **Gender, diversity and intersectionality** were important topics at IGF 2015, with related debates displaying a mature, in-depth way of approaching topics about human rights in diverse contexts, including growing cognisance of existing disparities and inequalities. Internet intermediaries' roles in protecting, enabling and upholding human rights were also discussed. In the context of the IGF's intercessional work on *Connecting the Next Billion*, it was also clear that there is no longer a question about whether the Internet is a critical enabler for sustainable development or not. The debate now emphasizes the importance of the quality and type of access, and how such factors impact and enable human rights and sustainable development.

- Other important issues addressed at IGF 2015 included the **Internet of Things, jurisdictional and trade issues, child online protection, the rights of persons with disabilities online, and big data.**

- **The entire IGF 2015 was webcast and interactive online participation enriched sessions throughout the week,** allowing many participants from the developing world to engage with those present in João Pessoa. **Real-time transcription** was also available to augment the overall participatory experience for delegates in the meeting rooms and following around the globe. 50 remote hubs connected participants from countries such as Mexico, Argentina, Zimbabwe, Nigeria, Egypt, Iran, Cuba and New Zealand, to name a few. Thousands of interested individuals followed the proceedings on Twitter (#IGF2015), so that virtual discussions took off prior to the start of the meeting, continued between meeting rooms and during breaks throughout the week, and lasted long after delegates left Brazil to return home.

**10th IGF Outputs and Recommendations:**

- ❖ This year's 'Policy Options for Connecting the Next Billion' process produced a tangible and community-driven, bottom-up IGF output. The compilation output document and the comprehensive collection of inputs and contributions to the process[5], available on the IGF

[5] http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/cnb-outdocs

website, will be forwarded to other related processes such as the UNGA 2nd Committee through UNDESA, the ITU Council and UNESCO through council meetings, and these agencies will be encouraged to disseminate this information as widely as possible to make public officials aware of the work.

- Outputs[6] from the 2015 Best Practice Forums (BPFs), available on the IGF website, were presented to the community in dedicated sessions and in a main session. The BPFs worked throughout the year to produce diverse outputs which have now become robust resources, with the potential to serve as inputs into other pertinent forums, and can evolve and grow over time on the subjects of: Regulation and Mitigation of Unwanted Communications; Establishing and Supporting Computer Security Incident Response Teams (CSIRTs); Developing Meaningful Multistakeholder Participation Mechanisms; Practices to Counter Online Abuse and Gender-Based Violence Against Women and Girls; Creating an Enabling Environment for IPv6 Adoption and Enabling Environments to Establish Successful IXPs.

- Participants in the dynamic coalitions session were invited to provide preliminary feedback on the coalitions' output documents, both verbally from the floor and via idea ratings sheets. It was agreed that the documents were "living" documents and that the discussion on them would continue, including through piloted rating sheets online. There was agreement among the DC's that there would be merit in increasing collaboration among the coalitions to develop common procedures.

- The report from the consultations held at the IGF on WSIS+10 review was forwarded by the co-facilitators of the process to inform the UN General Assembly High-level Meeting on the overall review of the implementation of the outcomes of the World Summit on the Information Society, taking place on 15-16 December 2015 at UN Headquarters in New York.

- The Main Session on the NETmundial Statement and the Evolution of the Internet Governance Ecosystem produced a document describing, with examples, the evolution of the Internet governance, at national, regional and international levels, subsequent to the São Paulo meeting, with regard to both (a) the principles for Internet governance that have been defined by the NETmundial Statement and (b) the NETmundial roadmap, as well as places where improvements may be considered.

- It was recommended during the main session on Internet Economy and Sustainable Development that UN departments and agencies such as UNDESA, ITU, UNESCO and UNCTAD can feed IGF outputs into work towards synchronising WSIS action lines to individual SDGs.

- The more than 150 thematic workshops and other sessions that took place throughout the week[7] will also produce output reports which will be available to all on the IGF website and can serve as resources and inputs into other relevant processes.

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[6] http://www.intgovforum.org/cms/best-practice-forums/draft-2015-bpf-outs

[7] http://igf2015.intgovforum.org/

- ❖ National and Regional IGF initiatives were invited to consider putting forward a theme for intercessional work to link substantive activities of these initiatives with the Global IGF, pending the renewal of the IGF mandate.

**Extended Summary:**

**Opening Ceremony and Opening Session**

UN Assistant Secretary-General for Economic Development Lenni Montiel opened the 10th IGF with remarks from UN Secretary-General Ban Ki-Moon, who set the stage for the meeting, stating that:

> ***"Less than two months ago, world leaders adopted the visionary 2030 Agenda for Sustainable Development. Our challenge now is to implement this blueprint for a better future. Information and communications technologies and the Internet can empower this global undertaking."***

In a video message Brazilian President Dilma Rousseff declared her support for the IGF's mandate to be extended in order to enable the sustainable and inclusive development of the Internet. The Brazilian Minister of Communications, André Figueiredo, then assumed the chairmanship of the meeting. In his statement Minister Figueiredo reminded participants that in developing countries, access to the Internet for those still not yet connected to the information society remains the most pressing issue. The statement also emphasized that in Brazil there is full awareness of the importance of Internet access in people's lives. Virgilio Almeida, coordinator of the Brazilian Internet Steering Committee, emphasized in his statement that the Internet of the future must contribute to improving health, the preservation of the environment and other SDGs.

High-level officials during the opening session thanked the Government of Brazil and CGI.br for being the only two-time host of the IGF and praised the overall organization of the meeting and warm hospitality of the local staff.

Speakers throughout the opening session spoke to how Internet governance should evolve and how the International community could address concerns related to increased use of the Internet. Others stressed that 'permission less innovation' and openness was vital to the Internet's future utility. Many agreed that ambitious public and private partnerships are needed to make a real difference for disadvantaged populations. The IGF, with its wide diversity of views and multistakeholder nature, provides the ideal space to develop a response to the challenges that the evolution of the Internet presents.

Indeed, strong statements of support for the renewal of the IGF's mandate, which will be decided during a meeting of the UNGA on the overall WSIS review in December 2015, were made by several of the speakers. Representatives of governments, including Turkey, the European Commission, the United States, Japan, and China, called for the extension of the IGF mandate, recognizing the invaluable multistakeholder synergy it brings to the discussion on Internet governance.

**Main Sessions[8]**

- **DAY One •**

[8] Full transcripts from all main sessions can be accessed here: http://www.intgovforum.org/cms/component/tags/tag/62-igf2015-main-sessions

**IGF WSIS+10 Consultations**

The open and multistakeholder WSIS+10 consultation session brought together a diverse and inclusive group of stakeholders on an equal footing, to address and comment on the UNGA's Overall Review of the Implementation of WSIS Outcomes Draft Outcome Document, just released on 4 November 2015.[9]

The presence of the two co-facilitators of the High-Level review process enriched the deliberations and H.E. Mr. Janis Mazeiks, Permanent Representative of the Republic of Latvia and H.E. Mrs. Lana Zaki Nusseibeh, Permanent Representative of the United Arab Emirates confirmed that a report[10] on the consultations held at the IGF would act as an input into the High-Level review of the UNGA set to take place on 17-18 December.

**• DAY Two •**

**Internet Economy and Sustainable Development**

Participants in this comprehensive main session recommended that deliberations on issues related to the Internet Economy and Sustainable Development coming from the IGF could serve as valuable inputs to the draft WSIS outcome document.

UN agencies such as UNDESA, ITU, UNESCO and UNCTAD can feed IGF discussions into synchronizing WSIS action lines to individual SDGs. It was stressed that Internet and ICTs can support all 17 SDGs and the IGF can contribute to enabling citizens across local economies to better understand the potential of ICTs and Internet access. Other recommendations coming from the session included:

- Creating more awareness about the SDGs, IGF, Multistakeholder mechanisms and how Internet can help achieve SDGs on Regional and National levels, through different stakeholders and Governments.
- Inducing more investment into Internet innovation to serve the SDGs, through both public funds and Venture Capital incentives, among other channels.
- Engaging further local SMEs in localized results serving the SDGs, from local content, to solutions serving different SDGs.
- Improving policies serving access, privacy and security of the Internet.
- Engaging more Women and youth.
- Fostering Internet entrepreneurship.
- Extending the Internet economy to marginalized groups and LDCs.
- Augmenting local content.
- Increase knowledge sharing, capacity building and preparation of youth for future employment.
- Transforming the digital divide into social inclusion.

**IGF Policy Options and Best Practices for Connecting the Next Billion**

The intercessional work on 'Policy Options for Connecting the Next Billion' was presented and discussed during this main session focused on the 2015 intercessional work. More than 80

[9] http://workspace.unpan.org/sites/Internet/Documents/UNPAN95572.pdf

[10] The summary report forwarded to the co-facilitators is included herewith on **page 28** of this chair's summary.

background contributions were received from the community for the 'Policy Options for Connecting the Next Billion[11]' paper including submissions from five Regional IGFs representing most regions of the world (Asia-Pacific IGF, Arab IGF, African IGF, European Dialogue on Internet Governance, Latin American and Caribbean IGF), nine National IGFs, and inputs from Governments, Intergovernmental Organizations, Civil Society, Private Sector and Business Community, Technical Community, Academic Community, IGF Best Practice Forums (BPFs) and Dynamic Coalitions and individual IGF stakeholders. Participants agreed that this compilation document and the full list of background contributions will now serve as a robust resource on this important topic and can also serve as an input into other relevant Internet public policy fora and processes moving forward.

The outputs from the work of the IGF Best Practice Forums were also presented and it was suggested that moving forward BPF work could perhaps be fed into consultations through the National and Regional IGF initiatives. IGF intercessional work, including the BPFs, offer the Internet governance community tangible ways to address pressing Internet policy challenges and issues. Discussions stemming from the BPFs will now inform policy debates taking place in other fora. Delegates stressed that the Best Practice Forum outputs, developed through iterative processes that collect a wide breadth of knowledge from the diverse IGF community, demonstrate the community's efforts to strengthen the IGF, and to build consensus around key issues.

**• DAY Three •**

**Enhancing Cybersecurity and Building Digital Trust**

Lack of trust in the Internet, a key driver of the global economy, can adversely impact the achievement of the sustainable development goals. Recognizing the crucial need to enhance cybersecurity and build trust, this main session held valuable discussions with stakeholders coming from government, private sector and civil society to give them an opportunity to share their views on the challenges, and provide recommendations for addressing the issues.

The general consensus coming from the session was that cybersecurity is everyone's problem and everyone should be aware and understand that the cyber world is a potential unsafe place. A culture of cybersecurity is needed on different levels. Individual action was encouraged to make the Internet safer. Moreover, a need for a comprehensive approach to tackling cybercrime and building trust, such as the introduction of security elements when developing cyber products and services, was highlighted. Participants also stressed the critical role that education plays in addressing cybercrime issues and noted that education should be expanded to involve all levels of society. Capacity-building was cited as an indispensable driver for cybersecurity.

There were calls for further multistakeholder participation in the tackling of cybercrime. Session panellists agreed that the IGF, including national and regional IGFs, has proven to be a good collaborative multistakeholder process for cybersecurity, but still needs to reach out to get missing parties around the table. The involvement of the government, private sector, civil society and other stakeholders in handling cyber security was stressed as fundamental in terms of sharing best practices, sharing results of critical assessments and identifying globally accepted standards of cybersecurity. All stakeholders must understand, respect and trust each other's expertise and competences.

**A Dialogue on 'Zero Rating' and Net Neutrality**

[11] http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/cnb-outdocs

During this session many different views on the business practice of Zero Rating (ZR) were expressed. Zero Rated services provide a mobile broadband subscriber with access to select content, without that access counting against the subscriber's data cap. In the session opening, two questions were posed to the speakers: 1) whether ZR assists in connecting the unconnected by offering Internet access to those who cannot afford it, and 2) whether ZR is a violation of net neutrality when it does not offer access the "full Internet."

The positions that were heard from expert speakers and session participants on ZR were extremely diverse. Some think ZR is a direct violation of Network Neutrality, others don't even think that it is a Network Neutrality issue. The national regulators who participated in the session described completely different approaches to ZR. A third theme that came through was that further research is needed. The discussion also focused on other means to increase Access, such as the use of municipal Wi-Fi and community networks. ZR is only one means of connecting people to the Internet. It was recommended that further research is needed on this complex subject.

The session aired different views of ZR and offered vibrant discussion on the topic. The dynamic input from the audience participants, both in situ and online indicated the importance of holding future sessions dedicated to this and related topics, with more time for input and debate on all aspects and positions. The session was clearly too short to hear all audience contributions that needed to be heard. There was consensus that there is a clear need for more research on ZR, to be undertaken from different viewpoints. Closing the circle to the points presented in the introduction: access, affordability and awareness are important dimensions to consider in policy discussions on ZR.

**IGF Dynamic Coalitions (Day 3 and Day 4)**

IGF Dynamic coalitions[12] were featured in a main session at the IGF for the first time this year. The MAG decided to dedicate a main session to the coalitions in order to both highlight the groups' reports and open them to consideration as tangible outputs.

Eight coalitions - on Accessibility and Disability (DCAD), on Core Internet Values (DCCIV), on Gender and Internet Governance (DCGIG), on Internet Rights & Principles (IRPC), on Network Neutrality (DCNN), on Platform Responsibility (DCPR), on Public Access in Libraries (DCPAL), and on the Internet of Things (Dicots) - volunteered to present their work in the first segment of the session. These eight were part of an experimental process to solicit feedback from participants via "idea ratings sheets" containing key themes from the coalitions' respective reports. The sheets were used to stimulate debate and discussion during the second segment of the session on the following day. Essential themes or issues presented for feedback included the right to access, gender inclusion in Internet governance processes, support to libraries as public access points, and common definitions of net neutrality. The rating sheets were an innovation of the session and were used for the first time in an IGF setting.

In addition, in the session's second segment, three new dynamic coalitions on Child Online Safety (DCCOS), on Accountability, and on Freedom of Expression Online, had the opportunity to introduce themselves and invite participation in their burgeoning groups.

A suggestion that emerged from the discussions was a proposal to create a DC Coordination Group. This proposal found broad support among the participants. The main task of the proposed group

[12] http://www.intgovforum.org/cms/dynamiccoalitions

would be to develop a charter for all DCs with common principles and rules of procedure they would agree to adhere to, such as having open lists and open archives. The Group would also look at areas of overlap and duplication and aim to create synergies among the DCs.

- **DAY Four •**

**Human Rights on the Internet**

Discussions about the importance of human rights on the Internet have grown increasingly prominent at the IGF. The Main Session on Human Rights also reflected a growing recognition that human rights extend beyond enabling access to multiple other dimensions that affect how the Internet enables sustainable development. The Session demonstrated that there are a variety of ways to engage on human rights and that the IGF is becoming an increasingly important platform to discuss these broad issues, what policy actions are needed, and how the IGF community can help to ensure that the Internet is used to enable sustainable development and to promote human rights globally. Topics like hate speech, protecting journalists and citizen journalists to ensure freedom of expression online, preventing the radicalization of youth, the protection and promotion of privacy, and the importance of protecting women's and LGBT communities' rights online and offline by addressing online abuse and gender-based violence were addressed; as were private sector responsibilities in promoting and protecting human rights online. The Session also reflected a more in-depth way of unpacking human rights, how rights apply in a 'real world' context of existing disparity and inequality, the importance of diverse contexts around the world, and how the IGF can also help to ensure that the Internet can help reduce global inequalities and discrimination.

The session focused on three major areas of discussion, namely freedom of expression, privacy and assembly; access, human rights and development; and emerging issues. Discussants from different stakeholder groups provided substantive inputs to some of these pre-defined questions, which were also opened up to participants from the floor for broader conversation. Moderators introduced the overall framing for the session, and actively engaged discussants and participants in the conversation.

In general, the Internet's potential for enabling human rights was stressed in the context of growing Internet access. With reference to other sessions over the week at IGF 2015 some speakers noted that the meeting was characterised by a particular emphasis on certain topics like dangerous and hate speech (including speech targeted at migrants and different ethnic communities; lesbian, gay, bisexual and transgender communities; women; and related gender-based violence and abuse); the prevention of radicalizing youth; and the relationship between surveillance and privacy.

**Recommendations and next steps**

The session benefited from a rich discussion on a variety of topics, and offered many potential outcomes and recommendations for future work. A selection of these include:

- Discussions about human rights online clearly recognise the particular importance of protecting and promoting privacy, children, minorities, disabled people, and women.
- In the future, there is a need to also investigate how cultural diversity can be balanced with access in the context of promoting human rights, and a related demand for supporting indigenous people's needs in terms of cost, access, and needs where cultural and language preservation are concerned.
- The need to encourage and promote user trust in technology and education on how to use online platforms in ways that do not infringe others' human rights was stressed.

- In the future, it is important that the IGF and other platforms focus on mechanisms for the domestic, regional and international enforcement of human rights and principles; and also refer to and investigate existing legal precedents. The pace of technological change cannot be used as an excuse for inaction, but regulatory responses should be adopted and implemented with caution.
- There is a need to more clearly investigate and define corporate (including platform and intermediary) responsibility for protecting human rights; but state responsibilities should not simply be transferred to the private sector.
- Discussions at the IGF about human rights also need to be reflected and integrated in other regional and international human rights fora.

**The NETmundial Statement and the Evolution of the Internet Governance Ecosystem**

The NETmundial Multistakeholder Statement covers a wide range of Internet Governance issues that are of great relevance to the IGF. In particular, the Statement highlighted the need for a strengthened IGF in its mandate of serving as the focal point for the discussion of many issues, according to the Tunis Agenda, including some that may not yet be fully addressed in existing organizations, processes and fora.

The session aimed to take stock of the evolution of the Internet Governance ecosystem with regard to the principles and roadmap contained in the NETmundial Multistakeholder Statement. To review the current and future impact of the NETmundial Statement on Internet Governance processes. The session took stock of how those issues are being advanced by the broader Internet governance community 18 months after the São Paulo meeting, by means of concrete examples provided by various players of the ecosystem dealing with different governance issues at national, regional and international levels.

Participants in the open mic session (in person and remotely) raised the following issues:

- There is a need for considering the opinion of people with disabilities in order to implement the provisions of the NETmundial Statement regarding accessibility.

    - *In the context of this manifestation, some leaders of relevant organizations expressed their commitment to inform the OECD about the discussions at IGF.*

- The NETmundial methodology is unequivocally one of the main reasons for its success. That methodology has to be studied and be used to enhance the methodologies applied at the IGF.

    - *Some speakers reacted to this issue by underscoring that strong evidence, good arguments and high quality debate make a lot of difference for societal self-determination.*

- One of the issues that led to the occurrence of the NETmundial Meeting was the issue of mass surveillance. Currently, that topic has not been dealt with satisfactorily.

    - *One expert highlighted that civil society has a key role to occupy in cybersecurity debates and decision-making processes.*

- Child protection is still a matter of concern.

- It is disappointing that there is little or no mention of the NETmundial Meeting in the context of the WSIS+10 process.

- *Some panelists argued however that different governance processes tend to ignore each other and contended that during the 10th edition of the IGF in 2015 there were several steps to close the bridge between the discussions at the IGF and the WSIS+10 process. They recalled the participants of the efforts of Brazil to bring to the IGF the two co-facilitators of the WSIS+10 which resulted in their commitment to take a summary of consultations on the WSIS review to the UNGA.*

- *One expert explained that the procedures adopted for the NETmundial meeting are too advanced for many governments to accept. But he was optimistic about a "learning spiral" that guarantees that issues are revisited from time to time which leads to an increased level of understanding at each iteration.*

**Key Takeaways and the Way Forward**

According to the discussions that took place during the main session and the evidence presented by the speakers, it is possible to affirm that one year and a half after the adoption of the NETmundial Statement, Internet governance has evolved to encompass the following characteristics:

- Human rights and shared values have become a permanent item on the work agenda of Internet technical fora and organizations.
- One thing that was only tangentially mentioned during the discussions that took place in the main session is the growing list of activities and tracks that now form the IG ecosystem. Besides the strengthening of the best practice forums and the dynamic coalitions, the proliferation of national and regional pre-IGF events as documented by the IGF Secretariat (http://bit.ly/1YuuN5h) reveals the growing recognition of the distributed, decentralized and multistakeholder nature of the ecosystem.
- More importantly, different methodologies (such as the ones presented in the responses provided for policy question #2) have been developed and can support the evaluation of how advanced or not is the implementation of the NETmundial Principles and Roadmap in the years to come.

The following items consist of takeaways that emerged from the discussions and prospective items that can be considered in the furtherance of the dialogue on the implementation of the NETmundial Principles and Roadmap. In sum, they contribute to the understanding of Internet governance subsequent to the Sao Paulo meeting:

- The NETmundial Statement is still up to date and valuable in all of its recommendations. Besides considering the document as a source of normative guidance for Internet governance, some speakers argued that the NETmundial process has been increasingly invoked as a benchmark for result-oriented Internet governance deliberations (except in intergovernmental arenas as noted elsewhere). Different speakers underscore the strong and solid methodology that guided the process from its inception to its conclusion.

- There was a general sense among the speakers in the session that the IGF has made important improvement to become increasingly more outcome-oriented, which is consistent with the recommendations of the the CSTD Working Group on Improvements to the IGF (available at: http://www.unctad.info/en/CstdWG/) and the NETmundial Meeting.

- *Some speakers highlighted the maturity of IGF discussions and commended the initiative of developing the Youth@IGF program.*

- International trade and cybersecurity (and their overlap with Internet governance) are critical areas for the advance of multistakeholder participation.

- *It was recommended that cybersecurity discussions consider development as a fundamental human right.*

- There was a general sense among the speakers with regard to the importance of promoting NETmundial principles in all tracks and spheres that form the Internet governance ecosystem. It is necessary however to analyse the meaning of those normative propositions according to the different local and regional contexts.

**Closing Ceremony**

Ambassador José Antonio Marcondes de Carvalho, Undersecretary for Environment, Energy and Science and Technology, Ministry for Foreign Affairs of Brazil, chaired the closing ceremony which featured closing statements from leading representatives from the IGF multistakeholder community. In his remarks, Mr. Ricardo Coutinho, Governor of the State of Paraíba, praised the organizational efforts of Mr. Hartmut Glaser, Executive Secretary of CGI Brazil. Many speakers echoed a message of great thanks to CGI and to the local and host country government officials and supporting staff.

It was said that the IGF by its nature is an inclusive environment, as are the National and Regional IGFs that have emulated in their own circumstances. Speakers urged delegates to leverage that inclusiveness and continue to strive for greater participation, particularly from developing countries, in IGF processes. By doing this it was said that we can help foster an open Internet, that has seen tremendous growth and innovation, provides an engine for economic growth and serves as a platform for expressing ideas, thought and creativity.

Ms. Yolanda Martínez, Head of the Digital Government Unit, Secretariat of Public Administration of Mexico, offered again on behalf of the Government of Mexico to host the 11th IGF in 2016, pending the renewal of the IGF mandate.

## Main Session Reports

- **Ten-Year Review of the World Summit on the Information Society: Developing Messages from the IGF Community**
- **Internet Economy and Sustainable Development**
- **IGF Intersessional Work: Policy Options and Best Practices for Connecting the Next Billion**
- **Enhancing Cybersecurity and Building Digital Trust**
- **A Dialogue on "Zero rating" and Network Neutrality**
- **IGF Dynamic Coalitions**
- **Human Rights, Access and Internet Governance Roundtable**
- **The NETmundial Multistakeholder Declaration and the Evolution of the Internet Governance Ecosystem**

## "Ten-Year Review of the World Summit on the Information Society: Developing Messages from the IGF Community"

## Transcript

## Video

### *Background*[13]

*During the Internet Governance Forum Multistakeholder Advisory Group (MAG) meeting, members of the MAG proposed a special session regarding the WSIS+10 Review. The MAG members endorsed this concept, and an organizing group drawn from different stakeholder communities undertook the development of the main session at the IGF in João Pessoa. With the support and engagement of the MAG Chair, Mr. Janis Karklins, the host country Co-Chair, Mr. Benedicto Fonseca Filho, and Mr. Chengetai Masango of the IGF Secretariat, invitations were extended to the Co-Facilitators and to the Office of the President of the General Assembly from the MAG co-organizers: Ms. Lea Kasper, Ms. Marilyn Cade, Ms. Lynn St. Amour, Mr. Jandyr Ferreria dos Santos Junior, and Ms. Shita Laksmi, who also acted as rapporteur of the session.*

*The co-organizers are from civil society, the private sector, the technical community and government. After extensive online consultation, the co-organizers decided to formulate guiding questions, drawing upon the approach taken by the WSIS Co-Facilitators in the New York consultations. The questions were distributed to participants ahead of time, were also handed out as printed copy in the room, and provided guidance during the 3-hour session, which was co-moderated by Ambassador Fonseca Filho of Brazil and Ms. St Amour from the technical community.*

*Drawing on the NetMundial modalities, the co-organizers provided separate microphones for each stakeholder group. The moderators rotated across these to ensure a balanced set of comments from each group.*

*The presence of the WSIS Co-Facilitators, Ms. Lana Zaki Nusseibeh, Permanent Representative of the United Arab Emirates to the UN, and Mr. Janis Mazeiks, Permanent Representative of Latvia to the UN, as well as of IGF Secretariat staff, was welcomed. The Co-Facilitators delivered opening remarks, with Ms. Zaki Nusseibeh proposing additional guiding questions:*

> *1 - What concrete measures in policy and financing can accelerate the achievement of affordable, relevant, high-quality access in order to bridge the digital divide?*
> *2 - What are the specific measures that can address the gender dimension of the divide?*
> *3 - How do we make sure that our global Internet governance system reflects the global nature of the Internet?*

**The following summary of the session addresses the guiding questions and synthesizes the comments received from all stakeholders. The full transcript of the session is also available.**

**SECTION 1 - ICT for development (preamble, sections 1 through 3)**

**The guiding questions posed were:**

[13] Full transcript of the session available here: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2834-2015-11-10-wsis-10-consultations-main-meeting-hall. Webcast available here: https://www.youtube.com/watch?v=wVUDHt4s3ng

- How can ICTs be harnessed for sustainable development? What insights and experiences from the last 10 years should be highlighted by the review?
- What concrete measures can help bridge the digital divide, including between and within countries, and How can the IGF community contribute to the implementation of the Sustainable Development Goals (SDG's) and achieving ICT4D for all? What could be the role of the IGF in these efforts?
- How should human rights issues related to ICTs be addressed in the outcome document?
- How should the outcome document handle present and emerging concerns about cybersecurity?

**COMMENTS**

**There was general support across the stakeholder groups for:**

- The ICT for development paragraphs, for embedding ICTs in development processes, and for the continued focus on Development at the centre of continued WSIS activities.

- Increased focus on relevant policy development processes in the developing and least developed countries to help ensure full equitable participation in all IG processes and forums.

- The strengthened and expanded Human Rights language in the Draft Outcome Document. There was significant support for the recognition that Human Rights obligations apply online just as they do offline, as well as for support for the language on free speech, privacy and surveillance in other paragraphs.

- The linkages drawn between the WSIS activities and the SDG 2030 goals, affirming that ICTs need to be seen as an instrument for achieving all the Sustainable Development Goals, and calling for a regular/periodic review that focuses on the effectiveness of the linkage, highlights Best Practices in meeting the SDGs, while looking for innovative ways to meet those targets.

- Expanding regional, national, and intra-national or sub-national IGF Initiatives given their contributions, their importance to the global IGF, and their role in increasing policy development capacity building.

- Re-balancing the language around multi-stakeholder and multilateral throughout the Outcome Document given the over-emphasis on multilateral and consequent diminishment of the multi-stakeholder model. A broad set of stakeholders felt that the references to multilateral did not reflect reality or historical fact, noting that the multi-stakeholder model has governed much of the Internet's development from the very beginning.

- Further elaborating how to better enable the private sector particularly in the area of capacity building and infrastructure development.

- Looking more broadly at the question of cybersecurity to ensure it fully recognizes the role of all stakeholders and spaces beyond the UN in building confidence and security in ICTs.

**Some support for (no comments against):**

- Stronger language that commits governments to increase public services online.

- Para 38; suggest adding references to anonymity and encryption as enablers of rights; include reference to Human Rights covenants or binding instruments in the text (para 5 & 47).

- Adding language to ensure that encryption tools are protected online as they are enablers to the freedom of expression and privacy, noting that blanket prohibitions on encryption violated international Human Rights.

- New financial mechanisms and the idea that there should be a further mechanism separate from usual development assistance.

- The reference to public access in paragraph 27 while looking for stronger language supporting public access as an enabler.

**No consensus:**

- Para 49 – the fact that there was no consensus on the need for a convention on cybercrime, but requests that the language should rather reflect existing consensus on need for cooperation and capacity building.

- There was also call for acknowledging role for non-state actors, who are contributing to addressing cyber security and cybercrime.

**Additional text suggestions but without consensus:**

- Include the notion of technology neutrality at the end of paragraph 15 - the end of the paragraph could read "..now understood to be foundational contributors to enable development and should recognize the principle and importance of technologically neutral solutions."

- Add SDG # 10 to paragraph number 14: "..9c (infrastructure and access), 10 (reduce inequality within and among countries), and…." .

- Add a reference re the Internet as a common good and requirement for free access to basic information in paragraph 21.

- Linkage to the Sustainable Development Goals (SDGs) should be strengthened and make specific reference to SDG 16.10, which aims to "ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements".

## SECTION 2 - Internet Governance and Enhanced Cooperation

**The guiding questions posed were:**

- What should the main goals of Internet governance be now and in the future?
- How long should the IGF mandate be? How should improvements be implemented? What should be the role of UN?
- What are the respective roles of governments and non-governmental stakeholders? How do you view their fulfilment over the last 10 years and how should they develop in the future?
- How can Enhanced Cooperation across and within the IG ecosystem be strengthened through the WSIS framework?

**COMMENTS**

**There was general support across the stakeholder groups for:**

- Including the word multi-stakeholder before the word multilateral in paragraph 50, and adjusting the language around multi-stakeholder vs. multilateral, in order to better represent reality, in terms of who has primarily governed the Internet since the beginning.

- Maintaining the working definition of Internet Governance that is contained in paragraph 34 of the Tunis Agenda.

- The renewal of the IGF mandate, with the consensus opinion of 10 years (though several would have preferred an open ended mandate).

- A request for recognition of the IGF's evolution towards being more outcome oriented, and more focused on capacity building, identifying emerging issues and facilitating institutional dialogue and building on the CSTD Report on Improvements for the IGF.

- Enabling developing countries to participate substantively and equitably in the various forums related to Internet Governance and in the policies which have a direct impact on social and economic development. Text should be added to the Outcome Document stating that funding mechanisms, especially for developing country participation, should be expanded (not only strengthened) to make this a reality.

**Some support (and no comments against):**

- There are clearly still differences of opinion on what enhanced cooperation means. It was suggested that the WSIS review not focus its attention on long and potentially fruitless discussions about enhanced cooperation in the abstract but instead address it from an issues based perspective: for example: What does enhanced cooperation mean for child online protection, and how do all stakeholders (including governments) play a role?

- The role of the CSTD was recognized and welcomed in discussions about Enhanced Cooperation.

- Paragraph 59 references the UN regional commissions and they could be mobilized again to do this. Another suggestion was the regional IGFs as potentially an effective venue to organize these reviews.

**Some divergence:**

- Paragraph 51, purports to be established language (paragraph 35 of the Tunis Agenda) yet inserts the text: "within the respective roles and responsibilities" taken from paragraph 50, hence it was recommended that that additional text be deleted as it is not in fact established language.

- With regards to various references on multi-stakeholder vs. multilateral (such as in paragraph 50), or conflated text (such as in paragraph 51), the point was raised that the language should reflect where we are today and all that we have learned through these processes.

- There was a suggestion that where we quote the Tunis Agenda language we include an introduction to place the language in context, so that we are not bound by the status quo of 2005 but we recall where we were and how we got to where we are today.

- There was a request to review the language that was agreed (for the Zero Draft) based on inputs and comments from multiple participants, including several governments, organizations from Civil

Society, private sector, technical and academic community. That language did not contradict the agreed language from the Tunis Agenda and better represented both the roles and responsibilities of different stakeholders as well as the process that is the basis for Internet Governance today.

- There were significant concerns about paragraph 56 as it seems to imply a state-to-state discussion on enhanced cooperation. It was repeatedly noted that enhanced cooperation involves more than just enabling governments to exercise their power, and that enhanced cooperation already takes place in many settings. Further, a special session of the General Assembly on enhanced cooperation will by its nature be state-to-state and thus not inclusive. The text needs to be clear that government is one of the stakeholders along with many others.

- Paragraph 56, where there is a call for a new intergovernmental Working Group with participation of different stakeholders received comments of non-support, and clarification of why. Statements were made that this is redundant given that the CSTD WG is still constituted. Opening new working groups will take energy from existing efforts and other stakeholder efforts. There was some support to continue the CSTD WG on EC with a new mandate.

- The current text on net neutrality was felt by some to be too constrained, and it was suggested that a statement adopted in the Council of Europe in November 2014 might be more appropriate, it says "take necessary steps to preserve the open and neutral character of the Internet and support end user rights to access, disseminate and use Internet content or services of their choice".

**Additional specific text suggestions:**

- Paragraph 50 - the recognition that the Internet is a global resource that should be managed in the public interest was welcomed. It was suggested that the principles of openness and inclusiveness be added as these are key Internet Governance principles, and it would be more consistent with paragraph 12 in the preamble.

**SECTION 3 - Implementation and Follow-up**

**The guiding questions posed were:**

- What financing mechanisms should be put in place to implement WSIS outcomes?
- The review of the implementation of the WSIS outcomes has taken place at 5-year intervals. How often should reviews take place and what should be their nature?
- What role can the IGF and various national and regional IGF Initiatives play in WSIS implementation and follow-up?
- What should be the objectives of the annual reviews: WSIS Action line reviews at the WSIS Forum, and the annual WSIS reports by CSTD?
- How should stakeholders continue to be involved leading up to the UNGA High Level Event in December?

**COMMENTS**

**There was some support for (and no comments against):**

- Including a statement in the Follow up and Review section of the Outcome document that ICTs are a very important instrument for achieving the SDGs (given the linkages between the WSIS activities and the SDG 2030 goals).

- An annual review of the linkages between the WSIS activities and the SDG 2030 goals and their effectiveness, highlighting Best Practices, and looking at innovative ways of meeting those goals.

- Regular/periodic regional reviews similar to those in the WSIS process, involving all stakeholders and including reports on progress in achieving the outcomes within the context of the 2030 Agenda for Sustainable Development.

- Using the WSIS Matrix (created by the ITU with the WSIS coordinators) to measure progress and strengthen the impact of ICTs for Sustainable Development.

- Continuing the role of the CSTD and the WSIS Forum, respectively in WSIS review and in Action Line Review.

## 10th IGF Main Session: Internet Economy and Sustainable Development

## Transcript

## Video

**Agenda:**

The discussions at the IGF session reflected the importance of Internet Economy enabling policies and eco-system for the fulfillment of different SDGs.

The main session was split into the following main issues/topics:
- Setting the scene
- Global Vision
- Internet Role and Economy challenges and successes delivering SDGs.
- How the IGF and other IG organizations/efforts might better support the SDGs;
- Recommendations

**Policy Questions:**

· How do we foresee the Information society in 2030 & how it may be different that 2015?
· What are the obstacles for Internet entrepreneurship?
· What are the barriers for obtaining equality through the Internet?
· How ICT capacity building is better delivered?
· What are the best way improve health, education, timely Justice, environment protection, society engagement with the help of the Internet?
· What are the hurdles to obtaining access to meaningful information from the Internet?
· What are the barriers to increase the access for the non-connected?
· Are there best practices for the above challenges?
· What regulatory and policy issues needs to be addressed to improve the Eco-System?
· IGF post-2015, 'Multistakeholderism' and supporting the delivery of the SDGs

Investing in human capital: How to ensure investment in ICT oriented human capital from marginalized communities to young entrepreneurs within a healthy eco-system?

Availability of local applications and content: In many countries technology is coming from outside and the applications and content provided might not be localized to the local need or available in local language. Problems range from integrating the local languages into the system, and updating the contents posted on websites, to customized applications catering for local needs. The lack of suitable regulation, and investments eco-system can hinder innovation in content creation and application development. What best ways to promote creation of locally relevant content and applications?

Intellectual Property Rights: How can we raise awareness about the importance of protecting IPR for both international and local applications and content, and how can we balance between IPR policies and increased availability and affordability? Of the 17 SDGs, where can Internet based technologies make maximum contribution to ensure rapid achievement of objectives? Implementing Sustainable Development: are we identifying synergies between the SDGs and WSIS Action Lines and practical measures to support their implementation?

**Host Country Chair:** Mr. Henrique Faulhaber, Director and Founder of Calandra Solutions, Advisor of the Brazilian Internet Steering Committee

**Moderator:** Joseph Alhadeff (Chair – ICC, Digital Economy Commission & VP Oracle)

**Panelists:**

Intergovernmental:

- *Mr. Lenni Montiel; Assistant-Secretary-General for Development – United Nations;*
- *Mr. Gary Fowlie; Head of Member State Relations & Intergovernmental Organizations - ITU*
- *Ms. Lydia Brito; Director of the Office in Montevideo - UNESCO*
- *Ms. Michele Woods; Director, Copyright Law Division - WIPO*

Government:

- *H.E. Rudiantara, Minister of Communication & Information Technology - Indonesia*
- *H.E. Junaid Ahmed Palak- Information and Communication Technology Minister of Bangladesh*
- *Ambassador Sepulveda, Deputy Assistant Secretary, U.S. Coordinator for International and Communications Policy at the U.S. Department of State*

Private Sector

- *Sergio Quiroga da Cunha, Head of Latin America, Ericsson*
- *Jimson Olufuye, Chairman – Africa ICT Alliance (AfICTA)*
- *Silvia Rabello, President - Rio Film Trade Association*

Civil Society:

- *Sunil Abraham; Executive Director, Centre for Internet and Society -Bangalore-*
- *Helani Galpaya; CEO LIRNEasia, an ICT policy and regulation think tank active across emerging Asia and the Pacific.*
- *Mrs. Sally Metwaly- Director of Social Innovation and Entrepreneurship programs, Misr-Elkheir Foundation (possible remote participation)*

Technical Community & Academia:

· *Jari Arkko; Chairman – IETF*
· *Raúl L. Katz; Adjunct Professor, Division of Finance and Economics, Columbia Institute of Tele-information*

**Desired results/output:**

· Identifying challenges to internet economy and ICT enabling SDGs
· Identifying best practices & successful policies enabling SDGs through Internet.
· Highlight the importance of the Internet role to sustainable development.
· Identify how IGF post 2015 would support the SDGs

**Brief Summary:**

Participants in this comprehensive main session recommended that deliberations on issues related to the Internet Economy and Sustainable Development coming from the IGF could serve as valuable inputs to the draft WSIS outcome document.

UN agencies such as UNDESA, ITU, UNESCO and UNCTAD can feed IGF discussions into synchronizing WSIS action lines to individual SDGs. It was stressed that Internet and ICTs can support all 17 SDGs and the IGF can contribute to enabling citizens across local economies to better understand the potential of ICTs and Internet access. Other recommendations coming from the session included:

- Creating more awareness about the SDGs, IGF, Multistakeholder mechanisms and how Internet can help achieve SDGs on Regional and National levels, through different stakeholders and Governments.
- Inducing more investment into Internet innovation to serve the SDGs, through both public funds and Venture Capital incentives, among other channels.
- Engaging further local SMEs in localized results serving the SDGs, from local content, to solutions serving different SDGs.
- Improving policies serving access, privacy and security of the Internet.
- Engaging more Women and youth.
- Fostering Internet entrepreneurship.
- Extending the Internet economy to marginalized groups and LDCs.
- Augmenting local content.
- Increase knowledge sharing, capacity building and preparation of youth for future employment.
- Transforming the digital divide into social inclusion.

## Main Session: IGF Intercessional Work: Policy Options and Best Practices for Connecting the Next Billion

## Transcript

## Video

**Description/Agenda:**

The purpose of this main session on 'Policy Options and Best Practices for Connecting the Next Billion' was to bring the IGF community together in a roundtable format for an interactive and output-oriented discussion which will review the work of some of the main inter-sessional activities of 2015 including the collaborative 'Policy Options for Connecting the Next Billion' compilation report and the six Best Practice Forum's. The session gathered those from the community who have made great contributions to the inter-sessional work, including representatives from National and Regional IGF initiatives, and representatives from all stakeholder group's, to identify both challenges and potential solutions for bringing the next billion global citizens online.

**Examples of policy questions** addressed throughout the preparatory process of the 'Connecting the Next Billion' exercise:

1. How would you define the issue "Connecting the Next Billion"?
2. Have you observed any regional or national specificities regarding connectivity (e.g. Internet industry development)?
3. Do you know of existing policy measures, and private sector or civil society initiatives addressing connectivity? If yes, was the policy a government policy, industry policy (either collective best practice or corporate policy), technical policy, or did it pertain to civil society collaboration? Describe them.
4. In your opinion, what worked well in the development of the policy, and what impediments were encountered?
5. What was the experience with implementation?
6. Did you experience any unintended consequences of policy developments/interventions, good and bad?
7. Can you think of unresolved issues where further multistakeholder cooperation is needed?
8. Did you gain any insight as a result of the experience?
9. List proposed steps for further multistakeholder dialogue/actions.

**Host Country Chair:** Mr. Maximiliano Martinhão, Secretary of Telecommunications, Ministry of Communications of Brazil
**Moderator(s):** *H.E. Benedicto Fonseca (Brazil) and Constance Bommelaer (ISOC)*

**Panelists and agenda:**

**High-Level Remarks** – *Lenni Montiel, UN Assistant Secretary-General for Economic Development in the Department of Economic and Social Affairs*
**Welcome and Introduction** – *Constance Bommelaer, Senior Director, ISOC and H. E. Benedicto Fonseca, Brazil* - 10 min

- The importance of strengthening the IGF
- IGF issues and the broader context: Sustainable Development Summit, WSIS+10, etc.
- Types of outcomes: Policy Options, Best Practices, methodology and post-2015 perspectives

**Defining the issue** – *Dr. Pepper,* Vice President, Global Technology Policy, *Cisco* 10 min

- What does Connecting the Next Billion entail?
- Why is this issue important and what are the challenges?

**Policy Options for Connecting the Next Billion:**

- Overview of the complete findings – *Brian Gutterman, Associate Programme Manager, IGF Secretariat*
- Pointer to short synthesis

- Perspectives from the regions, i.e. regional/national IGFs - *Lee Hibbard, Head of Information Society Unit, Council of Europe and Makane Faye, Chief, Knowledge Management and Library Services, UNECA*
- Call for representatives of national/regional IGF leaders and other contributors/participants to weigh in *from the table: Avri Doria, APC; Carolyn Nguyen, Technology Policy ad Strategy, Microsoft; Alice Siu, Stanford; Tomas Lamanauskas, Head, Corporate Strategy, ITU; Manu K. Bhardwaj US State Department; Jack Deasy, O3B Networks; Kevin Martin, VP, Public Policy, Mobile and Global Access).*

**IGF Best Practices and how they help Connect the Next Billion**

- Leaders of IGF Best Practices report on outcome of their work, its importance in Connecting the Next Billion, and proposed next steps for IGF work:
  - **Multistakeholder mechanisms** - *Avri Doria, APC*
  - **Establishing CSERTs** - *Julia Cornwell McKean, eSafety Commission, Australia*
  - ***Mitigating Spam*** - *Cristine Hoepers, Internet Policy Consultant*
  - **Enabling IPv6** - *Izumi Okutani, Policy Liaison JPNIC and Susan Chalmers*
  - **Establishing successful IXPs** – *Malcom Hutty, Head of Public Affairs, Lynx, and Jane Coffin, Director, ISOC*
  - **Countering abuse against women online** - *Jac Kee, Women's Rights Policy Coordinator, APC and Subi Chatuverdi, Adjunct Faculty and DGM Corporate Communications*
- Question to the audience - Which Best Practices should be developed going forward, how they would be relevant to Connect the Next Billion?

**The way forward** – *Vint Cerf, Google*

- What are the emerging trends/challenges to Connect the Next Billion?
- How can the IGF catalyze global initiatives
- What should be the role of the IGF in tackling issues and how should its community continue to shape its outputs in a relevant and useful way?
- Q&A with the audience

**Conclusion** – *H.E. Benedicto Fonseca, Brazil*
**Remote moderator:** *Raquel Gatto, Regional Policy Manager, ISOC*

**Brief Summary***:*

The intercessional work on 'Policy Options for Connecting the Next Billion' was presented and discussed during this main session focused on the 2015 intercessional work. More than 80 background contributions were received from the community for the 'Policy Options for Connecting the Next Billion[14]' paper including submissions from five Regional IGFs representing most regions of the world (Asia-Pacific IGF, Arab IGF, African IGF, European Dialogue on Internet Governance, Latin American and Caribbean IGF), nine National IGFs, and inputs from Governments, Intergovernmental Organizations, Civil Society, Private Sector and Business Community, Technical Community, Academic Community, IGF Best Practice Forums (BPFs) and Dynamic Coalitions and individual IGF stakeholders. Participants agreed that this compilation document and the full list of background contributions will now serve as a robust resource on this important topic and can also serve as an input into other relevant Internet public policy fora and processes moving forward.

[14] http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/cnb-outdocs

The outputs from the work of the IGF Best Practice Forums were also presented and it was suggested that moving forward BPF work could perhaps be fed into consultations through the National and Regional IGF initiatives. IGF intercessional work, including the BPFs, offer the Internet governance community tangible ways to address pressing Internet policy challenges and issues. Discussions stemming from the BPFs will now inform policy debates taking place in other fora. Delegates stressed that the Best Practice Forum outputs, developed through iterative processes that collect a wide breadth of knowledge from the diverse IGF community, demonstrate the community's efforts to strengthen the IGF, and to build consensus around key issues.

**Summary report**

PART 1 – Comments on Connecting the Next Billion

Mr. Maximiliano Martinhão, Secretary of Telecommunication of the Ministry of Communications of Brazil and Mr. Lenni Montiel, UN Assistant Secretary-General for Economic Development have opened the session, emphasizing in their respective remarks the importance of the intercessional work in the IGF, especially the topic of policy option for connecting the next billion which is an essential for the Internet development and bridging the Digital Divide.

The session was moderated by Ambassador Benedicto Fonseca and Mrs. Constance Bommelaer.

Mrs. Bommelaer has set the scene for the work that led for the session towards more IGF outcomes aligned with paragraph 72 from Tunis Agenda. There were six best practices forum discussions on multistakeholder mechanisms, mitigating spam, establishing successful IXPs and encountering abuse against women online, which were held under the overarching intercessional theme of connecting the billion. Moreover, the community has widely taken the public consultation in the run up for the IGF. All the inputs have been consolidated into a final draft document to be discussed in this session.

Mr. Robert Pepper, from Cisco, has stated that in order to **close the Digital Divide** we need to accelerate and speed up the way to connecting the next billion and understand the gaps to get more people connected. He raises four challenges to be faced in this path: (i) infrastructure (in the supply side) and access (including ability to be connected); (ii) affordability (in the demand side); (iii) skills and capacity building; and (iv) awareness and content that leads to relevance. There is another piece regarding income inequality and gender gap in the use of the Internet.

Mr. Brian Gutterman from IGF Secretariat has explained the key findings on the public consultation held prior the IGF. There were more than 80 individual and organizational contributions and 5 regional IGF initiatives took on the theme (African IGF, LACIGF, EURODIG and Arab IGF). All contributions and the draft document are available in the IGF website. The consolidated draft document is divided into 5 sections: deploying infrastructure, increasing usability, enabling user, ensuring affordability and policy recommendations for creating an environment for Connecting the Next Billion.

Mr. Makane Faye has shared the experience from the African European Commission on discussions for Connecting the Next Billion. There was over 150 multistakeholder participants involved and 8

recommendations: adopt the best practices methodology program; enhance multistakeholder cooperation through improving the communication and IT tools; develop strategic partnerships to support infrastructure development; sustainable use of ICT and applications; improve local content development and eLearning initiatives; increase access to information and knowledge; preserve the identity and unique cultural heritage of Africa through free Internet platforms; and monitoring and evolution of the program.

Mr. Tomas Lamanauskas, ITU, recall the Sustainable Development Goals that recognizes the importance of ICTs to achieve its goals as a vision. Also highlight the fact that the Digital Divide is widening with multiple devices connected in Internet of Things in one side and other regions with none, and it is important to take on the ways and tools. Moreover, emphasized the need to connect the next billion not only as users but also as active participants of the economy.

Mrs. Avri Doria highlights the need to look forward. After the report, to narrow the issues and take it further with concrete steps to work with throughout the next years.

Mrs. Carolyn Nguyen has delivered Microsoft`s contributions key points, which are concrete examples on both, demand and supply side, for affordable access in remote areas and capacity building. She has also addressed the need for evidence-based policy making and asked if we should have a set of connectivity principles, a framework, a tool set?

Mr. Manu Khardawaj, from US State Deparment has presented the new initiative Global Connect focused on internet development, launched after community demands and IGF USA discussions. He also mentions that this intercessional work has resulted in a set of policy recommendation to potentially guide local initiatives or other efforts to unlock digital growth and expand the benefits of connectivity to the world.

Mr. Jack Deasy, from O3B Networks, has pointed that there are several satellite industry investments to expand broadband for the unconnected, now the challenge is to connect communities which need manageable and accessible recommendations to be really engaged.

Mr. Kevin Martin from Facebook states that policies and actions need to reflect the fact that you have multiple challenges while addressing the lack of infrastructure and the costs of access. He has also emphasized some of the key points in the report: increasing usability and enabling users. Finally, he introduced his company new programme to provide free access to content.

The floor was open to audience. The questions were about youth engagement in the process of policy making in internet and the expansion of infrastructure also through the Spectrum for mobile broadband and other types of wireless. Also it was raised the other challenges for connecting the next billion such as illiteracy and electric power in Africa.

Mrs. Carolyn Nguyen has shared the experience from EURODIG organizing a specific workshop on Policy Options for Digital Access and Inclusion, which results in the following challenges to address in Europe: increase usage when infrastructure already exists, but also consider the access issues in rural areas and other geographical realities; and the need to develop digital agendas for all different

layers and respective solutions. She has also stressed the importance of clear statistics and data, as well as to facilitate the connection of all international organizations on a national level, sharing the investment and development of public-private partnerships. Mr. Lee has added that in the context of access, it has been discussed the Internet as a global resource to be managed in the public interest.

Mr. Manu Khardwaj has called all countries to view the connectivity as a central issue to their national development strategy and to consider its cross-cutting nature of how its impacting all sectors of the economy. And Mr. Pepper has emphasized open multistakeholder country programmes to drive up Internet extension and access.

PART 2 – Best Practices Forum results linked to Connecting the Next Billion

BFP Strengthening Multistakeholder Participation Mechanisms – Avri Doria
BFP Regulation and Mitigation of Unsolicited Communications – Julia McKean
BFP Establishing and Supporting Computer Security Incident Response Team (CSIRTs) – Christine Hoepers
BFP Creating an Enabling Environment for IPv6 Adoption – Susan Chalmers
BFP Enabling Environments for Establishing successful IXPs – Jane Coffin
BFP Encountering Abuse Against Women Online – Jac Kee

Mr. Vint Cerf has delivered closing remarks in which he calls for a new label: Internet Stewardship Forum as it is about making the Internet to continue to be constructive environment for everyone. He highlights that the next billion will be connected from many different parts of the world, as technology keeps changing, prices goes down and speeds goes up. Accessibility is also an important issue, with a technological solution, while violence against women is a societal problem. Therefore, the intercessional work is fundamental.

## 10th IGF Main Session: Enhancing Cybersecurity and Building Digital Trust

## Transcript

## Video

**Co-Facilitators**: Dominique Lazanski, Subi Chaturvedi and Segun Olugbile

The session built upon existing global initiatives including GCSC2015 and others.

**Agenda:**

This main session explored the following issues:

Identify the issues: what are the critical challenges in establishing resiliency and trust from the different stakeholders' perspectives? What are the key issues and challenges for a secure and sustainable free and open cyberspace and how can international cooperation be enhanced? Engaging with diversity and regional/national/linguistic/forensic challenges – problem definition with a solutions approach/ case studies? Assess the capacities: what capabilities are essential to addressing cybersecurity challenges and how can they be measured?

How do we strike the right balance between cybersecurity and human rights including free speech? How can we create a secure cyberspace for netizens, small and large business, startups and governments without thwarting innovation? How do we engage diversity and regional/national/linguistic/forensic challenges?

Capacity building: what are the best practices in addressing today's and tomorrow's challenges? What platforms would facilitate and accelerate these efforts and how can they best achieve synergy in this field?

How do we promote the use of Internet for international peace and security? What recommendations are there for high level principles for cyber cooperation? How do we discover new approaches for institutionalising and disseminating best practises for capacity building including: Rights, Recourse, Jurisdiction - Understanding risk behavior, disruptive technologies initiating cyber hygiene, national digital literacy and broadband plan integration

Multistakeholder collaborations: what are examples of successful proactive and reactive collaborations to address cybersecurity challenges, either nationally, regionally, or globally; within a sector and across sectors?

How can we amplify multistakeholder participation in promoting international stability of the internet and enhancing cooperation in global internet governance towards a secure cyberspace?

How do we enhance digital trust and protect privacy through bilateral and multistakeholder initiatives and collaborative spaces? What case studies are available?

Next steps: What practical and concrete steps can be taken or initiatives could be implemented? What other evidence-based research is needed? How can Cybersecurity be more open, accountable and transparent? What are the next steps? And what processes can and should be part of the next steps?

**Host Country Chair:** Paulo Sergio Carvalho

**Moderators**:

Wout de Natris – De Natris Consult
Paul Blaker – Department of Culture, Media and Sport, UK Government

**Speakers:**

David van Duren of the Global Forum on Cyber Expertise
Chris Painter Head of Cyber Issues (US State Department – Governments and Compliance/Balance
Govt. of Netherlands (Dutch)
Bob Hindon – ISOC – Chairman of the board
Paulo Sergio Carvalho - Host Country chair
Rahul Gosain
Tomas Lamanauskas, Head, Corporate Strategy, ITU- Confirmed
Megan Richards – EU
Michael Kaiser – Stop. Think. Connect
Carolyn Nguyen - Microsoft
Audrey Plonk - Intel
Corrine Cath - Internet & Jurisdiction Project – recent Oxford University graduate
Academia – ALX (University of Mexico)
Marco Hogewonig – External Relations Officer – Technical Advisor RIPE

**Brief Summary:**

Lack of trust in the Internet, a key driver of the global economy, can adversely impact the achievement of the sustainable development goals. Recognizing the crucial need to enhance cybersecurity and build trust, this main session held valuable discussions with stakeholders coming from government, private sector and civil society to give them an opportunity to share their views on the challenges, and provide recommendations for addressing the issues.

The general consensus coming from the session was that cybersecurity is everyone's problem and everyone should be aware and understand that the cyber world is a potential unsafe place. A culture of cybersecurity is needed on different levels. Individual action was encouraged to make the Internet safer. Moreover, a need for a comprehensive approach to tackling cybercrime and building trust, such as the introduction of security elements when developing cyber products and services, was highlighted. Participants also stressed the critical role that education plays in addressing cybercrime issues and noted that education should be expanded to involve all levels of society. Capacity-building was cited as an indispensable driver for cybersecurity.

There were calls for further multistakeholder participation in the tackling of cybercrime. Session panellists agreed that the IGF, including national and regional IGFs, has proven to be a good collaborative multistakeholder process for cybersecurity, but still needs to reach out to get missing parties around the table. The involvement of the government, private sector, civil society and other stakeholders in handling cyber security was stressed as fundamental in terms of sharing best practices, sharing results of critical assessments and identifying globally accepted standards of cybersecurity. All stakeholders must understand, respect and trust each other's expertise and competences.

# IGF2015 Main Session Report:
# A Dialogue on Zero-Rating and Network Neutrality

## Transcript

## Video

Susan Chalmers and Ginger Paque, Editors

**MAG co-organisers:** Susan Chalmers, Principal, Chalmers & Associates, US/New Zealand; Ginger Paque, Director, Internet Governance Programmes, DiploFoundation, US/Venezuela; Ephraim Percy Kenyanito, Policy Fellow, Access Now, East Africa

**Host Country Chair:** Nivaldo Cleto, President, Association of Brazil's Registration Authorities (AARB); Counselor, Brazilian Internet Steering Committee (CGI.br)

**Lead Moderator:** Dr. Robert Pepper, Vice President, Global Technology Policy, Cisco, USA

**Floor and Readout Moderators:** Carolina Rossini, Vice President, International Policy, Public Knowledge, Brazil/US; Vladimir Radunovic, Director, E-diplomacy and Cybersecurity Programmes, DiploFoundation, Serbia

**Organisational note:** The IGF Main Session *A Dialogue on Zero-Rating and Network Neutrality* was organised in open consultation with the Internet community over the course of several months.

### 1.1.1 Scene Setting

At the IGF2014 in Istanbul, the workshop session *Net Neutrality, Zero Rating and Development: What is the Data?* considered the Internet policy issue of Zero Rating (ZR). Many different points of view were expressed.

Discussion focused on how ZR can connect more people to the Internet, both in terms of connecting those who do not have physical access to Internet infrastructure, and also in terms of connecting those who do have physical access, but do not, or cannot, connect for one reason or another. For example, some would connect but cannot afford to pay. Others see no value in connecting to the Internet. Finally, some have neither the skills nor the capacity to connect and engage online.[15] In this regard, *access*, *affordability* and *awareness* emerged as important themes.

For proponents of ZR, when a zero-rated service provides something to the consumer "for free," it solves for the problem of affordability. The problem of Internet awareness is solved by providing access to it through ZR, thus giving people the opportunity to understand the value that the Internet can bring to them. A ZR program may only provide free access to a handful of basic services, but providers claim that this initial access, while limited in scope, will "whet the appetite" of new Internet users and encourage them to purchase plans to access the "full Internet."

[15]Carolina Rossini and Taylor Moore, "Exploring Zero-Rating Challenges: Views From Five Countries" (2015), *available at* https://www.publicknowledge.org/assets/uploads/blog/Final_Paper-Jul_28-TM.pdf

At the same time, however, the workshop session considered how ZR can be used to create lock-in and permit providers to behave in anticompetitive ways. Also, ZR can be used to create walled gardens for end users, potentially restricting people's understanding of the Internet to being one particular platform or application.

Another issue discussed was the interaction between ZR and network neutrality principles. Some were concerned that ZR could be used in a way to violate network neutrality. Others maintained that ZR violates network neutrality by default, by treating content, and its traffic management, in a discriminatory way. Finally, a major concern was that ZR models offer only a subset of the "full Internet," preventing people from going where they really want to go, on the Internet.

During the 2015 main session, ZR was discussed as one policy option for solving these problems - an alternative to the deployment of community networks, for example, or the provision of municipal wifi. After providing the above summary of ZR issues and last year's discussion, moderator Dr. Robert Pepper, Vice President of Global Technology at Cisco, noted that it was clear that both legitimate concerns and aspirations exist for ZR. The ensuing discussion at the main session sought to explore these concerns and aspirations. Following readouts from "feeder sessions," (summarised below) discussion on ZR began with a presentation of new research on this complex and challenging Internet policy issue.

### 1.1.2 "Feeder Session" Readouts

**WS 156 Zero-Rating and Neutrality Policies in Developing Countries** This roundtable session focused on "zero rating services as a tool to provide Internet access and how [these services] can affect the open, free Internet." As seen in other sessions during the IGF, affordability of access and the lack of interest in connecting to the Internet were two rationales given by private sector participants in support of ZR. Further, ZR was explained as a temporary solution for these problems - "an entry-level for people offline." On the other hand, contributions from civil society participants highlighted "the ability to connect, create, consume and contribute" as important Internet principles which should not be sacrificed by ZR, which creates "a false version of the Internet." A suggestion made submitted during the roundtable session was that, if permitted, ZR "must be done under specific rules to prevent distortion of competition through relationships in the whole digital ecosystem."

**Access/PROTESTE event on Zero Rating** This event featured "a public show and tell" of research on the different kinds of zero-rated mobile services that are offered by large, global service providers. Participants discussed different definitions of ZR, data caps and data prices in different countries, the effects of ZR on Human Rights, consumer rights, competition law, and innovation policy, whether users equate platforms offering ZR services with the actual Internet (the conclusion was "yes"), alternative approaches to increasing access, and whether ZR violates network neutrality principles. Finally, as heard elsewhere in related sessions during the IGF 2015, the need to distinguish between theoretical harms and real harms was noted and there was general agreement amongst event attendees that more data is needed.

**Dynamic Coalition on Network Neutrality** The DCNN representative presented highlights from its annual meeting and report. The report included regulatory perspectives from Norway, where ZR "is not considered compatible with net neutrality" due to the fact that "the goal of net neutrality is to avoid fragmentation and preserve the Internet as a platform that's open to communication and innovation." It was noted that this perspective is shared by other national regulators, particularly in Europe. On the issue of how consumers think about ZR, according to a study discussed during the DCNN meeting, users with low data caps appreciate ZR offerings and users with high data caps do not seem to care. This could be problematic; it could lead to Internet Service Providers keeping data caps artificially low.

Despite the above illustration from Norway, it was noted that discussions within the DCNN this year also considered whether ZR could be considered as a short-term exception to network neutrality rules, provided that such zero-rated services are offered under Fair, Reasonable, and Non Discriminatory (FRAND) conditions. Finally, it was stressed that supporting the creation of community networks can be a more sustainable approach to increasing Internet access and empowering people, rather than providing access to a limited selection of ZR applications.

**WS 21 SIDS Roundtable: the 'Free Internet' - Bane or Boon?** The Small Island Developing States (SIDS) roundtable discussion focused on free Internet more generally; ZR was considered as one example amongst others. Discussion often referred back to the questions of *who pays for "free Internet"?* and *what does "free Internet" mean*? The discussion considered various aspects of the Internet ecosystem, for example infrastructure, applications, and cost. These aspects should be addressed individually as well as collectively when assessing "Free Internet" programmes and their contribution to "the overall objective of being able to derive the maximum benefit for small economies." Different stakeholders drive these different aspects, but the synchronization of their work is "imperative." In light of the unique connectivity situations that SIDS face, "innovative solutions" are needed to fund Internet infrastructure rollouts. Finally, "expressions of concern" were voiced "as to whether implementation of free Internet and Zero Rated services present in the Caribbean region were really benefiting the citizens," and there was "unanimous agreement" that non-technology player participation (e.g. civil society and academia) in the development of free Internet programmes is key.

In the final readout of the main session, a preview of the then-upcoming workshop **WS 79 Zero-Rating, Open Internet, and Freedom of Expression** was provided. The aim of the panel session would be to consider the impact of ZR plans on the open nature of the Internet and on network neutrality, Freedom of Expression, competition in the telecommunications market, consumer behaviour, inclusiveness, and Internet Governance. Discussion would focus on understanding ZR's effect on socioeconomic development, and on evaluating the effectiveness of current regulatory trends, where regulators assess ZR plans on a case-by-case or market-by-market basis.

### 1.1.3 Research

Dr. Silvia Elaluf-Calderwood, Research Fellow at Oxford Brookes University, summarized her work with Roslyn Layton from Aalborg University on ZR in different countries. The work includes an early review of the regulatory impact in countries that "banned some forms of the practice" - Slovenia, Chile and the Netherlands.[16] Elaluf-Calderwood highlighted two observations in particular. The first was that local start-ups and small operators - those who are typically the first movers in providing zero-rated services - are usually the ones who are negatively affected when ZR is banned. Large incumbents are not. Second, low volume users may end up paying for the services of the high volume users. Reducing the lowest priced offers in the market, top price offer gets more data, that only helps the experienced elite user. The first-time internet user is not going to chose such product anyway.

[16] Roslyn Layton and Sylvia Elaluf-Calderwood, "Zero Rating: Do hard rules protect or harm consumers and competition? Evidence from Chile, Netherlands and Slovenia" (2015), *available at* http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2587542. This paper also responds to five common criticisms of zero rating: 1) The operator that offers zero rating will win market share; 2) The zero rated service will win market share; 3) The presence of zero rating will preclude the emergence of new applications and services; 4) Users do not go to non-zero rated content. If Facebook is free, they don't venture beyond it; 5) Operators that are zero rating their own content foreclose other content.

According to Elaluf-Calderwood, ZR is a marketing tool and, to consider it as a network neutrality issue, "is perhaps to extend too much the concept." Based upon their research, Layton and Elaluf-Calderwood's preliminary conclusion is that ZR should not be banned because it affects less than 1% of the market that is using it.

Helani Galpaya, CEO of LIRNEasia, said that many people in emerging Asia are coming online through ZR services "because mobile devices [are] how Asians are connecting to the Internet." Galpaya outlined key research questions relating to ZR, asking, for example:

- Whether ZR drives users to adopt a new and different form of connectivity beyond their traditional SMS and voice services?
- Whether ZR serves an on-ramp for new users to the full Internet?
- Whether people stay within their ZR walled gardens, and what do they do when they are there?
- Whether some equate Facebook with the Internet?

Research indicates that the answer to this last question is "yes".[17] The first two questions were answered as "cautiously yes," and too early to say, given that there is "big hole in the research" on whether ZR subscribers eventually convert to paying, "full Internet" users. Galpaya noted that Facebook is on the record as saying 50% of users convert to paying consumers of the full internet within 30 days. Telecom operators have confirmed this number anecdotally.

Do some stay inside of their ZR walled garden? "Of course they do" Galpaya says, and in that walled garden they "organize themselves politically," find jobs, and communicate with friends and family. In a specific example, hairdressers have used zero-rated services to "find out about hairstyles of celebrities" as "this is what their customers demand."

Galpaya concluded as some other participants did by calling for further research, explaining that "we don't have the basis for policy making at this point."

Dhanaraj Thakur, Research Manager at the Alliance for the Affordable Internet (A4AI), presented research that focused on how various Internet service plans impact the affordability of Internet access of in developing countries, in order to "inform policymakers on the best ways to address these emerging services." After canvassing the availability of mobile data services in eight different countries, across three continents (Africa, Asia, and South America), A4AI developed four categories of mobile service plans:[18]

1. **Full cost data bundle**, where the user pays the advertised price and uses their data in whatever way they wish;
2. **Service-specific data bundle**, where the user purchases data (often at a discounted rate) to use on specific sites or apps;
3. **Earned data**, where the user earns data after performing some type of action, such as viewing an advertisement or completing a survey; and,
4. **Zero-rated data**, where access to specific content comes at no additional cost to the user.

[17] Leo Mirani, "Millions of Facebook users have no idea they're using the Internet" Quartz (2015), *available at* http://qz.com/333313/milliions-of-facebook-users-have-no-idea-theyre-using-the-internet/.

[18] Alliance for Affordable Internet, "The Impacts of Emerging Mobile Data Services in Developing Countries" (2015), *available at* http://1e8q3q16vyc81g8l3h3md6q5f5e.wpengine.netdna-cdn.com/wp-content/uploads/2015/11/MeasuringImpactsofMobileDataServices_ResearchBrief1.pdf.

Thakur said that, looking across all of the countries studied, 51% of mobile data plans fit into the "service-specific" category, 33% are "full cost" data plans, 13% are zero-rated, and 3% are "earned data" plans. The next phase of this research is to survey users in the countries studied to answer the types of questions that both Elaluf-Calderwood and Galpaya raised during the interventions, for example the extent to which ZR users convert to the "full Internet" and whether alternative models can drive greater Internet adoption "particularly among the low income groups and other excluded groups."

#### 1.1.3.1 Questions

Questions from the floor that related to research included:

- Whether there is empirical evidence that supports the assertion that ZR creates walled gardens;

Elaluf-Calderwood acknowledged that while most ZR content is from "common applications that are social networks," ZR providers expect that users will eventually move to broader Internet services on a paid basis, adding that while "it is not ideal...for some people it is an introduction." Galpaya confirmed that there is empirical evidence showing that ZR creates walled gardens, but that there is also evidence to support the assertion that people in these walled gardens benefit from these free services in different ways because they are cheaper substitutes.

- Whether there is "a correlation between the percentage of service-specific packs in specific countries, and the number of Telecom service providers...in [those] countries;"

Thakur responded that research did not reflect a correlation between the number of service providers in a given country and the number of service-specific plans. He went on to explain:

*I would suspect then that this has more to do with the intensity of the competition in the market, not necessarily a number of operators, but that's a good question that we could explore more because then it addresses the impacts of these plans on competitiveness in the market.*

Another question raised, but which could not be addressed given time constraints was whether ZR is an issue in the Electronic Commerce chapter of the Trans Pacific Partnership Agreement.

### 1.1.4 Different Types of Zero-Rating and Alternatives

Kevin Martin, Vice President, Mobile and Global Access Policy at Facebook, explained that the company understands those who remain unconnected to the Internet as belonging to one of three different groups:

1. Those lacking access to Internet infrastructure;
2. Those who cannot afford to pay for Internet access; and
3. Those who "live within a range of a signal" but are unaware of the value and relevance of having access to the Internet.

Martin explained that Facebook's "Free Basics"[19] programme was developed to help connect people in this third group.[20] This zero-rated service provides end users free access to certain content, including "news, education, health sites, jobs, government sites, and local content." The Internet Service Providers (ISPs) who participate in Free Basics are not paid by Facebook or the other content providers. The programme is non-exclusive and non-discriminatory; Facebook engages with participating ISPs and content providers on equal terms. In response to questions raised throughout the discussion relating to Free Basics users eventually subscribing to the "full Internet," Facebook research indicates that Free Basics leads to a 50% increase in the rate people are brought onto mobile networks, and at least 50% of people who come online through Free Basics begin paying for data to access the broader Internet within 30 days.

A different approach to connecting the unconnected, referred to as "Equal-Rating" was presented by Jochai Ben-Avie, Senior Global Policy Manager at Mozilla. Equal-rating is an initiative to explore "alternative solutions to help connect the unconnected, and connect them to the full diversity of the Internet." Citing the need "to spark innovation in alternative market solutions, bringing...all of the Internet to everybody" Ben-Avie described two such Mozilla projects in the Firefox OS Ecosystem: a Mozilla partnership with Grameenphone (owned by Telenor Group) in Bangladesh which allows users to receive 20 MB of data for free each day, in exchange for viewing an advertisement. And a second partnership with Orange which allows residents of multiple African countries to purchase $40 Firefox OS smartphones that come packaged with 3-6 free months of voice, text, and up to 500 MB per month of data.
Speaking more broadly on the issue of connecting the unconnected, Ben-Avie said:

*I want to be clear, if we're going to accelerate the rate of which people are connecting, there are definitely parts of the world where we'll have to subsidize the cost to [the] user in some fashion. Zero-Rating has been offered as a an opportunity to do that, but we believe that we have only seen a limited set of models now. We believe that there must be...alternative solutions to help connect the unconnected to the full diversity of the Internet.*

On the question of whether ZR violates network neutrality, Ben-Avie explained that such services "don't raise the same prototypical harms of neutrality of blocking and throttling, but we see many of the same kind of anti-innovation, anti-competition concerns."

Addressing the question of spreading access to Internet infrastructure, Steve Song, founder of Village Telco,[21] noted that there was little diversity in the options being used. In Sub-Saharan Africa, beginning in 2009, Song explained that the arrival of a dozen undersea cables sparked investment in terrestrial projects[22]. This, combined with a drop in the price of wireless technologies, opened up the possibility of new access options. Whether it is working with unlicensed wireless, dynamic spectrum options, or micro GSM services, entrepreneurs and community organizations can now define their

[19] In response to concerns about whether the original Internet.org name confused users, Facebook changed the name of the program to Free Basics.

[20] Facebook also is working on other initiatives to connect those in the first two groups, for example through the work of its Connectivity Lab, which is exploring how technologies such as satellites and high-altitude solar planes can be used to connect people in areas without adequate Internet infrastructure, and the Express WiFi programme that the company has rolled out in India to explore using unlicensed spectrum to lower the cost of connectivity.

[21] "Village Telco is an initiative to build low-cost community telephone network hardware and software that can be set up in minutes anywhere in the world. No mobile phone towers or land lines are required. Village Telco uses the latest Open Source telephony software and low cost wireless mesh networking technology to deliver affordable telephony anywhere." *See* http://villagetelco.org/about/.

[22] A history of African undersea fibre optic cable development can be found at https://manypossibilities.net/african-undersea-cables-a-history/ and a map of African terrestrial fibre networks at https://afterfibre.nsrc.org

own access options. However, Song observed that alternative access options remain "hamstrung to some degree" by current regulatory frameworks. Diversity in access options will increase competition and allow consumers to select more open options for themselves.

Song concluded with a suggestion for the next IGF meeting:

*What I would love to see in the next IGF is, instead of 7 sessions on net neutrality, 7 sessions on access diversity.*

Computer scientist Bob Frankston contributed a new dimension to the discussion on ZR by drawing attention to the term "Zero-Rating" itself - a "telecommunication term" which not only has "nothing to do with the Internet" but also assumes a relationship between each service and each customer. The concept of ZR is not new - 800 numbers have existed for some time. The problem, Frankston explained, is that:

*The Telecom and the Internet use the same facilities. They just are using different ways to use the same facilities. We got today's Internet by tunneling through telecommunications. The fact that we can repurpose [telecommunications infrastructure] has given the illusion that the Internet is one thing in the pipe called telecommunications.*

Through the concept of ZR, the traditional telecommunications approach to rates and billing has been ported over to the very different dynamic of the Internet. For example, telecommunications operators offer their subscribers broadband services, including zero-rated television and phone services "because they just include it, and [then] they add this thing called the Internet as yet another thing that they can offer." Frankston explained that this "led to the illusion that [the Internet] is a 'service' that you get. Really, it is one end of the tunnel through telecommunications."

Frankston concluded by describing connectivity as an economic issue, where those who want to connect to the network, or who want for others to be able to do so, whether "those" are communities or governments, have to find a way to fund that connection.

#### 1.1.4.1 Questions

There were no questions from the floor that related to the different types of ZR and diversity in access options.[23]

In their final reflections, both Ben-Avie and Martin addressed the problem of ZR platforms being equated with the Internet. In asking people from Kenya, India and other countries "Have you connected to the Internet?" Mozilla often heard the response "No, we don't have a Facebook account." Ben-Avie signaled that this means that more need be done to raise awareness about the value proposition of the Internet.

Martin acknowledged the confusion that was caused by Facebook's initial use of the "Internet.org" domain name, which is why their ZR programme is now called "Free Basics." On the question of whether ZR violates network neutrality, Martin pointed out that Facebook supports net neutrality and thinks it is critical that there is no blocking, throttling, or paid fast lanes. This has to be consistent with the ability to bring more people online in an effective way. Free Basics has been rolled out in 29 countries around the world without intervention by regulators. Further, neither the EU nor the US, which have recently adopted stronger network neutrality rules, prohibit ZR programs but instead review them on a case-by-case basis.

[23] There were, however, statements made and unrelated questions posed. This report summarises these interventions in the section 'Statements and Discussion from the Floor'.

### 1.1.5 National Approaches to Zero-Rating

Igor Vilas Boas de Freitas, Counselor at ANATEL, the Brazilian telecommunications regulator, recognized that there are many different concepts of ZR and acknowledged the complexity of ZR as a regulatory topic. He addressed ZR from a constitutional dimension. Freedom of economic activity is a constitutional principle in Brazil. There is thus no legal basis for the state "to keep service providers from offering specific packages, including Zero-Rating." However, the Commissioner explained, state intervention should take place if there is evidence that ZR services are harmful to competition or to the right of freedom of the consumer.

In terms of analysis, Com. Igor explained that a key question in deciding whether a ZR service is anticompetitive is *who* pays for the consumer's free data:

*When there's someone different than the network provider paying the bill, for example, the bank, the government itself, there's no specific issue related to Zero-Rating. When the network provider, the owner of the means is paying, of course we recognize there's a potential harmful effect on competition and freedom.*

Brazil takes an *ex post* approach to ZR regulation, considering ZR "as a competition issue that [the regulator has] to observe," letting things evolve, and understanding what impact, if any, ZR has on consumer rights and competition.

The Republic of Slovenia, on the other hand, adopted an *ex ante* approach to ZR regulation because "competition law alone is...unlikely to be effective to prevent against excessive Zero-Rating practices." Dušan Caf, Chairman of Slovenia's National Electronic Communications Council, pointed out that Slovenia was the second European country to pass network neutrality laws, in 2012. The following year, ZR services offering free access to music, video and cloud storage began to emerge in the Slovenian market. Data caps were relatively low, while ZR services, in some cases, offered virtually unlimited data usage. Caf described those ZR services as being "highly anti-competitive."

In January 2015 the regulator issued its first decisions against zero-rated services. {CITE?} Caf said that the market's response was to increase data caps, a positive outcome for the consumer. These decisions, however, may only be temporary, Caf explained, because the European Parliament recently adopted new network neutrality rules and, additionally, mobile operators have appealed these decisions on the basis that they violate their right to economic freedom. Supporters of the decision maintain that the it upholds their rights to freedom of expression, of confidentiality of written communications, and protection of personal data.

According to Eduardo Bertoni, Director of the Center for Studies on Freedom of Expression and Access to Information at Palermo University School of Law, as of the date of the IGF 2015, ZR programmes had been approved, implemented, or were in the process of being implemented in Paraguay, Colombia, Panama, Brazil, Bolivia, Peru, and Guatemala. Bertoni addressed two popular arguments against ZR in Latin America: first, that ZR violates network neutrality, and, second, that ZR services are often confused with being the full Internet.

The first argument turns on the definition of network neutrality and technical considerations. In Argentina "the law prohibits price-setting for Internet access in relation with the content, services, protocols or applications that are to be used or offered through the respective contracts."[24] In Brazil,

[24] Law 27.078, art. 57 b. "ARTÍCULO 57. — Neutralidad de red. Prohibiciones. Los prestadores de Servicios de TIC no podrán: ... b) Fijar el precio de acceso a Internet en virtud de los contenidos, servicios, protocolos o aplicaciones que vayan a ser utilizados u ofrecidos a través de los respectivos contratos." http://www.infoleg.gob.ar/infolegInternet/anexos/235000-239999/239771/norma.htm

the law creates "a duty to process on an isonomic basis (art.9), the transmission of any data package regardless of content, origin and destination, service, terminal or application." In Bertoni's view, as ZR provides content for free, it could violate network neutrality under Argentine law. As for Brazil, "if the concept of isonomy means equality before the law," Bertoni explained, "[then] Zero-Rating is against Net Neutrality regulation."

As to the second argument - that ZR is being confused with the "full Internet" - Bertoni said that this was more of a semantic problem than a "real problem." However, "the confusion could be used politically for not implementing policies to increase real access to Internet, which is happening now in some countries."

United States Ambassador Daniel Sepulveda, Deputy Assistant Secretary of State and Coordinator of International Communications and Information Policy, acknowledged the different approaches described in Brazil, Slovenia, and Argentina before highlighting important policy considerations in the United States relating to ZR. Does a given ZR programme ultimately serve the public interest, for example? "There may be a case where a Zero-Rating programme is in the public interest to be allowed and there may be cases in which it is not."

Ambassador Sepulveda then explained that network neutrality is a basic principle supported by the US, and that, with regards to ZR and other relevant issues, it is imperative to have "an open dialogue, transparent process and an evidence-based discussion on the effect [ZR] would have on the Internet, on the edge of the Internet, and on users and welfare." The Ambassador concluded by saying that, in light of the ZR discussion, we should "guard against paternalism…[as] the poor understand their interests as much as we do."

*We should try to enable as much as possible choice and opportunity in the market for them to exercise their capabilities as consumers while at the same time ensuring that any service that's provided to them isn't their only option and doesn't harm them.*

### 1.1.6 Harms and Benefits of Zero-Rating

Pranesh Prakash, Policy Director at the Centre for Internet & Society (India) explained that the harms and benefits of ZR depend not only on the characteristics of the market but also on the type of ZR involved, and there are many different types of ZR: Paid for by the end consumer or subsidized by ISPs or subsidized by content providers or subsidized by government or a combination of these; deal-based or criteria-based or government-imposed; ISP-imposed or offered by the ISP and chosen by consumers; Transparent and understood by consumers vs. non-transparent; based on content-type or agnostic to content-type; service-specific or service-class/protocol-specific or service-agnostic; available on one ISP or on all ISPs. Further, that the market conditions in each jurisdiction is different. Thus, "Regulatory responses must therefore be very carefully collaborated keeping in mind these different [...] existing conditions."

Prakash turned to potential benefits of ZR, beginning with how ZR can enable Human Rights, "specifically the rights to freedom of expression, the freedom to receive information, and the freedom of association." Enhancement of competition is another potential benefit, depending how ZR is used, for example by allowing small providers to compete against large ones, and also in terms of enhancing consumer choice. Most obviously, ZR can provide cheaper access to the Internet.

In terms of harms, Prakash noted that ZR could also be used in anticompetitive ways, and impact Internet 'openness', 'generativity', diversity, and innovation at the Internet's edges.

Anja Kovacs, Director for the Internet Democracy Project (India), approached the topic of harms and benefits from a long-term perspective, raising questions about the potential impact of ZR over time on the Internet and, equally if not more importantly, our own societies. Ten years ago, Kovacs explained, "the Internet was a very different beast. At least from a user perspective, today it is much more centralized, and even for all of us who have access to the full Internet...the Internet today is far more mediated by corporations than it was ten years ago." If ZR could help work against this imbalance than Kovacs would support it, but, "it looks as if it will set us further on the part of centralization, especially [with] the massive investments that have been made around FreeBasics in India, [which focus] on the discourse of promoting access rather than awareness."

On access diversity, Kovacs noted that mobile phones might be a first port of call, but "that may be part of the problem, not of the solution." Community networks in particular were mentioned as part of the solution. In the context of the WSIS review process, in discussions relating to how ICTs can support the Sustainable Development Goals, a vital component that was missing in Kovacs' opinion was discourse on "what kind of access people need exactly to be able to make that empowering potential a reality."

Before addressing its benefits, Belinda Exelby, Director of International Relations at the GSM Association, defined ZR as a commercial model that "bundles Internet access with specific services or content to make it attractive to certain consumer segments." Analogies were made to advertiser-funded newspapers, provided free to readers, and television programmes funded through consumer subscriptions, advertisements, or government funding. "We see that the variety of business models and differential pricing benefits both competition and consumers, it is about consumer choice."

While most ZR-related conversation at the IGF focused on access in developing countries, it is important to note that ZR is also an issue in highly developed telecommunications markets. In this context, Exelby said, ZR "benefits consumers in other ways, not just by allowing them to trial a new service without concerns about data consumption charges, but [also by] providing access to promotions, advertising, [and] marketing...without the risk of incurring unwanted, unintended costs."

Exelby concluded by stating that, in the long-term, ZR may prove to be unsustainable in the highly complex, competitive Internet access market. "The key point is that competitive markets and competition law should be sufficient to provide safeguards against anticompetitive behavior...the sustainability of Zero-Rating is something that the markets and consumers should decide, and not regulators."

After summarizing various points made during the main session, and other workshops during the week, Christopher Yoo, the John H. Chestnut Professor of Law, Communication, and Computer & Information Science at the University of Pennsylvania, put regulatory action taken to date in context, explaining that enforcement actions, for example in Chile and Slovenia, have primarily affected new entrants and small players. Mobile Virtual Network Operators (MVNOs) looking new ways to compete are typically the ones most affected by regulatory action.

ZR is a "service-specific model" that comes in different forms and "it is a young practice," Yoo explained, "the question is, what do we do?" After recalling the general call for more data that was issued by stakeholders from multiple groups, Yoo concluded by saying:

*Law has a traditional answer. When you're unsure about whether a practice is beneficial or not and it has sufficient promise, let the experiment continue.*[25] *That is the tradition of the Internet.*[26]

[25] See, e.g., *Leegin Creative Leather Products, Inc.* v. *PSKS, Inc.*, 551 U.S. 877, 886 (2007) (holding that ex ante, categorical prohibitions are inappropriate when practices are new, potentially beneficial, and their economic

#### 1.1.6.1 Questions

One question from the floor came from representative from Zimbabwe's telecommunications regulator. His concern was whether local content could successfully compete against the ZR of large, multinational social media platforms.

During final reflections, Prakash invited those who wish to ban all forms of ZR to consider what, exactly, "you want to ban," whether it is a specific kind of ZR or a definition and then to determine "what kind of regulatory response makes sense in your particular market conditions," given that there is a range of regulatory options between simply banning and not intervening at all.

Kovacs remarked that many interventions from the floor raised questions about "what is the vision of the Internet that we have and what is the vision of our societies that we have?" Clearly, the ZR practices proposed have "caused enormous anxiety around exactly these things, and a lot of the debates about Zero-Rating do not seem to take those anxieties into account at all." In terms of regulatory incentives, Kovacs suggested that if other, non-ZR access options are incentivised, then a wholesale ban on ZR might not be necessary, but this seems to be happening in few countries.

Exelby picked up on a comment made from the floor about the lack of information available to citizens about ZR, prohibiting fully-informed Internet policy development. "What I would say in the circumstances is that those consumers need the opportunity to understand what is being offered through [ZR] services. A ban on these practices before they even are given a chance to be experimented with and innovated, it would be doing harm to the consumers rather than benefiting them."

Finally, Yoo explained that, in some ways, the questions presented during this main session set up a false choice. We should not try ZR, or meshed networking, or municipal wi-fi - we should try all of them. Yoo explained that, in the city where he lives, they tried municipal wi-fi but it did not work. "That doesn't mean we can't learn from that and do better. We need to push instead of trying to decide which one to pull. We have to figure out how to pursue [greater access] in different ways."

### 1.1.7 Statements and Discussion from the Floor

Multistakeholder contributions from the floor represented the full spectrum of views.

*On whether ZR violates network neutrality*, a stakeholder from Brazilian civil society stated that while ZR may not necessarily violate network neutrality, it may violate competition law and consumer rights. A law professor from Italy explained that, in her opinion, ZR violates both competition law and

impact is not immediately obvious); Christopher S. Yoo, "What Can Antitrust Contribute to the Network Neutrality Debate?" (2007), available at http://ssrn.com/abstract=992837 (same); Cass R. Sunstein, "Problems with Rules" (1995), available at http://dx.doi.org/doi:10.15779/Z38M430 (concluding that ex ante rules are inappropriate "when the lawmaker lacks information and expertise" and "the applications of the legal provision are few in number or relatively different from one another.").

[26] Christopher S. Yoo, "Beyond Network Neutrality" (2005), available at http://ssrn.com/abstract=742404

network neutrality principles.[27] Another Brazilian civil society representative went further, explaining that ZR represents a threat to freedom of expression and free flow of information.[28]

*On how ZR programmes can be used to exercise human rights*, a civil society member described his experience in Cambodia, working with Internet users to develop a local version of the Internet Rights and Principles charter. Initially, they sought to engage contributions through a wiki, but this was not very effective. In fact, "the way that was most productive was when they engaged on Facebook, in Cambodia, they discovered they could talk on Facebook and get politically engaged."

*On ZR and access*, a remote participant from India explained:

*Zero-Rating is one of the ways to increase Internet access and adoption. Our approach should not be to shut down Zero-Rating, but to improve it. In case any competitive issue comes up, it should go to competition commission. Moreover, nothing stops anyone from providing services for free for increasing Internet reach amongst the unconnected people. Why haven't they done so?*

In the same vein, one academic from Kenya said:

*If [you are] genuine, with tons of money, [and] want to help the community, zero rate everything, not just one website. People without access to the Internet don't need access to one website, they need access to the entire Internet.*

A civil society contributor from India stated that "the poor deserve the same...network communications of the rich. It is the responsibility of the society to provide them."

As with a number of expert speaker interventions, commentary from the floor addressed "access diversity." A researcher whose focus is on ICT use in Africa found it "bizarre" that ZR had drawn so much attention because it is only one of "multiple access options."

*Related to the notion of "paternalism"* another academic from Kenya noted that most of the expert panelists were "middle class academics and intellectuals" and that the discussion could benefit more from the perspectives of the poor, as well as from the beneficiaries of the services that ZR provides. He went on to describe, in terms of development, a concept called "the gradual realization of economic and social rights" and, in contrast to the criticisms levied against programmes like Facebook's FreeBasics, he explained:

*If you give me What'sApp and Facebook, I think it's a good stepping stone. So why don't you encourage [these services]? Why not build that up to the next step, rather than killing or destroying what is good or what other people consider as a good service.*

In response, panelist Steve Song (The Village Telco) acknowledged that it could look like the speakers were "attempting to make a pronouncement about whether people will be somehow subverted by something like FreeBasics," and agreed that "we have to give people credit that they will be able to figure that out on their own."[29]

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[27] "If [network] neutrality means that consumers have the freedom to choose [the] content [they access], of course I have a form of freedom, but if [I can have] the content of Google, Youtube…[for] free, I go there. I don't go to the new competitor."

[28] The contributor also mentioned a notice recently issued by the Federal Public Ministry raising concerns about the Internet.org programme, *see* Federal Public Ministry in Brazil (MPF) "MPF defende submissão do Internet.org às autoridades competentes" http://noticias.pgr.mpf.mp.br/noticias/noticias-do-site/copy_of_geral/mpf-defende-submissao-do-internet.org-as-autoridades-competentes

[29] This point was also acknowledged by Ambassador Daniel Sepulveda, Anja Kovacs, and others during the session.

*On the harms and benefits of ZR*, a contributor from Wikipedia explained that discussions held throughout the IGF show that "ZR in itself is not negative but there are benefits to it...there is a positive way and responsible way to do ZR." Wikipedia's ZR activities are guided by principles - including supporting competition and network neutrality principles. These principles support company's mission to serve those who cannot afford to access knowledge on the Internet. The contributor gave the example of a 2014 decision by the Chilean regulator which banned the ZR of social media when offered as part of "a commercial bundle," but which did not extend to Wikipedia's zero-rated services.

Other points raised from the floor included: the risk that ZR programmes are privatizing knowledge; the technical specifications for developers participating in FreeBasics, which were said to create privacy and security concerns and preclude the use of open source software; from a Bolivian contributor, the dearth of available information on ZR programmes and issues, which prevents informed policy making.[30]

### 1.1.8 Conclusion

The session aired different views of ZR and offered vibrant discussion on the topic. The dynamic input from the audience participants, both *in situ* and online indicated the importance of holding future sessions dedicated to this and related topics, with more time for input and debate on all aspects and positions. The session was clearly too short to hear all audience contributions that needed to be heard. There was consensus that there is a clear need for more research on ZR, to be undertaken from different viewpoints. Closing the circle to the points presented in the introduction: access, affordability and awareness are important dimensions to consider in policy discussions on ZR.

## 10th IGF Main Session Report: IGF Dynamic Coalitions

## Transcript

## Video

**Brief Description/Objective:**

After 9 years of letting Dynamic Coalitions evolve in the margins of the IGF, the MAG agreed to bring their work into the mainstream and let them present their findings with a view to producing IGF outputs.

This is in line with the recommendations of the CSTD Working Group on IGF improvements which called for more tangible IGF output. The primary objective of this Main Session was to give an opportunity for the DCs to present and showcase their work to the broader community in a formal manner, during a main session at the IGF annual meeting. Many of the DC's have undertaken and achieved significant work in their respective fields and allowing them to present working outputs for broad community feedback at the IGF will help increase and strengthen IGF outputs for use of other relevant IG fora and bodies. This session was also a good chance to highlight the work of the

[30] "Some activists are alone saying crazy things that nobody understands. I guess really we didn't have any information about what's going on. We cannot make smart decisions and even we cannot develop any public policy information that we have."

DCs in general and hopes to encourage increased participation in the DCs by those attending the IGF in Brazil in person and following remotely.

The following DCs presented their work and received feedback on both days of the Main Session:

- Dynamic Coalition on Accessibility and Disability (DCAD)
- Dynamic Coalition on Core Internet Values (DCCIV)
- Dynamic Coalition on Gender and Internet Governance (DCGIG)
- Dynamic Coalition on Internet Rights & Principles (IRPC)
- Dynamic Coalition on Network Neutrality (DCNN)
- Dynamic Coalition on Platform Responsibility (DCPR)
- Dynamic Coalition on Public Access in Libraries (DCPAL)
- Dynamic Coalition on the Internet of Things (DCIoT)

The following DCs introduced their work on the second day of the Main Session:

- Dynamic Coalition on Blockchain Technologies (DCBT)
- Dynamic Coalition on Child Online Safety (DCCOS)

**Policy questions:**

- The Internet of Things (IoT) is in early stages, and in many ways new possibilities are developed and discovered beyond our imagination, and we welcome it for its potential to help alleviate specific societal challenges where it can. To foster both innovation and user trust in the Internet of Things, like the Internet, a careful balance should be struck between regulation and innovation. *What principles should we embrace to ensure that <1> innovation and beneficial application of IoT can foster and <2> society is comfortable with the way these products and services are set up?*
- Good Practice aims at developing IoT products, ecosystems and services taking ethical considerations into account from the outset, both in the development, deployment and use phases of the life cycle, thus to find a sustainable way ahead using IoT helping to create a free, secure and enabling rights based environment. *In what ways can (and should?) we empower the users with regards to the use of data reporting on actions relating to their specific behavior as observed in an IoT enabled environment?*
- How can policy makers, libraries and businesses work together to prioritize providing Internet access through public libraries from an infrastructure standpoint?
- What actions can IGF participants take to promote the role of libraries in creating informed and engaged populations who can effectively use the internet to access information, obtain government services and participate in social and economic activities?
- How can we ensure that gender is a cross-cutting theme, not an island or silo, that contributes to strengthening internet governance?
- How can we strengthen gender diversity - men, women, trans voices - at all levels of internet governance (participants, moderators and panelists)?

**Host Country Chair's**: Part I: Mr. Carlos Alberto Afonso, 3rd Sector Representative, CGI.br, Part II: Ms. Veridiana Alimonti, Brazilian Institute for Consumer Defense

**Co-Moderator:** Jeanette Hoffman, Rachel Pollack

**Representatives from the DC's presented the work of their respective groups.**
- Dynamic Coalition on Accessibility and Disability (DCAD) : Francesca Cesa Bianchi, Andrea Saks
- Dynamic Coalition on Core Internet Values (DCCIV) : Olivier Crepin-Leblond

- Dynamic Coalition on Gender and Internet Governance (DCGIG) : Bishakha Datta
- Dynamic Coalition on Internet Rights & Principles (IRPC) : Hanane Boujemi, Marianne Franklin
- Dynamic Coalition on Network Neutrality (DCNN) : Luca Belli
- Dynamic Coalition on Platform Responsibility (DCPR) : Nicolo Zingales
- Dynamic Coalition on Public Access in Libraries (DCPAL) : Christina de Castell
- Dynamic Coalition on the Internet of Things (DCIoT) : Maarten Botterman
- Dynamic Coalition on Blockchain Technologies (DCBT) : Primavera De Filippi
- Dynamic Coalition on Child Online Safety (DCCOS) : Marie-Laure Lemineur

**Brief Summary:**

IGF Dynamic coalitions[31] were featured in a main session at the IGF for the first time this year. The MAG decided to dedicate a main session to the coalitions in order to both highlight the groups' reports and open them to consideration as tangible outputs.

Eight coalitions - on Accessibility and Disability (DCAD), on Core Internet Values (DCCIV), on Gender and Internet Governance (DCGIG), on Internet Rights & Principles (IRPC), on Network Neutrality (DCNN), on Platform Responsibility (DCPR), on Public Access in Libraries (DCPAL), and on the Internet of Things (Dicots) - volunteered to present their work in the first segment of the session. These eight were part of an experimental process to solicit feedback from participants via "idea ratings sheets" containing key themes from the coalitions' respective reports. The sheets were used to stimulate debate and discussion during the second segment of the session on the following day. Essential themes or issues presented for feedback included the right to access, gender inclusion in Internet governance processes, support to libraries as public access points, and common definitions of net neutrality. The rating sheets were an innovation of the session and were used for the first time in an IGF setting.

In addition, in the session's second segment, three new dynamic coalitions on Child Online Safety (DCCOS), on Accountability, and on Freedom of Expression Online, had the opportunity to introduce themselves and invite participation in their burgeoning groups.

A suggestion that emerged from the discussions was a proposal to create a DC Coordination Group. This proposal found broad support among the participants. The main task of the proposed group would be to develop a charter for all DCs with common principles and rules of procedure they would agree to adhere to, such as having open lists and open archives. The Group would also look at areas of overlap and duplication and aim to create synergies among the DCs.

## Main Session Report: Human Rights, Access and Internet Governance Roundtable

## Transcript

## Video

**Moderators**
Anriette Esterhuysen, Association for Progressive Communications, South Africa
Juan Carlos, Derechos Digitales, Chile

[31] http://www.intgovforum.org/cms/dynamiccoalitions

Thiago Tavares, Founder and President of SaferNet Brazil, Board Member for CGI.br (host country chair)

**Opening and closing remarks**
Prof Joseph Canatacci, UN Special Rapporteur on Right to Privacy in Digital Age
Frank LaRue, Executive Director of Robert F. Kennedy Human Rights Europe, Guatemala/Italy

**Discussants**
Bishakha Datta, Point of View, India (civil society)
Dirk van Eeckhout, Ambassador Extraordinary and Plenipotentiary, Permanent Representative of Belgium to the Council of Europe (Government)
Ebele Okobi, Facebook, Head of Public Policy Africa, Nigeria/London (private sector)
Frane Maroevic, Director, Office of the OSCE Representative on Freedom of the Media, Bosnia and Herzegovina
Kathy Brown, President and CEO, Internet Society, US (technical community)
Luis Fernando Garcia, Director, R3D, Mexico (civil society)
Niels ten Oever, Working Party on ICANN and Human Rights, IRTF Research Group on Human Rights Protocol Considerations & Article 19, Netherlands (civil society)
Pedro Less Andrade, Head of public policy for Latin America, Google (private sector)
Rohan Samarajiva, LirneAsia, Sri Lanka (academia/civil society)
Olga Cavalli, Ministry of Foreign Affairs, Argentina (Government)

**Dynamic Coalitions input from:**
Marie Laure (DC on Child Online Safety)
Luca Beli (DCs on Net Neutrality and on Platform Responsibility)
Lisa Garcia (DC on Gender)
Andrea J Saks (DC on Accessibility and Disabilities)
Marianne Franklin (DC on Internet Rights and Principles Coalition)
Maarten Botterman (DC on Internet of Things)

**Rapporteur:** Anri van der Spuy

## CONTEXT

The IGF has been a critical platform to facilitate dialogue on human rights and their interlinkages with Internet policy and governance, which has in turn also served to inform and enrich discussions in other policy bodies. Human rights issues have become increasingly prominent at the IGF, with a large proportion of workshops addressing different dimensions of human rights. This first main session on human rights reflected a growing recognition of the importance of a human rights framework as an invaluable perspective in Internet governance debates. The session intended to surface key questions and facilitated broader discussions on the issue of human rights and the Internet; and investigated the linkage between the IGF 2015 theme of *Connecting the Next Billion* (or access) with human rights.

## SUMMARY

The session was organised as a roundtable and aimed to investigate and address key issues and questions that emerged from workshop sessions focused on human rights. The global Internet community also helped to shape the session by suggesting policy questions in the month prior to the IGF (the list of questions can be found below).

The session focused on three major areas of discussion, namely freedom of expression, privacy and assembly; access, human rights and development; and emerging issues. Discussants from different stakeholder groups provided substantive inputs to some of these pre-defined questions, which were also opened up to participants from the floor for broader conversation. Moderators introduced the overall framing for the session, and actively engaged discussants and participants in the conversation.

In general, the Internet's potential for enabling human rights was stressed in the context of growing Internet access. With reference to other sessions over the week at IGF 2015, Frank LaRue noted in his introductory remarks that the meeting was characterised by a particular emphasis on certain topics like dangerous and hate speech (including speech targeted at migrants and different ethnic communities; lesbian, gay, bisexual and transgender communities; women; and related gender-based violence and abuse); the prevention of radicalizing youth; and the relationship between surveillance and privacy.

The first thematic area for discussion was **freedom of expression, privacy and assembly**. In his introductory remarks, Joseph Canatacci noted that it is important to acknowledge the overarching right to develop a person's personality as a function and role of the right to privacy, freedom of expression and other fundamental rights. The need to investigate all forms of expression, including stigmatised expression that is often omitted from these debates (e.g. sexual expression), was emphasised. The importance of ensuring both online security and safety for those expressing themselves online (e.g. female journalists) was similarly stressed. On the other hand, the risks involved with limiting privacy and encryption in the interest of cybersecurity were also highlighted. A civil society discussant from Mexico noted that for many, including journalists and human rights defenders, privacy and encryption are indivisible from security.

The need to investigate intermediaries' and the public sector's responses and responsibilities in promoting and protecting freedom of expression, privacy and the right to assembly was also investigated; along with private organizations' corporate social responsibilities in this regard (including when developing technical and industry standards, e.g. by ICANN). A discussant from the private sector explained that companies often adopt a combination of active and passive approaches to human rights violations and protections. The importance of self-regulatory approaches, along with users' ability to flag potentially damaging and/or discriminatory content to relevant service providers, were stressed in light of the unfeasibility of adopting one-size-fits-all approaches in diverse contexts. The potential danger of transferring public sector responsibilities to the private sector was also noted (e.g. where the 'right to be forgotten' is concerned in some jurisdictions).

Besides private sector responses, the responsibilities of governments at national levels to protect human rights and prevent violations in a transparent manner were also investigated, and it was stressed by a discussant from an intergovernmental organization that governments need to exercise restraint in developing regulatory approaches. Innovative community-led instruments for accountability, which provide non-traditional mechanisms for protecting human rights, were also mentioned (e.g. the Ranking Digital Rights project, which was also discussed in other sessions at IGF 2015).

Other challenges pointed out during this part of the discussion included the cross-border nature of the Internet and related challenges in expression and remedies; difficulties that arise when one human right may infringe another (e.g. privacy and encryption versus security); and the need to specifically protect and enable marginalised groups, women and children's human rights.

The second area for discussion was **access, human rights and development**. It was noted that Internet access should be approached as a part of the challenge to realise a wide array of human

rights, with access acknowledged as an important enabler for sustainable development and access to human rights. The Internet's potential for promoting access to information, online tools, education, essential services, and more substantial opportunities for women, children, disabled people and indigenous communities to exercise their rights was also stressed, as was the Internet's related negative ability to deprive rights from those without the means or necessary skills (including language) to access the Internet (e.g. in regions where government services are now solely available online).

Discussants noted that infrastructure to enable access is vital and that decentralised government approaches have successfully promoted more access in countries like India. Challenges related to zero rating and free services were also discussed in the context of what level of access regulatory policies can reasonably aim for whilst protecting and promoting human rights; and the importance of ensuring trust whilst promoting access was also stressed by a discussant from the technical community.

The final area for discussion investigated **emerging issues**, which were mostly approached in the context of recommendations for the future. For new technology, including developments pertaining to the Internet of Things, it was noted that developers need to ascribe to an ethical commitment to promote and protect human rights where current legislative and other measures may be limited in application.

Discussants from the floor also made various comments, including an introduction of the Italian parliament's Internet Bill of Rights, UNESCO's adoption of the outcome document of its Connecting the Dots conference, and the Dynamic Coalition on Internet Rights and Principles noted not only the development of its own charter, but various other declarations and bills of rights with direct relevance to the Internet and human rights.

**Recommendations and next steps**

The session benefited from a rich discussion on a variety of topics, and offered many potential outcomes and recommendations for future work. A selection of these include:

- Discussions about human rights online clearly recognise the particular importance of protecting and promoting privacy, children, minorities, disabled people, and women.
- In the future, there is a need to also investigate how cultural diversity can be balanced with access in the context of promoting human rights, and a related demand for supporting indigenous people's needs in terms of cost, access, and needs where cultural and language preservation are concerned.
- The need to encourage and promote user trust in technology and education on how to use online platforms in ways that do not infringe others' human rights was stressed.
- In the future, it is important that the IGF and other platforms focus on mechanisms for the domestic, regional and international enforcement of human rights and principles; and also refer to and investigate existing legal precedents. The pace of technological change cannot be used as an excuse for inaction, but regulatory responses should be adopted and implemented with caution.
- There is a need to more clearly investigate and define corporate (including platform and intermediary) responsibility for protecting human rights; but state responsibilities should not simply be transferred to the private sector.
- Discussions at the IGF about human rights also need to be reflected and integrated in other regional and international human rights fora.

**QUESTIONS**

**A. Human rights, access and development**

1. Are internet rights and access goals in conflict with each other?
2. What are existing social and cultural norms that act as barriers to equal access and use of ICTs?
3. What are the benefits of access to transforming social, cultural and political contexts?
4. How can access enable disenfranchised, marginalised and discriminated groups, including women, young people and people of diverse gender and sexualities to advance their rights and interests, towards greater equality and social justice?
5. How does access revitalise participatory citizenship and improved governance?
6. How can access policies and technology development integrate human rights principles to promote the use of ICTs for social and cultural transformation, towards greater equality?
7. What are the key human rights considerations on questions around net neutrality and access?
8. How can a gender-sensitive approach to ICT Policy making be advanced?

**B. Freedom of expression, assembly and privacy**

1. How can consent be applied more strongly on policy debates around privacy, anonymity and the internet?
2. How are new laws relating to cybersecurity affecting freedom of expression, assembly, and privacy online? What protections exist in different countries, and what best practices are being developed?
3. How can be achieved balance between privacy and cybersecurity/cybercrime regulation and public policies?
4. Should human rights guidelines be made obligatory for protocol and software development?
5. What standards for human rights protection should all ICT companies, service providers and infrastructure providers follow? Perhaps the UN Guiding Principles on Business and Human Rights?
6. How should human rights online be enforced, and by whom?
7. Should the Internet be based on cooperatively owned infrastructure to become a truly human rights enabling network?

**C. Emerging issues**

1. How can we measure implementation and integration of human rights in internet governance?
2. What are the best measures for indicating achievement in the provision of inclusive access?
3. What are the main instruments to engage all sectors and make them accountable in human rights protections in the provision of internet access.

**AGENDA**

1. Introduction
2. Description of format
3. Opening remarks
4. Questions on topic of freedom of expression, privacy and assembly
    - Introduction: Prof Joseph Canatacci, UN Special Rapporteur on Right to Privacy in Digital Age

- Key questions addressed to: Bishakha Datta; Pedro Less Andrade; Niels ten Oever; Frane Maroevic; Dirk van Eeckhout; Luis Fernando Garcia
- Open to DCs: input from DC on Freedom of Expression and Media on the Internet and DC on Child Online Safety
- Open to floor

5. Questions on access, human rights and development

   - Introduction: Juan Carlos, Derechos Digitales
   - Key questions addressed to: Rohan Samarajiva; Ebele Okobi; Kathy Brown; Olga Cavalli
   - Open to DCs: input from DC on Net Neutrality; DC on Platform Responsibility; DC on Gender; DC on Accessibility and Disabilities
   - Open to floor: led by Joanna Varon, Coding Digital Rights, Brazil

6. Questions related to emerging issues

   - Key questions addressed to all discussants and the floor
   - Open to DCs: input from DC on Internet Rights and Principles Coalition; DC on Internet of Things

7. Closing synthesis: Frank LaRue, Executive Director of Robert F. Kennedy Human Rights Europe, Guatemala/Italy
8. Closing remarks: Thiago Thivares, cgi.br

**Feeder Dynamic Coalitions**

DC on Freedom of Expression and Media on the Internet
DC on Child Online Safety
DC on Net Neutrality
DC on Platform Responsibility
DC on Gender
DC on Accessibility and Disabilities
DC on Internet Rights and Principles Coalition
DC on Internet of Things

## Main Session Report: The NETmundial Statement and the Evolution of the Internet Governance Ecosystem

## Transcript

## Video

Main Session organisers: Flávio Wagner (CGI.br) and Ana Neves (FCT, Portugal) [MAG Facilitators]
Chairperson: Percival Henriques (CGI.br)
Moderators: Demi Getschko (CGI.br); Raúl Echeberría (ISOC) Rapporteurs/Note Takers: Diego Canabarro (NIC.br/CGI.br); Vinicius Santos (NIC.br/CGI.br); Rafael Prince (Ministry of Foreign Affairs of Brazil)

List of speakers and their institutional affiliations (displayed in alphabetical order):
● Anja Kovacs, India [Internet Democracy Project, civil society]
● Anne Carblanc, France [OECD, intergovernmental organization]
● Benedicto Fonseca, Brazil [Ministry of Foreign Affairs, government] ● Carolina Rossini, US [Public Knowledge, civil society]
● Christopher Painter, US [State Department, government]
● Jacquelynn Ruff, US [Verizon, private sector]
● Jeanette Hofmann, Germany [WZB Berlin Social Science Center, academia]
● Markus Kummer, Switzerland [ICANN, technical community]
● Nii Quaynor, Ghana [University of Cape Coast, academia]

II. OUTLINE OF THE SESSION
The session had two main objectives:
● Take stock of the evolution of the Internet Governance ecosystem with regard to the principles and roadmap contained in the NETmundial Multistakeholder Statement.
● Review the current and future impact of the NETmundial Statement on Internet Governance processes.
The session was divided into three main parts. The first part comprised a description by the moderators of the process that led to the NETmundial Meeting in São Paulo (April 2014).
The second involved a structured discussion on the following policy questions:
● Policy question #1: How is the Internet Governance community advancing towards the NETmundial proposal of strengthening IGF to better serve as a platform for discussing longstanding and emerging issues that are not being fully addressed by the current IG ecosystem with a view to contributing to the identification of possible ways to address them – or to better help provide information where those issues are being addressed?
● Policy question #2: Are organizations, processes and fora that form the IG ecosystem working according to the principles of Internet Governance as proposed in the NETmundial Statement? How do their operating principles align to these principles? Are there efforts to improve alignment where needed?
● Policy question #3: How are the items in the NETmundial roadmap being covered by the current Internet Governance ecosystem? Are those items being covered by processes that align to the NETmundial principles? What else should be done / initiated by the community in this regard?

For each question, one speaker and one commentator were selected. The speaker was asked to provide an answer to the policy question assigned to him/her. He/she had the floor for 10 minutes. In sequence, the commentator had the floor for 5 minutes to address the response provided by the speaker. The designation of pairs to each of the questions followed this order:
● Policy question #1: Speaker: Benedicto Fonseca, Brazil [Ministry of Foreign Affairs, government]; Comments by: Jacquelynn Ruff, US [Verizon, private sector].
● Policy question #2: Speaker: Anne Carblanc, France [OECD, intergovernmental organization]; Comments by: Carolina Rossini, US [Public Knowledge, civil society].
● Policy question #3: Speaker: Dr. Jeanette Hoffman, Germany [WZB Berlin Social Science Center, academia]; Comments by: Coordinator Christopher Painter, US [State Department, government].
After that, three additional speakers were invited to comment on the overall discussions entailed by the previous speakers. They were:
● Anja Kovacs, India [Internet Democracy Project, civil society]
● Nii Quaynor, Ghana [University of Cape Coast, academia]
● Markus Kummer, Switzerland [ICANN, technical community]

The third part of the agenda consisted of an open mic session.

III. SUMMARY OF PRESENTATIONS MADE BY SPEAKERS:

● Policy question

#1 Speaker: H.E. Amb. Benedicto Fonseca, Brazil [Ministry of Foreign Affairs, government]

Ambassador Benedicto began by praising the importance of the IGF as a unique and irreplaceable forum for Internetrelated issues of all sorts. He contended that the NETmundial Meeting was an unprecedented experiment, an autonomous event, not attached to any other traditional Internet governance track, which was organized to promote discussions and produce a set of enhancements to the current framework of Internet global governance. The NETmundial Meeting contributed to generate awareness and understanding among the different stakeholder groups as well as to make them work together in an environment of mutual respect. It also generated understanding about the distributed nature of the Internet governance ecosystem. Accordingly, the Declaration of Principles and the Roadmap produced in São Paulo remain valid and up to date. Ambassador Benedicto highlighted that the ICANN stewardship transition process and thematic discussions such as jurisdiction, the roles of stakeholders and cybersecurity happening in specialized fora that are part of the larger ecosystem reveal that the Internet community is working on the implementation of the NETmundial Roadmap. Specifically in relation to the IGF, Mr. Fonseca recalled the agreement reached in São Paulo regarding the need for strengthening the Forum in order to make it more outcomeoriented, a tool in support of decisionmaking elsewhere. He emphasized the difficulties of going from discussions to practice and presented the Connecting the Next Billion process, the Best Practice Fora and the Dynamic Coalitions as concrete steps within the IGF track that contribute to the achievement of that goal. The Forum was presented as the ideal space for experimental governance solutions since it is not bound by rigid rules of procedures and protocols as other processes (such as those that take place within the United Nations sphere). As there is not a unique model for Internet governance and Internet governance demands new institutional paradigms, the IGF should focus not only on substantive issues but also on governance formats.

Comments by: Jacquelynn Ruff, US [Verizon, private sector]

Ms. Ruff started by saying that one of the benefits of the multistakeholder approach is to enable the business sector to sit around the table with all other stakeholder groups. She argued that the NETmundial Statement called for a more outcomeoriented IGF as well as the strengthening of the Forum's intersessional activities. The Statement also highlighted the importance of the production of indicators and statistics to serve as input for decisionmaking. In that sense, she was in line with the previous speaker when she described the Connecting the Next Billion process and the Best Practices Fora as great examples of information and knowledge production by the IGF process throughout the year. She commended the work of the Multistakeholder Advisory Group for contributing to information and knowledge diffusion through the selection of main session topics (cybersecurity, sustainable development, the WSIS +10 process) as well as for granting space for workshops that favored the communication of case studies and practical discussions.

● Policy question #2:

Speaker: Anne Carblanc, France [OECD, intergovernmental organization]

Ms. Carblanc approached the proliferation of discussions regarding Internet governance principles in the last couple of years. She recalled discussions that took place during IGF 2012 in Baku, contending that participants agreed that principles can offer the proper normative guidance to Internet governance processes in general. During her speech, she contended that there is a need for the coordination of efforts that deal with Internet governance principles. Specifically, she detailed the OECD effort of trying to map the NETmundial Principles to those that have been guiding the

action of the OECD Council in Internet policymaking. The 14 principles adopted by the OCDE for Internet Policy making (available at: http://bit.ly/1YurCur) comprise the following tenets: 1. Promote and protect the global free flow of information; 2. Promote the open, distributed and interconnected nature of the Internet; 3. Promote investment and competition in high speed networks and services; 4. Promote and enable the crossborder delivery of service; 5. Encourage multistakeholder cooperation in policy development processes; 6. Foster voluntarily developed codes of conduct; 7. Develop capacities to bring publicly available, reliable data into the policymaking process; 8. Ensure transparency, fair process, and accountability; 9. Strengthen consistency and effectiveness in privacy protection at a global level; 10. Maximise individual empowerment; 11. Promote creativity and innovation; 12. Limit Internet intermediary liability; 13. Encourage cooperation to promote Internet security; 14. Give appropriate priority to enforcement efforts. Ms. Carblanc explained that the OECD staff created a bidimensional matrix that contrasted the NETmundial Principles with those tenets. The result of that assessment reveals that privacy, development, openness, security and stability of the Internet, innovation and creativity, sustainability, these are all items that approximate the OECD to the NETmundial Principles either directly or indirectly, through the joint work of OECD with other organizations such as UNESCO. That joint effort covers the fields of culture and linguistic diversity and freedom of information and access to information. Accessibility is an outstanding issue that is not yet satisfactorily dealt with by the OECD. She concluded by informing the audience that the OECD will soon publish a study on Internet, Social Prosperity and Wellbeing which highlights the value of the NETmundial Principles for the achievement of those goals.

Comments by: Carolina Rossini, US [Public Knowledge, civil society]

Ms. Rossini started by presenting some previous work on the field of 'defining indicators of Internet development' (see UNESCO Background Paper, March 2014, available at: http://bit.ly/1OgHPQQ) and 'comparing major declarations of Internet freedom' (available at: http://bit.ly/1kVfyyl). Accordingly, those analyses can be used as models for the future assessment of how different entities and organization within the IG ecosystem have coped with the NETmundial Statement. Ms. Rossini praised the role Brazil has had in shaping the narratives surrounding Internet governance in the last few years. The focus of her speech was the inevitable links between trade agreements and Internet governance in general. Accordingly, several discussions in the field of international trade and provisions inserted into recent trade agreements have a huge impact on the operation of the domain name system, consumer rights, privacy, etc. She highlighted the importance of closely following international trade governance tracks by the Internet governance community. She also recognized that civil society was not completely satisfied with the NETmundial Statement, but defended that it was a good first step for further discussions on the way forward and that the aspects that achieved consensus in the São Paulo meeting should not be abandoned in other fora.

● Policy question #3:

Speaker: Dr. Jeanette Hofmann, Germany [WZB Berlin Social Science Center, academia]

Dr. Hofmann began by saying that there were a lot of advances stemming from the NEtmundial Meeting, but argued that the main priority for the future should be the improvement on the notion of "meaningful participation". She contended that the imbalances between the developed North and the developing South as well as within and between stakeholders groups in terms of resources and expertise should be reversed as a necessary condition for enabling meaningful participation. She also highlighted that some issues related to Internet governance are still being negotiated behind closed doors (especially trade agreements and cybersecurity strategies). That reveals that there is a lot of room for improvements in the field of transparency and accountability of Internet governance organizations of all sorts. Besides transparency and accountability, aspects related to participation

and inclusion are also fundamental. She used the example of information and personal data collection by states and companies. For her, those activities should be opened to public scrutiny. She contended that Internet governance processes are still in a stage of infancy, struggling with the need to be different from governments and international organizations. Nonetheless, there is something to be learned from the latter in terms of their response to increased pressure over the centuries for increased public participation, transparency and accountability. Ms. Hofmann also touched upon the amount of effort that the IANA transition has been demanding from the Internet community as a way of asking the participants whether the modalities of Internet governance processes that are in place today are desirable for the future. In sum, she argued that these processes need to implement the rule of law, respect human rights, and apply democratic principles that are currently consolidated.

Comments by: Coordinator Christopher Painter, US [State Department, government]

Ambassador Painter started his participation by contending that the NETmundial Roadmap and the WSIS+10 process should be closer than they actually are today. He observed that the WSIS+10 conversations are much more focused on the role of governments and the 2005 Tunis Agenda, instead of reflecting the NETmundial experience. With a very optimistic attitude, Coordinator Painter defended multistakeholderism as something that strengthens any governance process and gives legitimacy to its outcomes. That is why the United States attaches great value to the multistakeholder approach in areas such as cybersecurity, and he cited instances of progress in this area. He also highlighted the importance of capacity building measures to strengthen multistakeholder Internet governance. And he expressed his expectation that the IGF will have its mandate renewed for a long period of time in December.

● General comments:

Dr. Anja Kovacs, India [Internet Democracy Project, civil society]
Dr. Kovacs expressed satisfaction with the fact that the IGF has become more outcomeoriented. She also mentioned the fact that other inherently technical spaces (such as the IETF) have been giving more room for discussions related to Human Rights. While she recognized the merits of the NETmundial Statement, Dr. Kovacs contended that the same governments that had endorsed the principles have now been adopting national legislation that challenges the NETmundial Principles, especially in relation to the protection of privacy and the upholding of Human Rights and shared values. In relation to the extent that Civil Society is included in cybersecurity debates, Anja disagreed with Coordinator Painter: For her, there are plenty of decisions which are still taken in closed rooms. But she agrees with the Ambassador in relation to the WSIS+10 process on the grounds that it fails to recognize the evolution of the Internet governance ecosystem between 2005 and 2015. It is true, according to Dr. Kovacs, that since the NETmundial Meeting it has been clearly recognized that there is a proper place for multilateralism in the complex Internet governance ecosystem. But it is also true that multistakeholderism has become a mere formal concept in the draft paper that might be adopted in December 2015, revealing that the discussions in the UN fail to recognize what the stakeholders other than governments might add to the Internet governance debate.

Dr. Nii Quaynor, Ghana [University of Cape Coast, academia]

Dr. Quaynor argued that the NETmundial Meeting was invigorating for it provided realistic outcomes. He presented cultural and linguistic diversity as crucial elements for improving access to the Internet. He also emphasized the importance of consensus regarding the notion of "global public interest". He mentioned that ICANN is the only organization that is putting effort on defining the global public interest. According to Professor Quaynor, it is necessary that other organizations follow the same path and together all stakeholders should try to come up with a global bottomup definition or statement on the "public interest" visavis Internet governance. Dr. Quaynor contended

that multistakeholder activities like the IGF need to be unbounded so that people can plan and invest their resources accordingly. He defended that it is now clear that the IGF should not have a limited term.

Markus Kummer, Switzerland [ICANN, technical community]

Mr. Kummer underscored the innovations that made the NETmundial Meeting so successful. He put great emphasis on the role of the open and participatory preparatory process as well as the rough consensus that guided the meeting in São Paulo for the adoption of what he called a solid document. But one of the main reasons for the success of the NETmundial Meeting lies in the crossfertilization between the IGF and the NEtmundial Meeting. On the one hand, the IGF created a climate of confidence, stimulating government officials to queue on equal footing with other stakeholders behind the mic at the NETmundial Plenary. According to him, governments would not have accepted that without many years of multistakeholder socialization at the IGF. On the other hand, however, the IGF has now much more tangible outcomes due to the influence of the NETmundial process. It means, in Kummer's words, that the NETmundial Meeting made the IGF take a step forward.

IV. SUMMARY OF THE OPEN MIC DISCUSSIONS

An expressive number of participants joined the room in João Pessoa. The audience occupied around 7080% of the room's capacity during the session. Around 15 people followed the meeting through the Webex platform, and two of those joined the group of people who used the open mic to further the dialogue on the policy questions posed above. The session was announced by the organizers during the week through social networking platform such as Twitter and Facebook with the support of the following digital leaflet http://bit.ly/1jjTf9M.

Participants in the open mic session (in loco and remotely) raised the following questions:
● There is a need for considering the opinion of people with disabilities in order to implement the provisions of the NETmundial Statement regarding accessibility.
○ In the context of this manifestation, Ms. Anne Carblanc expressed her commitment to inform the OECD about the discussions at IGF.
● The NETmundial methodology is unequivocally one of the main reasons for its success. That methodology has to be studied and be used to enhance the methodologies applied at the IGF.
○ Jeanette Hofmann reacted to this issue by underscoring that strong evidence, good arguments and high quality debate make a lot of difference for societal selfdetermination.
● One of the issues that led to the occurrence of the NETmundial Meeting was the issue of mass surveillance. Currently, that topic has not been dealt with satisfactorily.
○ Carolina Rossini highlighted that civil society has a key role to occupy in cybersecurity debates and decisionmaking processes.
● Child protection is still a matter of concern. ● It is disappointing that there is little or no mention of the NETmundial Meeting in the context of the WSIS+10 process.
○ Ambassador Benedicto argued that different governance processes tend to ignore each other and contended that during the 10th edition of the IGF in 2015 there were several steps to close the bridge between the discussions at the IGF and the WSIS+10 process. He recalled the participants of the efforts of Brazil to bring to the IGF the two cofacilitators of the WSIS+10 which resulted in their commitment to take a summary of IGF 2015 to New York in December.
○ Mr. Kummer explained that the procedures adopted for the NETmundial meeting are too advanced for many governments to accept. But he was optimistic about a "learning spiral" that guarantees that issues are revisited from time to time which leads to an increased level of understanding at each iteration.

The hashtag #NETmundial_IGF was used (sometimes coupled with #IGF2015) to aggregate content created by people on Twitter. No questions were raised on Twitter. Users employed the tool to broadcast the content of the session and to post comments on the discussions. One of those comments highlighted the importance of the gender balance observed in the distribution of seats among speakers (five out of nine were women). A full compilation of those tweets can be found at: http://bit.ly/1XfA2sp.

V. KEY TAKEAWAYS AND THE WAY FORWARD

According to the discussions that took place during the main session and the evidence presented by the speakers, it is possible to affirm that one year and a half after the adoption of the NETmundial Statement, Internet governance has evolved to encompass the following characteristics:

● Human rights and shared values have become a permanent item on the work agenda of Internet technical fora and organizations.

● One thing that was only tangentially mentioned during the discussions that took place in the main session is the growing list of activities and tracks that now form the IG ecosystem. Besides the strengthening of the best practice forums and the dynamic coalitions, the proliferation of national and regional preIGF events as documented by the IGF Secretariat (http://bit.ly/1YuuN5h) reveals the growing recognition of the distributed, decentralized and multistakeholder nature of the ecosystem.

● More importantly, different methodologies (such as the ones presented in the responses provided for policy question #2) have been developed and can support the evaluation of how advanced or not is the implementation of the NETmundial Principles and Roadmap in the years to come.

The following items consist of takeaways that emerged from the discussions and prospective items that can be considered in the furtherance of the dialogue on the implementation of the NETmundial Principles and Roadmap. In sum, they contribute to the understanding of Internet governance subsequent to the Sao Paulo meeting.

● The NETmundial Statement is still up to date and valuable in all of its recommendations. Besides considering the document as a source of normative guidance for Internet governance, some speakers argued that the NETmundial process has been increasingly invoked as a benchmark for result-oriented Internet governance deliberations (except in intergovernmental arenas as noted elsewhere). Different speakers underscore the strong and solid methodology that guided the process from its inception to its conclusion.

● There was a general sense among the speakers in the session that the IGF has made important improvement to become increasingly more outcomeoriented, which is consistent with the recommendations of the the CSTD Working Group on Improvements to the IGF (available at: http://www.unctad.info/en/CstdWG/) and the NETmundial Meeting. ○ Coordinator Painter highlighted the maturity of IGF discussions and commended the initiative of developing the Youth@IGF program.

● International trade and cybersecurity (and their overlappings with Internet governance) are critical areas for the advance of multistakeholder participation. ○ Dr. Nii Quaynor recommended that cybersecurity discussions consider development as a fundamental human right.

● There was a general sense among the speakers with regard to the importance of promoting NETmundial principles in all tracks and spheres that form the Internet governance ecosystem. It is necessary however to analyse the meaning of those normative propositions according to the different local and regional contexts.

# IGF 2015 Workshop Reports

More than one hundred workshops were held during the 10th IGF in João Pessoa, Brazil, on the following themes: Critical Internet Resources; Cybersecurity and Trust; Emerging Issues; Enhancing Multistakeholder Cooperation; Inclusiveness and Diversity; Internet and Human Rights; Internet Economy; and Openness.

Workshops are selected yearly on the basis of proposals submitted by workshop organizers. The guidelines for proposals and the MAG workshop review and evaluation process are available, along with a list of considerations for workshop proposers.

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## *WS 3. The Italian proposal for an Internet Bill of Rights*

*Transcript*

*Video*

*Speakers: Members of the Italian Parliament, of ItsRio.org and of the Web Foundation (Tim Berners-Lee)*

**Summary of discussion**

The morning long workshop was well attended throughout the session, in room number 6.

It was a great pleasure and a great honour for us that an Italian contribution should be at the opening of the Igf in Joao Pessoa.
It brought together experts and stakeholders from around the world to discuss the sensitive and complex question of the rights of Internet users at the highest forum on the current and future shape of Internet governance.

The Italian Declaration of Internet Rights, or Internet "Bill of Rights" was introduced by professor Stefano Rodotà, chairman of the multistakeholder study commission who explained its genesis and foundation in already established national and international principles. The Declaration provides a basis for citizens rights and responsibilities within a constantly changing regulatory and technological context. Professor Rodotà, a world expert on privacy, emphasized the importance of personal data in the digital age, and of balancing the right to security and to free enterprise with the basic right of freedom and self-determination of all citizens.

Speaker of the Italian Parliament Laura Boldrini sent a message to the workshop attendees:
http://presidente.camera.it/20?shadow_comunicatostampa=9581
In the second half of the workshop two important features of our work were emphasized.

The first has to do with the parliamentary nature of the initiative. a multi-stakeholder group of experts composing the study Committee that was expressly set up for this purpose by the Italian Chamber of Deputies. It was the first time that a Parliament had sponsored an initiative of this type. In so doing, the Chamber of Deputies, the ultimate representative of the Italian people, was seeking to reaffirm its duty to defend, safeguard and promote the rights of citizens in all spheres of action, including, therefore, on the Internet.

The second aspect has to do with methodology. The Declaration of Internet Rights is the result of a broad-ranging debate between Members of Parliament and experts within the Committee, which also heard testimony and evidence from a large number of external parties and stakeholders representing relevant institutions and associations. This was then followed by a five-month round of public consultation (http://camera.civi.ci), during which the digital platform set up to receive suggestions was accessed by more than 14,000 users.

Like the Internet Governance Forum, then, this initiative also was based on multi-stakeholder dialogue, which is a necessary condition for a participatory, inclusive and effective discussion of this subject.

Rodotà and the Italian mp's present (Stefano Quintarelli, Paolo Coppola and Diego De Lorenzis) announced that on last November 3rd the Chamber of Deputies unanimously approved a policy-setting motion jointly tabled by majority and opposition parliamentary Groups, committing the Italian government to supporting the principles enshrined in the Declaration of Internet Rights in all official fora. The Committee's recommendations have thus become the country's general policy, and Italy is now able to make a substantive contribution to promoting, at an international level, a global charter of rights in the digital age.

The discussants at the workshop all congratulated Italy for this achievement. Icann Ceo Fadi Chehadé particularly complimented Italy for the initiative and for calling the community in creating a national multistakeholder institution for the governance of the Internet in Italy.

Nnenna Nwakanma from the Web Foundation underlined how this is very close to sir Tim Berners Lee's idea of a Magna Charta for the Internet, and brought his support.

Member of the EU Parliament Marietje Schaake summarized the battle at the European Parliament for Net Neutrality, one of the central rights upheld by the Italian Internet Bill of Rights. Professor Urs Gasser recalled how there are many efforts from many countries to draft analogue Internet Bills of Rights. Professor Ronaldo Lemos explained the difficulties that the Brazilian "Marco Civil" law is facing. Professor Juan Carlos De Martin talked about the right to education, underlining that digital culture is more than the right to code, but it is also the right to access, to information, to share, to learn in order to be empowered. Professor Giovanna De Minico stressed the need of balancing rights in the war against terror, and her predicament was particularly felt at the end of Igf with the terrible Paris attacks.

Everybody was particularly thankful to professor Stefano Rodotà, who helped achieve the great result of this Declaration of Internet Rights in Italy inspiring its work since the 2007 IGF in Rio de Janeiro. The workshop ended with a standing ovation and the invitation to continue discussing at the evening Cgi.br ceremony at Hotel Tambaù and throughout the Igf week.

***WS 6. Child Online Protection through Multistakeholder Engagement***

*Transcript*

*Video*

*Speakers: - Name: Janice Richardson, Ambassador DISC Foundation*
*- Stakeholder group: CSO*
*- Organization: Developing Internet Safe Community (DISC) Foundation (discfoundation.com)*
*- Describe why this speaker has been selected: DISC is a registered NGO comprises of a team of global experts on child online protection. was very active in a number of IGFs. Janice has been very active in the IGF since 2007 and coordinated Insafe network for more than a decade (2004-2014). Janice also enthusiastically initiated and promotes Safer Internet Day, celebrated yearly worldwide in well over 100 countries, including in Indonesia.*
*- Have you contacted the speaker? Yes.*
*- Note after the session: Representative from DISC Foundation changed to Mr M. Mustafa Saidalavi (CEO of DISC Foundation)*

*- Name: Mariam F Barata, Secretary General of ICT Application Directorate, MCIT Indonesia*
*- Stakeholder group: Government*
*- Organization: Ministry of Communication and IT – Indonesia (kominfo.go.id)*
*- Describe why this speaker has been selected: Indonesia has Electronic Information and Transaction (EIT) Act to govern information, transaction and expression on the Internet. As a Secretary General, Mariam is able to give comprehensive perspective of MCIT policies to ensure child online safety. She is also one of the Indonesian ICT Volunteers initiators, that serves communities.*
*- Have you contacted the speaker? Yes.*
*- Note after the session: (no changed)*

*- Name: Patrick Ryan, Strategy and Operation (Access) Principle, Google*
*- Stakeholder group: Business*
*- Organization: Google (www.google.com)*
*- Describe why this speaker has been selected: Besides expanding online user-generated content and regular services, Google has also begun to give attention to internet access services. Patrick is also active in several IGFs and has previously handled public policy issues. Since Google aggressively develops its business and (user generated) content online, then we can learn how Google maintains children safe and secure while online.*
*- Have you contacted the speaker? Yes.*
*- Note after the session: Representative from Google changed to Mr Marco Pancini (European Senior Policy Counsel Google)*

*- Name: John Carr, Senior Technical Adviser*
*- Stakeholder group: CSO*
*- Organization: ECPAT (ecpat.net)*
*- Describe why this speaker has been selected: ECPAT is a non-governmental organization and a global network of civil society organizations exclusively dedicated to ending the commercial sexual exploitation of children. John quite often invited*

*to share his vision and concern about child online safety on several IGF workshops.*
*- Have you contacted the speaker? Yes*
*- Note after the session: (no changed)*

*- Name: M. Yamin*
*- Stakeholder group: Technical Community*
*- Organization: Nawala Nusantara Foundation (nawala.id)*
*- Describe why this speaker has been selected: DNS Nawala, provided by Yayasan (Foundation) Nawala Nusantara, serves Indonesian family, school and community with local-context online filtering. Yamin also co-initiator of the Indonesia Child Online Protection (ID-COP), a multi-stakeholder hub focuses on protecting children on the Internet.*
*- Have you contacted the speaker? Yes.*
*- Note after the session: (canceled his participation, did not go to the IGF 2015)*

**Summary of discussion**

There was a discussion of whether the issue of child online protection should be pursued at the international level. Some participants viewed this as an international problem; hence there is a need for international treaty to address it. In relation to that, there was a suggestion to discuss child exploitation in larger framework of child rights. These views were based on the fact that there is a lack of international treaty to protect child rights.

The other side of the recommendation is to do any practical multistakeholder efforts that can be done immediately instead of waiting for any international treaty to address it. Progress in the field of child safety can be made and is already proven to be coming from an open multistakeholder dialogue.

In this respect, multistakeholder arrangements can be incorporated into national policy development process. The government might establish a consultative working group on child online safety and this group will later provide advice to the government about the ways of protecting children from online risks. Besides working on the policy level, it is also important to develop a three dimensional school curriculum that includes the protection of children, teachers and parents.

## ***WS 7. How Trade Agreements Shape the Future of Internet Governance***

*Transcript*

*Video*

*Speakers: Name: Burcu Kilic*
*Stakeholder group: civil society*
*Organization: Public Citizen*
*Describe why this speaker has been selected: A leading expert on trade-related policy issues, both from the perspective of digital rights and access to knowledge and medicine. She has performed research and written extensively on these subjects. Burcu has been closely following trade negotiations (TPP, TTIP, TISA and RCEP) and attended to many negotiation rounds as a stakeholder representing public and consumer interests.*
*Have you contacted the speaker? Yes and confirmed*

*Name: Claudio Ruiz*
*Stakeholder group: civil society*
*Organization: Derechos Digitales*
*Describe why this speaker has been selected: Claudio is widely considered as the one of the key experts on trade, Internet and international rule-making in Latin America. He and his organization leads trade campaigns in Latin American and represent the interest of Latin American people.*
*Have you contacted the speaker? Yes and confirmed*

*Name: Marcel Leonardi*
*Stakeholder group: private sector*

*Organization: Google*
*Describe why this speaker has been selected: Marcel is an attorney and law professor with 15 plus years of Internet law experience, specialising in privacy and data protection, intermediary liability, copyright, freedom of speech, competition and other issues related to the Internet industry. He represents ISPs. He represents the ISPs and he would assess their role in trade-policy making.*
*Have you contacted the speaker? Yes and confirmed*

*Name: Usman Ahmed*
*Stakeholder group: private sector*
*Organization: PayPal*
*Describe why this speaker has been selected: Usman is the head of Global Public Policy, PayPal.His work covers a variety of global issues including financial services regulation, innovation, international trade, and entrepreneurship. He represents the ICT industry. He would assess the impacts of trade agreements on SMEs.*
*Have you contacted the speaker? Yes and TBC*

*Name: Julia Reda*
*Stakeholder group: government*
*Organization: European Parliament*
*Describe why this speaker has been selected: Julia is an expert on copyright policy and internet policy. She represents the European Parliament and will assess how the EP see increasing number trade agreements and international-rule making.*
*Have you contacted the speaker? Yes and confirmed*

*Name: Manu Bhardwaj*
*Stakeholder group: Government*
*Organization: U.S. Department of State*
*Describe why this speaker has been selected: Manu, a political appointee in the Obama Administration, currently serves as a Senior Advisor at the State Department's Office of Communications and Information Policy.*
*Have you contacted the speaker? Yes and confirmed.*

**Summary of discussion**

Without the attention of most stakeholders – even those deeply immersed in multistakeholder discussions on the future of Internet governance –bilateral and multilateral trade negotiations are increasingly becoming the vehicles for norm setting on Internet policy issues – from intellectual property to e-commerce, domain names on the Internet, to cybersecurity and national security exemptions to free flow of information and investor-state dispute settlement mechanisms. The norm, in these multilateral forums, is conducted in secrecy. In general only governments and a few private sector lobbies have access and can provide informed input to so-called policies of the 21st century. But not just multistakeholderism is affected by the way trade agreements' negotiations are conducted - basic principles of democracy are at stake. This debate/roundtable/workshop will assess how the inclusion of these Internet policy issues in closed door, state-to-state agreements impact the future of multistakeholder Internet governance and what are the digital rights at stake. Workshop participants will receive an update on the state of negotiations of the core trade agreements, and will then discuss how these secret negotiations impact on their rights, business, or expectations regarding the open Internet. Additionally, participants will be shown a map of the qualitative and quantitative increase on Internet related rules in trade agreements, covering the trade agreements negotiated primarily by the U.S. over the past 12 years.

***WS 10. FOSS & a Free, Open Internet: Synergies for Development***

*Transcript*

*Video*

*Speakers: Mr.Satish Babu, Technical Community, Chair, ISOC-TRV, Kerala, India, who shall provide technical inputs of FOSS and its relevance, particularly to emerging economies, Confirmed*

*Ms. Judy Okite, Civil Society, FOSS Foundation for Africa, is an experienced activist who has been promoting the use of FOSS in Africa. Seeking funding at present.*

*Ms. Mishi Choudhary, Private Sector, Software Freedom Law Centre, New York, is a lawyer working with FOSS and its legal implications for over two decades. Confirmed*

*Mr. Fernando Botelho, Private Sector, heads F123 Systems, Brazil, a FOSS-centric company that provides accessibility solutions to visually impaired people. Confirmed*

*Mr. Sunil Abraham, Centre for Internet and Society (CIS), Bangalore, a civil society organization working on Internet and public policy. Confirmed*

*Mr. Pranesh Prakash, Centre for Internet and Society (CIS), Bangalore, a civil society organization working on Internet and public policy. Confirmed*

*Ms. Nnenna Nwakanma- WWW.Foundation, a Civil Society organization working in Africa on a broad range of areas including FOSS. Confirmed*

*Mr. Yves MIEZAN EZO, Open Source strategy consultant, Private Sector. Seeking funding for participation.*

*Corinto Meffe, Advisor to the President and Directors, SERPRO, Brazil. Confirmed*

*Frank Coelho de Alcantara, Professor, Universidade Positivo, Brazil, Confirmed*

*Ms. Caroline Burle, Institutional and International Relations, W3C Brazil Office and Center of Studies on Web Technologies - CeWeb.br (a CGI.br/NIC.br initiative). Confirmed*

**Summary of discussion**

Conclusions:
This was a very educative workshop with sharing of experiences and knowledge for all. The main conclusions were:

1. The synergies between FOSS and the Internet were real, and needed to be preserved

2. Free Software (FOSS) democratized access to information for different communities worldwide, and helped to remove information asymmetries. Therefore, it was important to encourage and promote FOSS.

3. The differently-abled (and other marginal communities) needed FOSS to be able to help themselves

4. Have a deliberate change of curricular across the schools and universities globally to introduce young people to free software.

5. To find synergies on the Internet, we must ensure human rights for citizens, not citizens of the country but all citizens around the world with no barriers whatsoever.

6. Procurement mandates: When the government purchases software, it is important that the government uses its market power to promote free software.

7. For transitioning from proprietary platforms to free platforms, the incremental approach may be practical. If you cannot access the code, you cannot trust the software!

***WS 13. Keeping Your Credentials Secure Online: A Roundtable***

*Transcript*

*Video*

*Speakers: Mr. Ben Butler*
*Technical Community, USA*
*Director of IT Security Operations at GoDaddy*

*Ben Butler is the Director of IT Security Operations at GoDaddy, where he is responsible for the teams that create and maintain systems for security operations, security content, and user administration. He is especially passionate about keeping the internet a safe and enjoyable place for children, and oversees the Digital Crimes Unit, which leads the charge to identify, investigate, report, and remove child abuse content.*

*Ben brings a perspective from the domain name services industry, specifically the registrar community. Also as the co-author of the background document for the round-table on Registrant Protection: Best Practice Guidelines for Preserving Security and Stability in the Credential Management Lifecycle.*

*Ms. Merike Kaeo*
*Technical Community, USA/Estonia*
*Founder and Chief Network Security Architect of Double Shot Security*
*Chief Technology Officer, Farsight Security, USA*

*Merike Kaeo is the Chief Technology Officer at Farsight Security as well as the founder and Chief Network Security Architect of Double Shot Security, a company started in 2000 that focuses on bridging the gap between security policy instantiation, practical architecture development and effective operational deployment. She currently serves on ICANN's Security and Stability Advisory Council, the FCC's Communications Security, Reliability and Interoperability Council's (CSRIC), and several other industry forums. Her international focus often makes Merike an informal liaison between varying technical and operational groups and she is a sought after resource at global conferences including NATO, TERENA, RSA, NANOG, PLNOG, RIPE, APRICOT and SANOG.*

*Merike has lead security focused strategies at numerous companies including ISC, T-Mobile, Comcast, and Boeing and has held advisory positions in a variety of security start-up companies. From 1993-2000 Merike was employed by Cisco Systems, Inc. where she instigated and lead the company's first security initiative in 1997. She also focused on technical issues relating to network and application performance, routing protocols and large-scale network design. She is the author of 'Designing Network Security', which was translated into 9 languages and is a reference book for many security accreditation programs.*

*Merike is a member of the IEEE and has been an active contributor in the IETF since 1992. She co-chaired the IP Performance Metrics (IPPM) working group from 2000–2003 and had actively contributed to numerous IETF working groups with a specific focus on operational sanity. She was named an IPv6 Forum Fellow in 2007 for her continued efforts to raise awareness of IPv6 related security paradigms. Merike received her BSEE from Rutgers University and her MSEE from The George Washington University.*

*Ms. Kaeo has been on ICANN's Security and Stability Advisory Council (SSAC) since 2010 and the FCC's Communications Security, Reliability and Interoperability Council (CSRIC) since 2012. She is also a co-author of the background document for the round-table on Registrant Protection: Best Practice Guidelines for Preserving Security and Stability in the Credential Management Lifecycle*

*Mr. Ted Hardie*
*Technical Community, USA*
*Program Lead for the Internet Architecture Board Program on Privacy and Security.*

*Ted Hardie currently works for Google, putting networks, protocols, and people together in new and optimal ways.Ted first worked in the Internet field in 1988 when he joined the operations staff of the SRI NIC. He later became the technical lead for the NASA NIC, part of the NASA Science Internet project. After leaving NASA, he joined Equinix as its initial Director of Engineering before taking on the role of Director of Research and Development. He was an early-stage executive at Nominum before joining Qualcomm R & D. While he was Qualcomm's Director of Internet and Wireless, he served the Internet community as a member of the Internet Architecture Board and as an Applications Area Director for the IETF. He served as Trustee of the Internet Society from 2007 to 2010, and as its Treasurer in 2008 to 2010, while Managing Director of Panasonic's Silicon Valley Wireless Research Lab.*

*Ms. Audrey L Plonk*
*Private Sector, USA*
*Director, Global Cybersecurity and Internet Governance Policy, Intel Corporation*

*Audrey L. Plonk is a global security and Internet policy specialist at Intel Corporation. A member of Intel's security and privacy policy team, Audrey leads global policy efforts on topics such as cybersecurity, critical infrastructure protection and encryption. She works with the team to integrate privacy and security into product development and also focuses on Internet policy issues.*

*Audrey was previously a consultant to the Information Technology Association of America (now TechAmerica), covering for the vice president of information security and global public policy. She worked as a consultant for the U.S. Department of Homeland Security's National Cyber Security Division from 2003 to 2006, primarily focusing on international security policy issues in their International Affairs Division. While a U.S. delegate to the Organisation for Economic Co-operation and Development (OECD), Audrey worked closely with the Working Party on Information Security and Privacy (WPISP) and eventually accepted a post in Paris for the OECD Secretariat focusing on security issues for WPISP. She served as liaison to the Asia-Pacific Economic Cooperation Telecommunications and Information Working Group, the International Telecommunication Union and the Internet Governance Forum.*

*Mr. Mark Svancarek*
*Private Sector, USA*
*Engineering Group Customer and Partner Experience, Microsoft*

*Mark as worked at Microsoft since 1993 and has held various roles in hardware, software and online services throughout the company. He holds eight U.S. patents. He is presently a Principal Program Manager for corporate IPv6 and Universal Acceptance Engineering efforts, and focuses on aspects which impact customer and partner satisfaction.*

*Mr. Bill Woodcock*
*Technical Community, USA*

*Bill Woodcock is the executive director of Packet Clearing House, the international non-governmental organization that builds and supports critical Internet infrastructure, including Internet exchange points and the core of the domain name system.*

*Mr. Cédric Laurant*
*Civil Society, Mexico*

*Global Data Privacy Attorney & Public Policy Expert*

*Cédric Laurant is a data privacy lawyer and public policy expert who works on European and international projects in the areas of US and EU privacy and data protection, online and consumer privacy, Internet law, e-commerce, social media, telecommunications, information governance and information security for international organizations, governments, private companies, trade associations, public interest organizations and NGOs. With more than 15 years of experience under his belt in those fields, he handles legal research and public policy projects, government affairs and public advocacy missions, and offer technical assistance, training and capacity-building services.*

*Cedric is the co-founder of the Mexican civic association SonTusDatos. He is with the law firm of Dumont Bergman Bider & Co. in Mexico City.*

## ***WS 17. Cybersecurity Awareness though Multistakeholder outreach***

*Transcript*

*Video*

*Speakers: Facundo Malaureille Peltzer*
*Civil Society*
*Argentina Cibersegura*
*Facundo is the Deputy Secretary-General of Argentina Cibersegura, a non profit organization who provides awareness of potential issues and offers free cybersecurity information and education. As member he assist businesses, families, our aging population and youths better prepare for a safer cyber experience in rapidly changing technology driven environments.*
*As member of Argentina Cibersegura participates in the Global Cybersafe Communities Working Group, and represents the Project Stop-Think-Connect in Argentina and helps in the coordination of it in LATAM.*
*YES - Confirmed*

*Belisario Contreras*
*Intergovernmental Organization*
*Organization of American States (OAS)*
*Belisario Contreras is the Cyber Security Program Manager at the Secretariat of the Inter-American Committee against Terrorism (CICTE) of the Organization of American States (OAS). As Program Manger he provides programmatic and management support to the CICTE Secretariat in the planning, organization and execution of cyber security initiatives in the Americas including the Creation and Development of Computer Emergency Response Teams (CERTs); Provision of Technical Training; Implementation of Crisis Management Exercises; Capacity building on Industrial Control Systems (ICS), and coordinating outreach and collaboration with other international and regional organizations working on cyber issues.*
*Since 2007, Mr. Contreras has played a part in the growth and improvement of Computer Security Incident Response Teams (CSIRTs) in the Americas, and has worked closely with Latin American governments on the development and adoption of National Cyber Security Strategies and Policies. He has spearheaded liaison and promoted strategic partnerships between the OAS and key international actors.*
*YES - Confirmed*

*Daria Catalui*
*Intergovernmental Organisation*
*European Union Agency for Network and Information Security*
*European Union Agency for Network and Information Security*
*The European Union Agency for Network and Information Security (ENISA) is a centre of expertise for cyber security in Europe. ENISA supports the EU and the Member States in enhancing and strengthening their capability and preparedness to prevent, detect and respond to network and information security problems and incidents. Daria is currently dealing with Network and Information Security in Education, stakeholder management and outreach strategies at ENISA. Her work focuses on communicating towards the end user.*
*YES but participation still under consideration as of time of submission*

*Jacqueline Beauchere*
*Private Sector*
*National Cyber Security Alliance and Microsoft*
*Ms. Beauchere currently serves the Board President of the National Cyber Security Alliance. She was named Microsoft's first-ever Chief Online Safety Officer in December 2012. In this role, Ms. Beauchere is responsible for all aspects of Microsoft's online safety strategy, including cross-company policy creation and implementation, influence over consumer safety features and functionality and communications to and engagement with a variety of external audiences. Previously she was director of communications and marketing for Microsoft's Trustworthy Computing initiative. Ms. Beauchere has spent more than a decade at Microsoft leading various groups and efforts that evangelize the company's commitment to help create a safer, more trusted Internet experience for people of all ages and abilities.*
*YES Confirmed*

*We have also had discussions with Government representatives about attending the roundtable if it is approved but have not been able to confirm participation at this point.*

**Summary of discussion**

There seemed to be strong interest in the topic and several participants shared experiences from their countries about working, or trying to, work together on education and awareness. There audience was polled about the issue and it seemed that most people in the room were not currently engaged in a multi-stakeholder effort on awareness but interested in learning more about the topic. There was good information sharing from many

participants and not just the facilitators and there appeared to be broad global representation, including Africa, the Middle East, Australia, the EU, the US and Latin America.

Since so many in the room had yet to engage in education and awareness efforts, there seems to be a need to continue this discussion and share best practices as well as a significant need to provide capacity building and technical assistance to help communities collaborate on building awareness efforts.

There was one request for more information about how to open doors in a community to get more involvement in the education and awareness efforts especially schools. So additional information on coalition building could be helpful in these instances.

A couple of resources mentioned were:

www.OES.org /cyber.com
www.staysfaeonline.org
www.stopthinkconnect.org

***WS 21. SIDS Roundtable: the "Free Internet" - Bane or Boon?***

*Transcript*

*Video*

*Speakers: Ms. Anju Mangal*
*IGO*
*Information and Knowledge Management Specialist*
*Secretariat of the Pacific Community*
*Fiji*
*Contacted (not confirmed)*

*Mr. Carlton Samuels*
*Academic Community*
*Adjunct,Department of Library and Information Studies*
*Faculty of Humanities and Education*
*University of the West Indies (Mona, Jamaica)*

*Ms. Ellen Strickland*
*Technical Community*
*Collaboration and Community Lead, InternetNZ*
*New Zealand*

*Maureen Hilyard*
*Pacific Islands Chapter of the Internet Society*
*Cook Islands*
*(Remote Discussant)*

*Ms. Deirdre Williams*
*Civil Society*
*Co-Coordinator*
*Civil Society Internet Governance Caucus*
*St. Lucia*

*Professor Patrick Hosein*
*Academic/Technical Community*
*University of the West Indies (St. Augustine)*
*Trinidad & Tobago*

*Niels ten Oever*
*Civil Society*
*Head of Digital, ARTICLE 19*
*Netherlands*

*Dr. Vint Cerf*
*Chairman*
*American Registry for Internet Numbers (ARIN)*
*USA*

*Dr. Robert Pepper*
*Private Sector*
*Vice President, Global Technology Policy - Cisco*
*USA*

*Mr. Dhanaraj Thakur*
*Academic/Technical Community*
*Research Manager, Alliance for Affordable Internet*
*Jamaica*

*Rhea Yaw Ching*
*Private Sector*
*Covela.org*
*Trinidad & Tobago/USA*

**Summary of discussion**

The Roundtable was held on November 12 at 9.30 am in Workshop Room # 4. Just over 50 persons participated in the Roundtable including the Lead Discussants.

There was a very vibrant and often provocative discussion around this complex issue, widening the concept of "free internet".

The question of who pays for the internet and what the concept of “free internet” really means was a reoccurring theme throughout this discussion.

It was important to understand whether the discussion was about the infrastructure, the applications or the monetary contribution of the user. The group agreed there was a need to discuss each aspect as it relates to the overall objective of being able to derive the maximum benefit for small economies.

Several panelists referenced the many and varied models that are being used across the world to fund the roll out of infrastructure and reduction of costs in underserved areas.

Workshop Co-organizer, Maureen Hilyard, from the Pacific Islands Chapter of the Internet Society (PICISOC) participated remotely in the Roundtable and agreed with the observations made by Vint Cerf noted that what appears to be free has costs hidden in other costs which are ultimately transferred to the user in some other way.

As an example, Microsoft's FREE Windows 10 upgrade did not warn users that upgrades of unremoveable installed apps could use at least 5GB to download. Microsoft's Outlook also doesn't warn of unremoveable IMAP synching features which also use up valuable broadband. And these charges go straight into the pockets of the local ISP.

In the Pacific, we neither need nor can afford such expensive services. In the Cook Islands $50 will give you 6GB of broadband for the month. Once used up, BlueSky charges $40 per excess GB. This is daylight robbery by the monopoly ISP and users get nil support from the government who are part shareholders in the company. In these cases, who does one notify about unfair ISP business practices?

Across the Pacific, there are major affordability issues. So that even knowing that there might be strings attached to a "free internet" deal, some users might opt for "anything is better than nothing", even though many will be absolutely unaware of possible strings attached to freebie offerings. Some users will just take their chances, anything that will enable them to at least experience the internet and what it has to offer.

She expressed the opinion that certain dangers can evolve from "free internet" - hidden strings attached for the unwary. Yet Pacific organisations like PICISOC lacks resources and funds to make user newbies more aware of the risks of such offers to open access and net neutrality.

In the Pacific connectivity and accessibility are important, but the internet does not necessarily have to be FREE. What it should at least be is AFFORDABLE which is so important in order for local users to access the services and information they need that will enhance both their lives and their livelihoods. Isn't that what access to the internet for people in developing countries is all about?

Several participants from the Caribbean region expressed concern as to whether the implementations of "free internet" and zero rated services at present in the Caribbean region were really resulting in any economic and social benefit to the citizens of these nations.

There was rough consensus around the table that a focus on innovative solutions would be necessary to resolve the issues unique to SIDS.

An interesting veiwpoint emerged around the very appropriate description of the internet components as a system of levers that need to work in tandem in order to achieve the objective.

Discussions centered on reducing the cost of access, improving the robustness of infrastructure and stimulating local content as individual levers with different stakeholders that do not always work in a seamless way or at the pace we would like to see.

There was agreement that the imperative now is the synchronization of these various components of the Internet so that these levers can be identified and manipulated to work within our own unique economies.

### ***WS 27. Viable application & debate: online participation principles***

*Transcript*

*Video*

*Speakers: Name: Virginia Paque*
*Stakeholder group: civil society*
*Organization DiploFoundation*
*Describe why this speaker has been selected: experience in RP*
*Have you contacted the speaker? Y (confirmed)*

*Name: Slobodan Marković*
*Stakeholder group: Technical community*
*Organization Serbian National Internet Domain Registry (RNIDS)*
*Describe why this speaker has been selected: experience in ICT Policy and Internet Community Relations*
*Have you contacted the speaker? Y*

*Name: Raquel Gatto*
*Stakeholder group: technical community)*
*Organization: ISOC*
*Describe why this speaker has been selected: experience in conference organisation, tech community, and is an excellent, respected speaker*
*Have you contacted the speaker? Y (confirmed)*

*Name: Angelic del Castilho*
*Stakeholder group: government*
*Organization: Ambassador at Ministry of Foreign Affairs, Suriname*
*Describe why this speaker has been selected: experience in IG processes*
*Have you contacted the speaker? Y*

**Summary of discussion**

The Principles for Online Participation were presented and briefly discussed.

The debate highlighted the arguments for and against online participation in stark black and white, allowing clear understanding of the positions in pro and con of adding online participation possibilities to a meeting.
Briefly: Pro: Online participation allows for greater inclusion. This is desirable.
Con: Online participation allows for greater inclusion. This is not always desirable and requires sacrifice and adaptation of the traditional meeting strategy.

## ***WS 28. Multistakeholder Solutions for Youth-Produced Sexual Content***

*Transcript*

*Video*

*Speakers: Patrick Burton*
*Civil Society*
*Centre for Justice and Crime Prevention (CJCP), South Africa*

*As Executive Director of CJCP, Patrick has experience in integrating cutting-edge research and theory with the design, implementation and management of social crime prevention practice, as well as providing training to high-level public officials. The CJCP is a South African research NGO working in the field of violence prevention and safety, in South Africa and the region, with a particular focus on children and youth. Since its establishment in 2005, the CJCP has worked with a number of National and Provincial government departments in South Africa, including the Departments of Basic Education, Communications and Social Development, as well as the Presidency, to formulate evidence-based policy on issues of child safety, originally only in the offline realm, and now more recently online, and to develop appropriate implementation frameworks and mechanisms for national and provincial policies and strategies.*

**Summary of discussion**

WS 28 focussed on the complexities when dealing with online child sexual abuse material, in particular involving 'youth-produced' or 'self-generated' sexually explicit imagery. Children can upload or share sexually explicit images of themselves or can be coerced into exposing themselves online during 'live' interaction with online predators. These images and videos are often stored, shared and re-uploaded on various locations on the internet.

The workshop aimed to discuss with a wide range of stakeholders how this problem can be best tackled. How can the multi-stakeholder community work together to solve this problem? How do we overcome 'internet governance' challenges such as cross-border jurisdictions and varying degrees of privacy and freedom of expression protections? And how do we raise awareness, educate and encourage responsible use of new technologies?

Presentation

The session started with a short presentation by Susie Hargreaves, CEO of the Internet Watch Foundation (IWF). The IWF is the largest hotline in Europe combating the distribution of child sexual abuse material online. Using their data-set involving sexually explicit imagery of children, the IWF conducted two separate pieces of research into 'self-generated' or 'youth-produced' sexually explicit content depicting young people.

The main findings presented by Ms Hargreaves were:
- In less than 48 hours, IWF analysts encountered 12,224 sexually explicit images or videos depicting young people that could be classified as 'self-generated'
- Of those images and videos, 88% appeared to be on 'parasite websites', meaning they had been taken from their original upload location and re-uploaded on other websites.
- During a follow-up study, it appeared that children aged 15 or younger were mainly coerced into exposing themselves using a webcam.

Full details of the results, methodology and limitations of the research can be found on: https://www.iwf.org.uk/resources/iwfresearch.

Discussion

After the presentation, a very rich one-hour discussion with the audience took place. Views were shared from various parts of the world, including Mexico, Kenia, Australia, US, China, India, UK, Brazil,… and participants included both professionals working in the area of online child safety, members of the audience speaking as parents and young people sharing their own views and experiences. The full transcript of the workshop can be found on the IGF website.

Various issues were touched upon and the role and responsibilities of various actors were discussed. In general terms, the discussion mainly focussed on 'selfies' shared by older teens rather than the sexual abuse through coercion or extortion involving very young children. The overview below therefore relates to this type ('selfies') of sharing sexually explicit images unless noted otherwise.

Before going into the more detailed aspects of the discussion, one of the overarching issues discussed was the role of sexting in young peoples' sexual development. Is the consensual sharing of sexually explicit images with a boyfriend or girlfriend something that needs to be condemned 'by definition' or could there a more positive approach whereby this behaviour is framed as being part of young persons' sexual development/experimentation?

The 'criminalisation' of sending or possessing sexually explicit images by young people was also discussed at length in relation to the existing legal frameworks. As an example, the laws in Australia were discussed which de-criminalise sharing and possessing sexually explicit images within a relationship and with mutual consent. However, the limits of such laws (e.g. how to withdraw consent after a relationship finishes?) were also highlighted.

While there was frequent recognition that young people shouldn't be criminalised for privately sharing sexually explicit images or even possessing them within the context of a consensual relationship, it was clear that publishing or sharing with others such sexually explicit images depicting young people should be - and indeed remain - illegal.

Another prominent topic in the discussion was the role of parents in relation to educating their children and setting the rules for their online activities. From an African perspective, it was noted that this was a very new area and there was 'a complete vacuum' concerning these issues in the parent-child relationship. From the US, it was highlighted how parents should define the rules for their children but research shows that very few parents put actual limitations on their children's use of ICTs. As such, there is a clear gap between the online safety messaging towards parents and the parents' actions. This point was also raised from a Chinese perspective. From a young person's perspective, it was highlighted that parents do play an important role but that children are more likely to listen to their parents if they are knowledgeable themselves (so if parents have a decent understanding of the technology) and already have a good/open relationship with their children.

An interesting discussion unfolded as to whether part of the issue could be considered a 'generational problem' in as much that the next generation of parents might have a better understanding of technology and therefore would be in a better position to guide their children's online activities as they would have experienced these issues themselves. This point was countered by arguments that technology will continue to change and that it is

not so much about the technology as such, but rather about 'human behaviour'.

The discussion then moved to the role of other stakeholders when addressing the issue of 'self-generated' sexually explicit imagery depicting young people. The role of proper 'media education' in schools to educate children about online risks was highlighted, albeit it was acknowledged that as far as sexually explicit material is concerned, this is difficult topic to discuss in many parts of the world.

The role of peers was also noted, in particular by young people in the audience. Peers often have a big influence on children and they are more likely to change their behaviour if they can see or hear first-hand what the possible consequences can be when sharing sexually explicit images. This point was also picked up by online child safety professionals who strongly argued in favour of using the experiences and views of young people when creating guidance materials.

A number of other issues were only briefly touched upon. These include the role of the online industry and hotlines (e.g. the creation of 'hash technology' to find and remove indecent images of children faster), the commercialisation of the distribution of the images (either for money or using the images themselves as currency), the balance between respecting the child's privacy and controlling/monitoring their internet activities, and the role of extortion tactics to coerce a child into producing new images.

Finally, when things have gone wrong and children have had negative experiences with sharing sexually explicit images, young people in the audience noted that often it is easier to speak to an online safety professional who is not close to them as this reduces the risk that the child's friends or family will hear about the problems. As such, the young people did see value in, for instance, child safety professionals who come into schools to discuss these issues but that are not directly connected to the school or the child's environment.

### ***WS 29. Digital economy, jobs and multistakeholder practices***

*Transcript*

*Video*

*Speakers: Antonio Garcia-Zaballos*
*Intergovernmental Organizations*
*IADB*
*Direct experience on the topic*
*Y - confirmed*

*Helani Galpaya*
*Civil Society*
*Policy experience on the topic*
*LIRNEasia*
*Y-confirmed*

*Natalija Gelvanoska*
*Intergovernmental Organizations*
*World Bank*
*Policy experience on the topic*
*Y - confirmed*

*Michael Kende*
*Technical Community*
*ISOC*
*Direct experience on the topic*
*Y-confirmed*

*Jose Nilo Martins*

*Private sector*
*Amazon Web Services, Brazil*
*Direct experience on the topic*
*Y - confirmed*

*Cheon Muho*
*Government*
*Government of Korea*
*Direct experience on the topic*
*Y-confirmed*

*Jean Paul Philippot*
*Civil Society*
*European Broadcasting Union*
*Policy experience on the topic*
*Y - confirmed*

*Ana Segurado*
*Private sector*
*Telefonica Open Future*
*Policy experience on the topic*
*Y - confirmed*

*Andy Wyckoff*
*Intergovernmental Organisation*
*OECD*
*Broad research and policy experience on the topic*
*Y - confirmed*

*Juan Manuel Durán Wilches*
*Government*
*Government of Colombia*
*Policy experience on the topic*
*Y - confirmed*

**Summary of discussion**

This workshop explored the impact of the Internet on labor markets and asked panelists to explore multistakeholder solutions to harness the advantages of the digital economy and to assist in easing associated disruptions. Some of the challenges reviewed by the panel included the financial and regulatory risks in starting up new businesses or creating new infrastructures; appropriate skills development practices and infrastructures to address the availability of skills necessary for creating, consuming, and maintaining these new services; existence of network externalities and barriers to trade; institutional linkages to higher education, research and business.

The top three issues that were raised during the discussions are:
1) Panelists most frequently cited the need for skill development. Internet-created jobs often require new skill sets, demanding an educated workforce. New technological tools are creating unanticipated opportunities by lowering costs and increasing the ability for cross-disciplinary interaction. But these opportunities can only be fully realized by economies with an appropriately trained workforce.
2) The long term effects of the Internet on the labor markets were also carefully considered. While automation and new communication tools are eliminating a number of jobs and displacing workers in the short term, trends pointed to a longer term trend of increased jobs and productivity.
3) The Internet is challenging currently regulatory regimes. New employers like Uber and Airbnb are providing new employment opportunities and benefits for consumers, but governments need to design the best enabling environment to allow these services to flourish

***WS 30. Multistakeholder practices enabling sustainable development***

*Transcript*

*Video*

*Speakers: Steven Adler*
*Private sector*
*IBM*
*Direct experience on the topic*
*Y- Confirmed*

*Carlos Afonso*
*Civil society*
*CGI.br*
*Regional policy experience on the topic*
*Y- Confirmed*

*Patel Barwabatsile*
*Government*
*Botswana Innovation Hub*
*Regional policy experience on the topic*
*Contacted*

*Constance Bommelaer*
*Technical community*
*Internet Society (ISOC)*
*Policy experience on the topic*
*Y-Confirmed*

*Nabil Bukhalid*
*Civil society*
*Lebanese Internet Center (LINC)*
*Policy experience on the topic*
*Y- Confirmed (remote participation)*

*Anne Carblanc*
*Intergovernmental organization*
*OECD*
*Policy experience on the topic*
*Y- Confirmed*

*Louis Casambre*
*Government*
*Government of Philippines*
*Regional policy experience on the topic*
*Y- Confirmed*

*Olga Cavalli*
*Government*
*Government of Argentina*
*Regional policy experience on the topic*
*Y- Confirmed*

*Ankhi Das*
*Private sector*
*Facebook India*

*Regional policy experience on the topic*
*Y- Confirmed*

*Nermine El-Saadany*
*Government*
*Government of Egypt*
*Regional policy experience on the topic*
*Y- Confirmed*

*Kaushal Jhalla*
*Intergovernmental organization*
*World Bank*
*Policy experience on the topic*
*Y- confirmed (tbd if by remote participation)*

*Jonathan Metzger*
*Civil society*
*NetHope*
*Policy experience on the topic*
*Y- Confirmed*

*Izumi Okutani*
*Technical community*
*Japan Network Information Centre (JPNIC)*
*Regional experience on the topic*
*Y- confirmed*

*Segun Olugbile*
*Private sector*
*Continental Project Affairs Associates, Nigeria*
*Direct national experience on the topic*
*Y- Confirmed*

*Matthew Shears*
*Civil society*
*Centre for Technology and Democracy (CDT)*
*Policy experience on the topic*
*Y- Confirmed*

*Andrew Wilson*
*Civil society/private sector*
*OGP Private Sector Council*
*Policy experience on the topic*
*Y- Confirmed (remote participation)*

**Summary of discussion**
Multistakeholder processes aim to bring together representatives from different sectors to address a challenge at hand. There have been many examples of successful multistakeholder processes in addressing a range of the sustainable development goals, developing policy framework principles, and improving public services.
In roundtable discussion participants from all stakeholder groups were present except for government.

There were several interventions from the audience providing examples of how the multistakeholder model works in different countries, as well as a challenging question posed about whether the multistakeholder model would benefit from being given a new label. Nevertheless, it was concluded that whatever label is given to the multistakeholder model, it is a step in the right direction as it recognizes that different voices are needed for the development of policy agendas.
The defined 17 sustainable development goals (SDG) with a total number of 169 targets were thematically

broken down to people and planet; peace and prosperity; and partnerships.

PEOPLE AND PLANET:
While discussing empowering people and realizing opportunity within the SDGs 4 key issues were raised: recognition, accessibility of ICT, governance and competition.

PEACE AND PROSPERITY:
It was highlighted that the work being done by different organizations in providing access to basic services for people, and setting up the governance goals. There is no access to infrastructure in many parts of the world, 4 billion people are not connected and that would require tremendous investments. There definitely needs to be thoughtful strategies in terms of working with access infrastructure providers as well as looking at other alternative technologies. The issue of identifying a way of funding and not delivering a solid fund was discussed. The need to think of new ways, new innovative financing mechanisms, new innovative ways of funding was highlighted.

PARTNERSHIPS:
It is essential to bring governments into the development dialogue, not only to undertake improvement of services and openness, but also for the private sector to help governments understand the potential that e-Government has and the potential synergies that can be built in cooperation with the private sector. Additionally, it was mentioned that there is a big trust issue that needs to be overcome. Emphasis was placed on the importance of creating an environment that fosters dialogue between different sectors.

***WS 31. The "Right to be Forgotten" Rulings and their Implications***

*Transcript*

*Video*

*Speakers: Hernan Vales*
*Intergovernmental*
*OHCHR*
*Describe why this speaker has been selected*
*Represents a major IGO concerned with monitoring human rights issues online as well as offline. Co-organizer of this workshop with an interest in unpacking the downside to the legal consequences of such as "right" in terms of severe rights abuses, by governments and individuals,*

*Sergio Branco*
*Civil Society/Academic*
*ITS (Brazil)*
*Describe why this speaker has been selected*
*Co-organizer of this workshop with an interest in clearer definitions of the right in question, the judicial process required to ensure that implementation based on such a "right" is adequate and proportionate.*

*Mishi Choudhary*
*Civil Society (india)*
*Software Freedom Law Center*

*Describe why this speaker has been selected*
*A legal expert with knowledge of this ruling and how it may be applicable, or not in the context of Global South jurisdictions*

*Catherine Easton*
*Civil Society/Academic*
*IRP Coalition/University of Lancaster*
*Describe why this speaker has been selected*
*Is a legal expert on disability and access issues (where associative links based on search algorithms can have deleterious impacts on*

*users with special needs) and represents the IRP Coalition, co-organizer of this workshop.*

*Caspar Bowden*
*Technical Community*
*Privacy Strategy EU*
*Describe why this speaker has been selected*
*As a leading privacy expert and computer engineer this speaker will address the technical issues around such a ruling, and the practicalities of partial or full deletion, delinking, ownership and control of those databases in question when either an intermediary or state actors.*

*Pedro Vaca Villarreal*
*Civil Society*
*Director Ejecutivo*
*Fundación para la Libertad de Prensa, Columbia*

*Mr Villarreal represents media professionals in the LAC region where R2BF rulings have consequences for media freedoms. He is one of the co-organizers of Workshop 142 and will provide important details and nuance to this discussion,*

*Julia Powles*
*Academic*
*Centre for European Legal Studies, Cambridge University (UK)*

*Ms Powles in an expert on this ruling as researcher in law and technology at Cambridge, and a regular commentator in public media on these issues.*

*Private Sector*
*Google (Person to be confirmed)*
*Describe why this speaker has been selected*
*Google has confirmed they will be taking part in this workshop, the other party in the ruling in question and prominent opponent of the ruling and its implications for ISPs*

## ***WS 32. Mobile and IoT Expand Inclusion for Persons w/ Disabilities***

*Transcript*

*Video*

*Speakers: 1. Ms. Jacquelynn Ruff*
*• Private Sector*
*• Verizon Communications*
*• Ms. Ruff will offer case study examples of how Verizon is employing M2M and the IoT to enable those with various disabilities to access and best benefit from advanced communications technologies.*
*• Contacted – CONFIRMED SPEAKER*

*2. Raquel Gatto*
*• Technical Community*
*• Internet Society*
*• Ms. Gatto will provide the technical community's perspective on this issue and explore major findings and conclusions in ISOC's paper, "Internet Accessibility: Internet Use by Persons with Disabilities: Moving Forward."*
*• Contacted – CONFIRMED SPEAKER*

*3. Mr. Jorge Fernandes*
*• Government*
*• Fundacao para a Ciencia e a Tecnologia, Lisbon, Portugal*

*• Mr. Fernandes will explore the Government of Portugal's Web Accessibility Observatory as a tool of awareness to drive accessibility of web content and other initiatives aimed at developing best practices around accessibility.*
*• Contacted – CONFIRMED SPEAKER*

*4. Andrea Saks*
*• Private Sector*
*• Convener for ITU Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF)*
*• Ms. Saks will explore the evolution of work within the JCA-AHF and how technology innovation has influenced that work.*
*• Contacted – CONFIRMED SPEAKER*

*5. Abeer Farouk Shakweer*
*• Government*
*• Ministry of Communications and Information Technology, Government of Egypt*
*• Dr. Shakweer will examine Egypt's experience developing mobile applications and software for Arabic-speaking persons with disabilities and other ICT-based assistive technologies.*
*• Contacted – CONFIRMED SPEAKER*

*6. Tracey Weisler*
*• Government*
*• U.S. Federal Communications Commission*
*• Ms. Weisler will examine the work of the FCC's Disability Advisory Committee and the FCC's efforts to foster international cooperation in realizing communications equality.*
*• Contacted – CONFIRMED SPEAKER*

*7. Anna Smirnova*
*• Private Sector*
*• Metro4All*
*• Ms. Smirnova will explore how the Metro4All project uses geospatial technologies and crowd-sourced mapping of transport infrastructure to facilitate the right of people with disabilities to free movement.*
*• Contacted – CONFIRMED SPEAKER*

*8. Ms. Gunela Astbrink*
*• Technical Community*
*• ISOC Australia*
*• Ms. Astbrink, will explore accessibility in government procurement and the importance of interoperable standards for accessibility-related ICTs.*
*• Contacted – CONFIRMED SPEAKER*

**Summary of discussion**

The US ADA was the first legislative document that gave people with disabilities/special needs rights. Key goals to strive for: Accessibility, Affordability & Availability: creating an enabling environment for all to participate. The importance of using open standards and protocols to ensure that all people can be fully engaged needs to remain a top priority. 1/5 of all Americans have some sort of disabilities as such the use of sensors, data analytics and other tools that increase accessibility, should be made a priority. Challenges and other tools are effective ways to encourage the development community to create solutions to accessibility problems. By encouraging entrepreneurs to find creative solutions it greatly increases the ability of people with disability/special needs to engage on equal footing.

The increased use and penetration of mobile/smart phones has led to significant improvements in the lives of people with disabilities/special needs. The use of voice over, sensors/beacons, captioning of emergency announcements, news, TV/cable broadcast programs and video phones so that people with sign language can communicate have improved the lives of all people with disabilities/special needs. Industry should look at adding filters to mobiles to prevent assistive technology devices from being knocked offline because of spectrum interference.
Top 3 Issues:
• LTE devices, 4G, and Bluetooth devices can cause significant interference to people with hearing aids

or other assistive technologies. They can cause hearing aids to malfunction. This is especially true for kids.
• The link and connection between the Sustainable Development Goals and Disability and Special needs
• 4G, LTE, and Bluetooth can cause medical devices to go off line or not work correctly.

***WS 34. Internet Governance 2015: Promoting Trade, Inclusion & Trust***

*Transcript*

*Video*

*Speakers: 1. Josie Brocca*
*• Intergovernmental Organization*
*• Organization for Economic Cooperation and Development (OECD), France*
*• Ms. Brocca will provide a substantive foundation for the workshop discussions, drawing on the OECD's evidentiary research pertaining to data-driven innovation, localization barriers to trade, and the Internet Policy Principles.*
*• Contacted – CONFIRMED SPEAKER*

*2. Ellen Blackler*
*• Private Sector*
*• The Walt Disney*
*• Ms. Blackler will provide the perspective of a digital content provider, examining the importance of trade, connectivity, and cross-border data flows for the transmission of content and intellectual property protections for such content.*
*• Contacted -- CONFIRMED SPEAKER*

*3. Bobby Bedi*
*• Private Sector*
*• Kaleidoscope Entertainment (Mumbai, India)*
*• Mr. Bedi will provide the perspective of digital content providers, commenting on the importance of established a trusted environment for e-commerce.*
*• Contacted -- CONFIRMED SPEAKER*

*4. Kathleen McInerney*
*• Private Sector*
*• Yahoo, Inc.*
*• Ms. McInerney will provide the perspective of a global Internet company that operates internationally using a local and regional legal structure, providing users with a wide variety of digital services for which cross-border data flows are essential.*
*• Contacted -- CONFIRMED SPEAKER*

*5. Silvia Bidart*
*• Private Sector*
*• ALETI [Federation of ICT Ibero-Latin American Industry National Associations]*
*• Ms. Bidart will provide commentary from the perspective of Latin American ICT companies on the importance of building connectivity for inclusion and economic development and the challenges of addressing privacy and security issues important to building consumer trust.*
*• Contacted -- CONFIRMED SPEAKER*

*6. Hossam El Gamel*
*Private Sector*
*• Africa ICT Alliance*
*• Mr. El Gamel will comment on the unique challenges face by ICT companies in Africa and the Middle East in building connectivity, conducting e-commerce, and fully engaging all members of society in the digital economy.*
*Contacted -- CONFIRMED SPEAKER*

*7. Rohan Samarajiva*
*• Civil Society*

*• LIRNEasia, Sri Lanka*
*• Dr. Samarajiva will draw on the research of LIRNEasia to examine the contradictory tendencies in the digital economy faced by developing country enterprises.*
*• Contacted -- CONFIRMED SPEAKER*

*8. Matthew Shears*
*• Civil Society*
*• Center for Democracy and Technology, UK*
*• Mr. Shears will explore digital privacy and its relationship to human rights in the digital economy, emphasizing the importance of transparency to foster users' trust.*
*• Contacted -- CONFIRMED SPEAKER*

*9. Carlos Affonso Souza*
*• Civil Society*
*• Institute for Technology and Society, Brazil*
*• Dr. Souza will provide insights from a Brazilian-based civil society organizations on the Brazilian experience with the Internet Bill of Rights and the fostering of innovation and consumer trust.*
*• Contacted -- CONFIRMED SPEAKER*

*10. Liesyl Franz*
*• Government*
*• U.S. Department of State*
*• Ms. Franz will offer the U.S. Government's views on developing an appropriate balance that enables the cross-border data flows necessary for economic development and innovation while also protecting and securing the transmission of data.*
*• Contacted – CONFIRMED SPEAKER*

*11. Dawit Bekele*
*• Technical Community*
*• Internet Society*
*• Mr. Bekele will provide the perspective of the technical community on the importance of building connectivity, ensuring cross-border connectivity in Africa, and the links between access and entrepreneurship in the region.*
*• Contacted – CONFIRMED SPEAKER*

*12. Waudo Siganga, PhD*
*• Private Sector*
*• Signet Technologies, Kenya*
*• Dr. Siganga will explore the tendency of emerging economies not to participate in trade policy discussion related to ICTs undermines their economic development potential.*
*• Contacted – CONFIRMED SPEAKER*

**Summary of discussion**

The workshop provided a comprehensive overview of the challenges and opportunities faced globally in seeking societal, economical, and technological advancement. Insight was provided regarding the OECD's update to its security and privacy guidelines, whereby the OECD is moving to a risk-management focus and shying away from the technical and legal aspects of security and privacy. Additionally, opportunities and obstacles in emerging markets, including Latin America, Africa, and India, were discussed. There was particular mention of the high cost of ICT development and deployment in these regions. Panelists from these regions noted the need for greater engagement from small and medium enterprises and the continued need for the private sector and public sector to collaborate further, especially with regard to spurring demand for the Internet (e.g., via local content creation and digital literacy investments). These views were echoed by private sector participants as well.

Panelists noted that trust permeates all aspects of ICT development, deployment, and acceptance. Trust in the policies that enable investment, as well as trust in the security and privacy of the technologies deployed, will lead to greater engagement of un-served and underserved communities.

Main Issues:
• Trust in the development and use of ICT is paramount. Human rights and privacy and security must be taken into consideration at all times.
• Facilitation of cross-border information flows needs to continue, especially in historically diverse and conflict-ridden regions of the world. Mobile payments are particularly important towards facilitating ICT growth.
• The high cost of ICT deployment continues to thwart greater growth in developing regions of the world. Innovative business models are sought to overcome the "cost" hurdle.

***WS 35. Local Infrastructure Equals Local Development***

*Transcript*

*Video*

*Speakers: Michael Kende - Civil Society. Will discuss the economic effects of Internet infrastructure outside developed Internet economies.*

*Fiona Asonga - Civil Society. Will discuss the effect developed Internet infrastructure has on telecommunications and Internet delivery networks.*

*Barrack Otieno - AfTLD - Civil Society. Will discuss facilitating participation in the multistakeholder governance model by small Internet infrastructure companies.*

*Heather West - Private Sector. Will discuss the challenges of bringing developed Internet technologies to sectors outside developed Internet economies.*

*Brendan Armstrong - Private Sector. Will discuss building an Internet infrastructure company outside developed Internet economies.*

**Summary of discussion**

There was a discussion of who the case needs to be made in order to drive the need for Internet infrastructure in developing regions. Is it with the users? Is it with the entrepreneurs? Is it with the governments?

There was a discussion on what can be done to address infrastructural issues in remote regions. How do you get clean, uninterrupted sources of power, stable space where the temperature can be effectively controlled, easy access to fuels and equipment.

There was a discussion on what sources developing regions can turn to for funding infrastructure projects.

***WS 47. How Can Internet Policy-Making Support LGBT Rights?***

*Transcript*

*Video*

*Speakers: Anna Karefelt*
*Governmental Organization*
*Sida (Swedish International Development Cooperation Agency)*
*We would like to bring in the governmental perspective of Sida to discuss strategies of including LGBT activists in internet governance processes and debates.*
*Yes*

*Alexandria Walden*
*Private Sector*

*Google Free Expression Policy*
*We would like Google to facilitate the discussion on corporate policies supporting LGBT rights, including blog platform, social network, and search engine policies.*
*Yes*

*Kamilia Manaf*
*Civil Society*
*Institut Pelangi Perpempuan - Indonesia*
*Kamel lead the research on "Queering Internet Governance" in Indonesia and will bring in the perspective of LGBT organizations facing challenges when working online.*
*Yes*

*Sylvia Cadena*
*Technical Community*
*Community Grants and Awards Specialist - APNIC*
*We would like to bring in the technical community to talk about policy around content regulation and the decision-making structures that affect filtering and blocking of sexual content online.*
*Yes*

*Yildiz Tar*
*Civil Society*
*KaosGL - Turkey*
*Yildiz leads the research on the impact of internet policy on LGBT rights in Turkey and will share this perspective in the discussions.*
*Yes*

*Sheena Magenya*
*Civil Society*
*Coalition of African Lesbians - South Africa*
*Sheena is the communications manager of CAL and leads research and capacity building of lesbian women's groups in Africa on internet policy issues, particularly privacy and digital security.*
*Yes*

## ***WS 48. Internet of Things. Ethics for the Digital Age***

*Transcript*

*Video*

*Speakers: Paul Hector, Intergovernmental Organisation, UNESCO, confirmed*

*Mr. Hector is actively engaged in the UNESCO study 'Connecting the Dots', that works towards a final report on the boundless opportunities and challenges that the Internet provides*

*Marietje Schaake, parliamentarian, European Parliament, confirmed*

*Ms. Schaake is an expert on netneutrality and human rights on the Internet*

*Coetzee Bester, Civil Society, African Centre of Excellence for Information Ethics, confirmed*

*Mr. Bester is an expert in the changes in the relationship between people and the world due to information and communication technologies. The ACEIE is active in 19 African sub-Saharan countries*

*Y.J. Park, academia, Professor at State University of New York, South Korea, confirmed*

*Ms. Park is an expert in Internet Governance*

*Alejandro Pisanty, academia, Professor Internet and Information Society, National Autonomous University of Mexico, confirmed*

*Mr Pisanty is an expert in developments on and around the Internet from a technical and governance point of view.*

*Alessandro Molon, parliamentarian, Brazilian Member of Parliament, confirmed*

*Mr. Molon is one of the drafters of the Marco Civil, the netneutrality law of Brazil.*

*Google, Private Industry, invited TBC*

*Private Industry is a necessary stakeholder to this debate as developer and deploying party of online and software products that alter the way we live at home and as part of society.*

*European Commission/National Institute of Standards and Technology, invited/proposed*

*These governmental institutions are a part of this discussion as they e.g. stimulate online and robotic solutions as part of a future society through investment and stimulation programs and set laws respectively standards.*

*Maarten Botterman, DC IoT, confirmed*

**Summary of discussion**

The combination of ever higher computational power and fast growing access to broadband Internet have brought a new era: The Digital Age. It was found that the impact around the globe is identical. As soon as connection via broadband to the Internet is made, the pros and cons of high speed Internet are enjoyed respectively felt; by all concerned. More and more machines come online, interact, all collect data that is used for different purposes, often unknown to the machine owner/user. This impacts the lives of individuals in various ways and comes with serious ethical implications, challenges and questions. There were general concerns addressed by many on all topics, which ranged from an extremely bleak view of the future, to concerns because of the lack of transparency and accountability around data collection, to optimism for the future.

In general it can be noted that the selected topics led to a lively debate among all participants with strongly dissenting opinions, with input from academia, research, education, NGOs, the technical community, industry, policymakers and politicians who all looked at these topics from different angles, views and opinions.

Although several participants pointed to positive effects of IoT, the general atmosphere was one of grave concerns. They translated in points that need to be discussed and/or researched in the very near future, to make sure that measures are in place before more advanced products come to the market and are scaled before ethical considerations are in place.

## ***WS 49. No Grey Areas – Against Sexual Exploitation of Children***

*Transcript*

*Video*

*Speakers: ⇒ Gitte Jakobsen (Civil Society) Save the Children Denmark: Gitte has coined the term "Grey Areas of (Legal) sexual exploitation of children. She has broad expertise in the field of identification of CSAI and the legal situation regards such content in many countries, participation is confirmed (remote participant)*
*⇒ Thiago Tavares Nunes de Oliveira (Government) Presidente da SaferNet Brasil: Thiago has long-standing experiences in fighting CSAI and in running a hotline for reporting, participation is confirmed*
*⇒ Marie-Laure Lemineur, ECPAT International, Head of Programme, Combating Sexual Exploitation of Children Online. Marie-Laure has outstanding knowledge on the topic of child safety, participation is confirmed*
*⇒ Akio Kokubu (private sector) Vice President of the Internet Association Japan / Internet Hotline Center Japan: Akio Kokubu has long-standing experiences in fighting CSAI and in running a hotline for reporting participation is confirmed (remote*

*participant)*
*⇒ Grégory Mounier (Intergovernmental organization) Europol Cyber Crime Centre: Gregory Mounier has long-standing experiences in fighting CSAI, participation is confirmed*
*⇒ Marco Pancini (Industry) Google Marco represents the position of the industry partner in the Network No Grey Areas and will explain what is Google's contribution to fight abuse and sexual exploitation of children on the Internet*
*⇒ Christian Schulze (Technical Community) DFKI – German Institute for Artificial Intelligence: Christian is a well-know expert for his research in artificial intelligence and its application for analysis of content, participation is confirmed (remote participant)*
*⇒ Jean Paul Nkurunziza (Civil Society) ISOC Burundi, deputy Chair: Jean Paul has broad knowledge on Internet Governance procedures and their relevance for child online safety, participation is confirmed (remote participant)*
*⇒ Natasha Jackson, (Private Sector) GSMA Mobile Alliance (confirmed)*

**Summary of discussion**

A debate was instigated by a break-in comment from Natasha Jackson from the GSMA on the different approaches of access providers and service providers/hosters. Mobile access providers do have hotline reporting mechanisms usually working with the hotlines in their countries to make sure their customers can easily report any incidences of child sexual abuse content. Secondly they have notice and take down procedures within their organisation. But different to service providers / hosters they do not assess content and do not make any decision on the content themselves. There they rely on lists they receive i. e. from law enforcement. With regard to the commercial aspects of "Grey Area" imagery attention must be paid to whether mobile payments might be in use for this purpose.

The role of hotlines was clarified by a break-in comment from Amy Crocker from the INHOPE Foundation. She explained that the national hotlines make their decision how to react on reports on "Grey Area" imagery based on the national legislation. They would also take into account their relationships to industry and law enforcement also. From a child welfare perspective there is huge importance to have a public debate on the "Grey Area".

A statement from the audience referred to freedom of expression. Parents were said to be responsible for the education and safety of their children and not governments or other stakeholders. It was cautioned not to infringe the right to freedom of expression and not to censor content in the name of protecting children.

Then the question was raised how African countries could get support to deal with issues of child online protection. Amy Crocker stepped in and explained that the foundation is trying to support start up initiatives that would like to establish reporting mechanisms in their countries.

Also the question of self produced sexual content was discussed with regard to the potential criminalisation of young people when they create and distribute such imagery. On behalf of the signatories of the Communiqué Jutta Croll explained that they deliberately did not refer to self produced imagery because to their opinion it should be first and foremost the responsibility of other stakeholders to take care of the protection of children that have not produced those images voluntarily and to ensure that such imagery is removed once it was put in an sexualised context.
Eventually remote speaker Gitte Jakobsen pointed to the investigation perspective of Grey Area images. To their experience they are more useful for identification of victims and prosecution of perpetrators because the offenders seem to be less careful of what

***WS 50. WGIG +10***

*Transcript*

*Video*

*Speakers: Carlos Afonso*
*Civil Society*
*Instituto NUPEF*

*Director of the institute, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Peng Hwa Ang*
*Civil Society*
*Nanyang Technological University, Singapore*
*Director of the Singapore Internet Research Centre, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*William Drake*
*Civil Society*
*University of Zurich / Noncommercial Users Constituency in ICANN, Switzerland*
*International Fellow & Lecturer at U. Zurich and Chair of the NCUC, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Raúl Echeberria*
*Technical Community*
*Internet Society, Uruguay*
*ISOC Vice President for Global Engagement, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Baher Esmat*
*Technical Community*
*ICANN, Egypt*
*ICANN Vice President for Stakeholder Engagement, Middle East, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Juan Fernandez*
*Government*
*Ministry of Informatics and Communications, Republic of Cuba*
*Senior Advisor in the Ministry, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Ayesha Hassan*
*Technical Community*
*Internet Society, France*
*ISOC Senior Director for Stakeholder Relations, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Wolfgang Kleinwächter*
*Civil Society*
*European Summer School on Internet Governance, Germany*
*Director of the school and a member of the ICANN Board of Directors, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Jovan Kurbalija*
*Civil Society*
*Diplo Foundation, Switzerland*
*Director of Diplo and Head of the Geneva Internet Platform, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Olivier Nana Nzépa*
*Civil Society*
*Anais-AC / University of Yaoundé II, Cameroon*
*Lecturer at University of Yaoundé II, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Alejandro Pisanty*
*Technical Community*
*National University Mexico, Internet Society Mexico*
*Professor at UNAM, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Masaaki Sakamaki*
*Private Sector*
*DOCOMO CS, Inc., Japan*
*Board of Directors member at DOCOMO, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Charles Shaban*
*Private Sector*
*Abu-Ghazaleh Intellectual Property, Jordan*
*Executive Director of AGIP, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

**Summary of discussion**

The initial presentations were followed by a robust discussion with about fifty participants in attendance. Comments made recalled the historical experience of the WGIG and the then emerging tensions between the telecommunications and Internet policy environments; made a linkage between the WGIG's work and the more recent NETMundial and related Internet governance discussions; addressed the legacy of the "respective roles and responsibilities" formulation the WGIG inherited from the Geneva summit and considered in its report; and considered whether the WGIG model could be applied to other UN challenges.

***WS 52. The Global "Public Interest" in Critical Internet Resources***

*Transcript*

*Video*

*Speakers: Rinalia Abdul Rahim*
*Private Sector*
*Compass Rose Sdn Bhd, Malaysia*
*Managing Director of Compass Rose and a member of the ICANN Board of Directors, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Jari Arkko*
*Technical Community*
*Ericsson Research, Finland*
*Expert on Internet Architecture at Ericsson Research and Chair of the Internet Engineering Task Force, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Olga Cavalli*
*Government/Technical Community*
*ISOC Argentina*

*Vice Chair of ICANN's Government Advisory Committee and Chair of ISOC Argentina, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Vint Cerf*
*Private Sector*
*Google, USA*
*Vice President and Chief Internet Evangelist at Google, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Tarek Kamel*
*Technical Community*
*ICANN, Switzerland*
*Senior Advisor to the President of ICANN and former Minister of Communication and Information Technology in Egypt, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Anriette Esterhuysen*
*Civil Society*
*Association for Progressive Communications, South Africa*
*Executive Director of APC, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Benedicto Fonseca Filho*
*Government*
*Ministry of External Relations, Brazil*
*Ambassador and Director of the Department of Scientific and Technological Affairs, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Jeanette Hofmann*
*Civil Society*
*The Humboldt Institute for Internet and Society, Germany*
*Director of the HIIS, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Marília Maciel*
*Civil Society*
*Rio de Janeiro Law School, Getulio Vargas Foundation, Brazil*
*Researcher and Coordinator of the Center for Technology and Society, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Desiree Miloshevic*
*Private Sector*
*Afilias, UK*
*Senior Advisor for Public Policy and International Affairs at Afilias, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Nii Quaynor*
*Technical Community*
*University of Cape-Coast, Ghana*
*Professor of Computer Science and Chairman of ghana.com, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*George Sadowsky*
*Technical Community*
*ICANN, USA*
*Member of the Board of Directors, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Lawrence Strickling*
*Government*
*Department of Commerce, USA*
*Assistant Secretary for Communications and Information, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

*Thomas Schneider*
*Government*
*Federal Office of Communication, Switzerland*
*Deputy Head of International Relations and Chair of ICANN's Government Advisory Committee, has extensive experience and expertise, represents an important stakeholder viewpoint*
*Yes, confirmed*

**Summary of discussion**

The panellists' presentations were followed by robust discussion with the full room of about 80 participants in which issues of human rights, surveillance, process and negotiations, the adequacy of representation and inclusion, and the need to include the next billion of Internet users were raised.

***WS 53. The Politics of Encryption***

*Transcript*

*Video*

*Speakers: Anne Carblanc*
*Organisation for Economic Cooperation and Development*
*International Organization*

*Andrew Sullivan*
*Technical Community*
*IAB*

*Danny O'Brien*
*Civil Society*
*Electronic Frontiers Foundation*

*Marietje Schaake*
*Government*
*European Parliament*

*Frank Pace*
*Law Enforcement*
*Phoenix Police Department*

*Mohammad Tarakiyee*
*Civil Society*
*Association for Progressive Communications*

**Summary of discussion**

The panel discussed Encryption - a technology used to secure online communications, which works by scrambling data sent across the network so that only intended recipients can access it. The panel discussed how it is a fundamental technology for establishing trust on the Internet, as it prevents unlawful or unauthorized access by a third party, making it essential for upholding and protecting freedom of speech, privacy and security online.

However, the panel noted that encryption has become a politically charged topic. In light of the Snowden revelations, there have been calls by the Internet's technical community to make encryption ubiquitous to inhibit mass surveillance, protect users against human rights violations and restore trust in the Internet.

Law enforcement agencies often access online communications to identify and prosecute criminals and terrorists who use the Internet as a platform to communicate or carry out illegal activities. Viewing the content of information sent and stored online is essential for filtering spam and stopping the proliferation of revenge or child pornography online, and for stopping hate speech and online harassment.

The panel discussed how this apparent paradox between privacy and security could be resolved.

***WS 54. The Destabilization of Internet Governance***

*Transcript*

*Video*

*Speakers: Vint Cerf*
*Private Sector*
*Google*

*Anne Carblanc*
*International Organization*
*OECD*

*Raul Echeberria*
*Technical Community*
*ISOC*

*Marilia Maciel*
*Civil Society*
*Getulio Vargas Foundation*

*Nathalia Foditsch*
*Civil Society*
*American University*

*Marietje Schaake*
*Government*
*European Parliament*

**Summary of discussion**

In its technical design, the Internet is based upon interoperable protocols. This design has generated a tremendous amount of economic prosperity, which the Boston Consulting Group puts at around 4.2 trillion dollars in 2016 alone. The Internet is also increasingly a tool of free expression, social inclusion and the exercise of economic rights.

At the same time, governments are increasingly using the infrastructure of the Internet to enforce policy. This

turn takes various forms, including, but not limited to, data localization or routing requirements, use of the DNS as tool to enforce intellectual property rights arrangements or the resurgence of proprietary protocols.

This panel discussed how these turns to government risk the functionality of the Internet.

***WS 56. Mobile Payment Boosts Internet Economy and Challenges***

*Transcript*

*Video*

*Speakers: 1.Ms. Liyun Han*
*Technical Community*
*China Internet Information Network Center*
*Moderator*
*Contacted*

*2.Mr. Xiaofeng Tao,*
*Academic*
*Beijing University of Posts and Telecommunications*
*Specialist in mobile Internet*
*Contacted*

*3.Mr. Paul Mitchell*
*Private Sector*
*Microsoft*
*Specialist in product and tech policy*
*Contacted*

*4.Mr. Ricardo Pedraza Barrios*
*Government*
*Communications Regulation Commission of Colombia*
*Specialist in policy and regulation*
*Contacted*

*5.Mr. Hossam Elgamal*
*Civil Society*
*African Information & Communication Technologies Alliance*
*Specialist in ICT strategies*
*Contacted*

**Summary of discussion**

In recent years, the development of mobile payment greatly boosts the Internet economy by facilitating the consumer's online transaction operation and encouraging the shopping behavior. However, the mobile payment industry still faces some challenges, such as security and banking information theft issue, lack of global payment standard, and regulatory loophole. It is an urgent task to strengthen the construction and capacity building, more importantly from the policy design. Thus, co-organized by the Internet Society of China, the CAST Consultative Committee on UN Information Technology, and the CNNIC, the workshop invited multi-stakeholder from different angles to present and discuss how mobile payment further promote Internet economy development, what are the feasible policies to promote mobile payment development in a global manner and keep its security for user.

During the workshop, the panelists gave some introduction of mobile payment development in developing world, especially analyzing the reasons why mobile payment got popular in some African countries. On the other hand, some challenges were raised such as the online ID theft, malware threaten. Based on above background, the panelists provided several policy advices, for example, from the perspective of regulator's

role.

After the presentation, the panelists had active interaction with the audience both on-site and remote with discussing the topics about relationship between mobile payment and economy, transaction security, system interoperability, innovation, telecom service etc.

***WS 58. OERs and empowerment through quality online content***

*Transcript*

*Video*

*Speakers: Patrick Ryan*
*Private Sector*
*Google Inc.*
*Expertize in educational services development around the world.*
*Y*

*Nasser Kettani*
*Private Sector*
*Microsoft*
*Expertize in educational services development around the world.*
*Y*

*Olga Cavalli*
*Intergovernmental Organization*
*ICANN*
*Expertize in educational content, opinion from the ICANN*
*Y*

*UNESCO representative*
*Intergovernmental Organization*
*UNESCO*
*Expertize in education. Education for all programme representative will share the opinion*
*Y*

*Yuliya Morenets*
*Civil society*
*TaC*
*Expertize in online educational services for empowerment displaced people.*
*Y*

*Prof. Dr. Svetlana Maltseva*
*Technical Community / Civil Society*
*National Research University Higher School of Economics*
*Expertize in education*
*Y*

*Dr. Mikhail Komarov*
*Technical Community / Civil Society*
*National Research University Higher School of Economics*
*Expertize in education*
*Y*

*Dr. Andrey Shcherbovich*
*Civil Society*
*National Research University Higher School of Economics*

*Expertize in education*
*Y*

*Sarah Kiden*
*Private sector*
*Web & E-Learning Administrator (Uganda Christian University).*
*An expert in open ICT learning tools*
*Y*

*Bram Fudzulani*
*Technical community*
*ISOC Malawi*
*ICANN fellow, Internet governance advocate*
*Y*

*Wisdom Donkor*
*Government, Ghana*
*ICANN fellow and open governance and learning expert*
*Y*

*Ahmed Eisa*
*Civil Society*
*Gedaref Digital City Organization (GDCO Sudan)*
*Telecentre expert/ITU associate*
*Y*

*Arsene Tungali*
*Civil Society*
*Rudi Foundation/Girls in ICT*
*IG Youth ambassador*
*Y*

*Tracy Hackshaw*
*Civil Society*
*DiploFoundation Faculty member/the Internet Society Trinidad & Tobago Chapter.*
*Expert in IG and digital inclusion*
*Y*

*Prof. Liu Chuang*
*Technical community*
*Professor of Institute of Geography and Natural Resources, Chinese Academy of Science (CAS) and Director of the Digital Lin Chao Geomuseum, the Geographical Society of China*
*Expertize in Open Data*
*Y*

*Tao Xiaofeng*
*Technical community*
*Professor of Beijing University of Posts and Telecommunications, deputy director of Key Laboratory of Universal Wireless Communications in China, chief architect of 4G broadband wireless communication system in China*
*Expertize in Open Data*
*Y*

*Zhou Xiang*
*Technical Community*
*Director of Science and Technology Department, Institute of Remote Sensing Applications (IRSA), CAS. Chair of Show Cases and Best Practices System Sub-group, CODATA Task Group in Preservation of and Access to Scientific Data in Developing Countries*

*Expertize in open data access*
*Y*

*Hu Leijun*
*Private*
*Deputy director of Key National Laboratory of high performance server and storage technology in China, and CTO of server technology at Inspur, which server sales volume ranks No.5 in the world and No.1 in China*
*Expertize in Open Data*
*Y*

*There will be report provided by the Coursera representative*
*Private Sector, Technical society*
*Coursera*
*Expertize in online educational services and content quality control.*
*Y*

**Summary of discussion**

Dr. Mikhail Komarov introduced the panelists and delivered a synopsis on Open Educational Resources (OERs) and key questions which participants are going to answer to. The moderator then gave each panelist a platform to share their views on OERs.
Bonface Witaba was the first to be given the podium where he started by giving a brief history of the Internet, noting that it started off as a military project to later open up to the world and eventually impacting on education.

The panelists and discussants later tackled the question of "How do we ensure OERs maintain quality in terms of content?". Panelists and a couple of discussants unanimously expressed the same view that OERs should have peer reviews to rate content. Besides, experts in subject matters were noted to be a great asset in ensuring quality of OERs content.

In conclusion, panelists and discussants seemed to have a common view that OERs are the future of education, in line with UNESCO perception on OERs. Two of the MDGs relate to education, and linkages between ICT and education have been recognized in the WSIS, thus the only way to creating an open knowledge society is through OERs.

***WS 60. Benchmarking ICT companies on digital rights***

*Transcript*

*Video*

*Speakers: Rebecca MacKinnon*
*Civil Society*
*Ranking Digital Rights*
*Ms. MacKinnon is the author of "Consent of the Networked" and director of the Ranking Digital Rights project. She is an internationally recognized expert on the private sector's role in restricting privacy and free expression rights on the Internet.*
*Confirmed*

*Christopher Parsons*
*Civil Society*
*The Citizen Lab*
*Dr. Parsons is a post-doc fellow at the Citizen Lab (University of Toronto) and Managing Director of the Telecom Transparency Project, which pushes Canadian telecoms to be more transparent about their data-sharing practices, notably in response to requests from government agencies.*
*Confirmed, pending funding*

*Parker Higgins*

*Civil Society*
*Electronic Frontier Foundation*
*Mr. Higgins is an activist with the Electronic Frontier Foundation, where he contributes to the "Who Has Your Back?" project, which ranks U.S. Internet companies according to their respect for user privacy in their domestic activities.*
*Confirmed, pending funding*

*Carolina Botero Cabrera*
*Civil Society*
*Fundacion Karisma*
*Fundacion Karisma is a leading digital rights organization in Colombia that is in the process of developing a scheme to rank ICT companies operating in Colombia according to their respect for privacy and free expression rights.*
*Confirmed*

*Arthit (Art) Suriyawongkul*
*Civil Society*
*Thai Netizen Network*
*Mr. Suriyawongkul is an activist with the Thai Netizen Network, a leading digital rights organization in Thailand that is in the process of developing a scheme to rank ICT companies operating in Thailand according to their respect for privacy and free expression rights.*
*Confirmed, pending funding*

*Cecille Soria*
*Civil Society*
*Democracy.Net.PH*
*Ms. Soria is an activist with Democracy.Net.PH, a leading digital rights organization in the Philippines that is in the early stages of developing a scheme to rank ICT companies operating in the Philippines according to their respect for privacy and free expression rights.*
*Confirmed, pending funding*

*Kelly Kim*
*Civil Society*
*Open Net Korea*
*Ms. Kim is General Counsel at Open Net Korea, the leading digital rights group in South Korea. Open Net Korea is in the early stages of developing a scheme to rank ICT companies operating in South Korea according to their respect for privacy and free expression rights.*
*Confirmed*

*Luca Belli*
*Civil Society*
*Terms of Service and Human Rights Project, Center for Technology & Society at Fundaçao Getulio Vargas, Rio de Janeiro*
*The Terms of Service and Human Rights Project is assessing major global platforms on the requirements they place on users. Mr. Belli is also co-organizer of the Dynamic Coalition on Platform Responsibility and thus provides key perspectives and experience to this workshop.*
*Confirmed*

*Ankhi Das*
*Private Sector*
*Facebook*
*Facebook is the subject of many ranking projects included in this workshop, thus the company's perspective will be important.*
*Confirmed*

*Luciano Alakija*
*Private Sector*
*Telefonica*
*Telefonica's global operations in the telecommunications sector, and the company's willingness through its membership in the Telecommunications Industry Dialogue to make human rights commitments and publish information about government requests it receives, brings perspective on what can and cannot be benchmarked across diverse geographies and business conditions.*

*We have contacted him and are awaiting a response*

*Stephen Lowe*
*Government*
*United Kingdom Foreign Office*
*As a member of the Freedom Online Coalition working group on transparency, Mr. Lowe brings perspective on the value of transparency and disclosure to strengthening the open Internet.*
*We have contacted him and he has tentatively accepted*

*Jens Karberg*
*Government*
*Swedish International Development Agency (SIDA)*
*As Programme Manager with responsibility for Information Communication Technology at SIDA, Mr. Karberg can speak to why the establishment of international standards and monitoring frameworks around digital rights policies and practices in the ICT sector is important to the goal of an Internet that is open, secure, and accessible to all.*
*Confirmed*

**Summary of discussion**

The workshop brought together a geographically diverse range of NGO's to share viewpoints on how to measure ICT companies' respect for digital rights. It also offered government and company perspectives on the value of such approaches. The discussion focused on the complementarity of the various projects in this space, including those represented at the workshop.

Jeremy Malcolm, of the Electronic Frontier Foundation, discussed the genesis and evolution of the "Who Has Your Back?" report, which has evaluated US-based ICT companies' adherence to US legal principles with respect to their domestic US operations. He noted that on several occasions, companies had made rapid improvements in order to earn additional stars in the report. The criteria are revised every year in order to raise the bar and induce companies to continually improve their performance. He further remarked that EFF had been working with organizations in four Latin American countries (Mexico, Colombia, Peru and Brazil) to develop similar projects, and that one other group (in Hong Kong) had developed a similar project independently.

Carolina Botero, of Fundación Karisma, shared her organization's experience producing "¿Dónde están mis datos?," which assesses Internet service providers (ISPs) in Colombia. She noted that disclosure of policies related to digital rights was very poor, and that many companies simply repeated the text of relevant legislation without explaining how they specifically responded to takedown notices or requests to block content. Companies were initially very frustrated by their inclusion in the report, despite Karisma's best efforts to communicate with them throughout the process. Botero described that company representatives attending the report launch initially angrily accused Karisma of illegal behavior in publishing the report and insisted that they were in full compliance with Colombian law. But as the meeting progressed and the representatives came to understand that these kind of reports exist throughout the world, and that major companies like Google and Facebook were also being assessed in such rankings. The next iteration of the report will be published in May 2016.

The third discussant was Luca Belli, from the Terms of Service and Human Rights Project at the Center for Technology and Society. This project has been assessing the compatibility of 50 ICT companies' Terms of Service agreements with international human rights standards. They are working on "model provisions" for what these agreements as best practice should look like, focusing on the rights to privacy, freedom of expression, as well as on due process. Access Now's Peter Micek discussed his organization's clearing house for corporate transparency reports, the Transparency Reporting Index. It encourages companies to release transparency reports at regular intervals.

Rebecca MacKinnon, of Ranking Digital Rights (RDR), noted that there is a real ecosystem that is developing around the issue of corporate accountability for digital rights, where different projects rely on and learn from each other's work. The indicatorsfor the Corporate Accountability Index, which build on the UN Business and Human Rights framework as well as the GNI principles, fall under three categories: commitment, freedom of

expression and privacy. The Index is based on publicly available information, which means that a company that "has a really great secret policy" would not earn any points in the Index.

MacKinnon provided a run-down of the Index's results, emphasizing that the highest-scoring company only got a 'D'. There is a real lack of clarity vis-a-vis users when it comes to how their data is collected and shared. It is apparent that the audience for many of the telecom company disclosures that do exist is government regulators, not users -- who are not all telecommunications lawyers, as MacKinnon emphasized.
Ankhi Das, Facebook's policy director for South Asia, pointed to Facebook's early embrace of transparency reporting, membership in the GNI, and practice of pushing back against 55% of government requests for information globally as evidence of her company's commitment to respecting human rights. She also noted the importance of making key information available to users in their own language, something that was part of the RDR Index's criteria.

Governments continue to bear primary responsibility for protecting human rights. Marcin de Kaminski, policy specialist at the Swedish International Development Agency, explained his agency's work in the field of business and human rights, including their support for human rights promotion in developing countries, and their frequent dialogue with Swedish companies on human rights issues.

Cecille Soria of Demokrasya and Kelly Kim of OpenNet Korea discussed their plans for ranking ICT companies in their respective countries, the Philippines and South Korea. In both cases, there is a lack of awareness of how ICT companies' activities relate to users' human rights. As a result, the practice of transparency reporting is limited, though the Korean Internet company Kakao fared relatively well in the RDR Index, and scored the highest on several privacy indicators. Both discussants emphasized the need to encourage companies to start disclosing information before ranking can be considered.

### ***WS 65. The Benefits and Challenges of the "Free Flow" of Data***

*Transcript*

*Video*

*Speakers: • Name Carolina Rossini*
*• Stakeholder group: Civil Society*
*• Organization: Public Knowledge*
*• Describe why this speaker has been selected: She is a world-renowned expert on Internet policy and law, a Brazilian national.*
*• Have you contacted the speaker? Yes*

*• Name Vint Cerf*
*• Stakeholder group: Private Sector/Technical Community*
*• Organization: Google*
*• Describe why this speaker has been selected: He has been involved in Internet issues for many years and currently serving in influential vice president and "chief evangelist" role at Google.*
*• Have you contacted the speaker? Yes*

*• Name Lawrence Strickling*
*• Stakeholder group: Government*
*• Organization: U.S. Department of Commerce, NTIA*
*• Describe why this speaker has been selected: He is the head of one of the United States government's principal Internet policy agencies.*
*• Have you contacted the speaker? Yes*

*• Name Richard Leaning*
*• Stakeholder group: Government*
*• Organization: European Cyber Crime Centre (EC3), Europol*
*• Describe why this speaker has been selected: He understands the needs of the law enforcement community from a European perspective, a British national.*
*• Have you contacted the speaker? Yes*

*• Name Marietje Schaake*
*• Stakeholder group: Government*
*• Organization: European Parliament*
*• Describe why this speaker has been selected: She is a prominent privacy advocate within the European Parliament, a Netherlands national.*
*• Have you contacted the speaker? Yes*

*• Name Nasser Kettani*
*• Stakeholder group: Private Sector*
*• Organization: Microsoft*
*• Describe why this speaker has been selected: He helps build and design data centers for Microsoft in Africa, a Moroccan national.*
*• Have you contacted the speaker? Yes*

*• Name Sunil Abraham*
*• Stakeholder group: Civil Society*
*• Organization: Centre for Internet and Society, India*
*• Describe why this speaker has been selected: He is the executive director of one of India's most influential Internet policy think tanks and advocacy groups.*
*• Have you contacted the speaker? No, but know him well.*

*• Name Zahra Rose*
*• Stakeholder group: Civil Society*
*• Organization: Developing Countries' Centre for Cyber Crime Law*
*• Describe why this speaker has been selected: A lawyer, she understands the needs of the law enforcement community from a civil society perspective in Pakistan.*
*• Have you contacted the speaker? No*

**Summary of discussion**

The hour long session covered a range of issues, from questions of jurisdiction to matters of human rights and freedom on expression. Several panelists noted that the trade offs between security, privacy, and sovereignty on the one hand, and freedom of expression and openness on the other, should not be thought of as a zero sum game. There are solutions to free flow challenges that do not require limiting the innovative potential of the Internet. Strong encryption, improved cooperation on law enforcement, and other mechanisms can improve the situation dramatically. Fundamental rights and security can be protected without severe restrictions on free flow.

***WS 68. Can civil society impact Global Internet Governance?***

*Transcript*

*Video*

*Speakers: * William Drake, Civil society, Non-commercial Users Constituency, Y Confirmed*
*(to describe the participation in WTO, also in ICANN from CS standpoint)*
** Baher Esmat, Technical community, ICANN, Y Confirmed*
*(to expose ICANN model and participation there)*
** Deborah Brown, Civil Society,APC, Y Confirmed*
*(to talk about the experience within UN Human Rights Council , CSTD and ITU for civil society)*
** Susan Chalmers, Technical Community,Y confirmed*
*(to talk about the example of WIPO from technical community perspective)*
** Meryem Marzouki, Academia, CNRS & UPMC Sorbonne Universités,Y confirmed*
*( to expose some research findings regarding the participation in Intergovernmental organizations, also presenting the experience for CS in OECD CSISAC)*
** Hanene Boujemi, Civil Society, Hivos,Y confirmed*

*(to talk about the experience in region like MENA for civil society and highlighting for example the experience in Arab IGF MAG)*
** Marianne Franklin, Civil Society, IRP Coalition/Goldsmiths (University of London) ,Y confirmed*
*(talking about the example of IRP charter and the participation in CoE)*
** Lee Hibbard, Intergovernmental Organization, Council of Europe,Y confirmed*
*(presenting the example of regional organization like CoE cooperating with experts from civil society and academia)*
** Simone Halink, Government, Dutch ministry of foreign affairs, Y confirmed*
*(to talk about the efforts of Freedom Online Coalition to get CS involved in its activities, also the work done to include civil society in Global Conference on CyberSpace )*
** Anne Carblanc, Intergovernmental Organization, OECD,Y confirmed*
*(as ICCP Head of Information to present OECD multistakeholder model and highlighting the impact of CS participation)*
** Mongi Marzoug, Private Sector, Orange ,Y confirmed*
*(to talk as former ICT minister about the experience to engage civil society and other stakeholders in Tunisia)*
** Juuso Moisander, Government, Finnish Ministry of foreign affairs,Y confirmed*
*(to talk about the example of CSTD and IGF)*
** Canela De Souza Godoi Guilherme, Intergovernmental Organization, UNESCO,Y confirmed*
*(to talk about CS participation in UNESCO working, in particular the example of Internet study and connecting the dots conference)*

**Summary of discussion**

The introduction begun with a short reminder that the roundtable is aiming to go through several experiences of CS participation in different fora and spaces and highlights lessons learnt and best practices. The roundtable didn't go deeply on specific policy issue or topic.

Following the agenda, the roundtable
- started with a keynote presentation by Meryem Marzouki sharing the findings of her research of several Intergovernmental Organisations and their work with technical communities and civil society. the presentation gave an initial theoretical framing for the roundtable (findings summarised in the attached ppt)
- then it went through interventions of representatives of 3 IGOs: UNESCO, OECD and Council of Europe explaining about their experiences of working with civil society and existing processes and/or initiatives involving and accommodating civil society participation, raising issues like the importance of secretariat role/support, representation etc

After the roundtable shifted to civil society speakers interventions :
- the representative from IRP DC mentioned about the complexity of civil society which is formed of groups, organisations and individuals of different types. there emphasis of IGF settings which provides a democratic and humanising process for cooperation between different actors
- went to the presentation of ICANN experience with civil society participation from standpoint of non-commercial group and ICANN staff representative. The former indicated how ICANN provides a equal footing MS process where civil society has a vote alongside other groups and bringing issues such human rights and privacy to the discussion.
- talking about the example of Freedom Online Coalition with regard to work on Cybersecurity and Human Rights. The speaker also stressed 3 important elements for civil society to have in mind to be successful: coherence, cultural approach, consistent presence. that emphasised the need of coordination, consistently organised and building partnerships
- The speaker from APC discussed concrete example of civil society impact in UN related spaces with the success to get the special rapporteur on privacy. she recommended:
* Know the process, use it, and push it.
In some cases, CS can participate in its own right (HRC/WSIS), other times we need to use delegations (ITU). Sometimes it's a strategic choice, but it is key to how effective CS can engage
* Having access to the documents and knowledge of the issues is key. It is not enough to push for transparency, but to be able to contribute meaningfully requires both access to information and time and resources to be able to provide effective input.
* Important to link national to regional to global engagement, and then back down. Important for influencing national policy and for implementation.
A key challenge is funding and resources. Not just for travel to meetings, but to meaningfully engage over time,

and to effectively understand and influence a particular process, or a particular topic across processes and institutions.

- The speaker talked about the experience with trade negotiation and the strategy followed by civil society in New Zealand to influence an non-open process such as TPP, working on partnerships with other groups and being constructive
- the workshop tuned finally the participation at regional and national level:
* the representative of igmena project listed the difficulties for those in MENA region regarding their participation: interests, priorities, knowledge gap, resources and capabilities
* listening to the experience in 2 countries: Tunisia & Finland.
The former ICT minister in Tunisia explained the evolution of IG in the country post revolution and concrete examples with the role of civil society in Tunisia IGF, Digital Tunisia strategy,few public consultation of policy issues or pressing the minister with regard to appointments of representatives to the National Council on Digital Economy
The Finnish representative explained briefly about the coordination with the local community with regard to WSIS+10 review submission for example via the national WSIS coordination group.

At the end of the roundtable, youth participants raised their concerns about youth participation and their voices within IGF in general and about their inclusion in the discussion.

***WS 70. Death and the Internet - Managing Digital Legacies***

*Transcript*

*Video*

*Speakers: Narelle Clark (Moderator/Hypothesiser)*
*Civil Society*
*ACCAN*
*Narelle Clark has been on both sides of internet service provision and now works for a prominent consumer organisation in Australia.*

*Matthew Shears, US CDT (consumer)*

*Bob Hinden, ISOC (technology adviser)*

*Edina Harbinja, University of Hertfordshire (estate planning representative) legal academic*

*Steve Del Bianco, NetChoice (industry representative)*

*Marcel Leonardi, Google (industry representative)*

*Carlos Affonso Pereira de Souza, Institute for Technology and Society of Rio de Janeiro (estate legal representative) Brazilian law specialist*

*Mary Uduma, NIRA (government representative) former regulator in Nigeria*

*Michael Arnold, University of Melbourne (funeral participant) technologist and sociologist*

**Summary of discussion**

'Death and the Internet' is a topic not prevalent in the wider internet governance discourse, nor is it something internet users (organisational and individual), service providers and regulators discuss widely. Yet the topic is becoming more and more challenging as more and more of our lives are being conducted online. As such, this workshop was intended to ventilate the issues in a personalised context, by playing out a hypothetical scenario where one person's valuable online estate, with many private materials, was contested after death, subject to various jurisdictions. The topics of live streamed funerals, online funerals and memorials were also covered.

Using the 'Hypothetical' format each panellist was cast in a different role and responded to the options and issues they faced in a fun and engaging role-playing format.
• The management of digital estates can be complex as material is often scattered over the internet in a range of formats, across many systems (software and hardware) in differing legal jurisdictions, all often unknown and unfamiliar to people wanting access after a loved one's death. Existing legal assignments through wills may not give the sorts of access people assume will be available to their loved ones.
• The actual rights after death under terms and agreements (deemed to have been agreed to when using services) and legislation vary greatly from jurisdiction to jurisdiction. There can be considerable differences between actual rights and expected rights. There is also potential for deep conflict between these expectations and expectations of privacy.
• A wide range of approaches to online funerals and memorials are emerging that are presenting challenges to participants in the integration of new technology into existing and emerging cultural practices. Communities are being challenged by streaming robots at funerals, graffiti on memorial web sites, and the behaviours within virtual worlds when funerals are held. Unanticipated costs may be incurred.

***WS 72. IANA functions transition:A New Era in Internet Governance?***

*Transcript*

*Video*

*Speakers: Jari Arkko, Ericsson Research, IETF Chair, ICG member*

*Brenden Kuerbis, Postdoctoral researcher, Georgia Institute of Technology*

*Izumi Okutani, Policy Liaison, JPNIC and CRISP team member*

*Narelle Clark, Deputy CEO, Australian Communications Consumer Action Network (ACCAN) and ICG member*

*Gangesh Varma, Centre for Communication Governance, National Law University, Delhi*

*Mary Uduma, Nigerian Communications Commission and ICG member*

*Keith Drazek, Verisign, Inc. and ICG member*

**Summary of discussion**

This workshop examined the proposal to replace U.S. government oversight of the IANA functions with oversight by the global multistakeholder community. This "IANA functions transition" has been the focus of global Internet governance discussions and debates since March 2014, and is nearing completion. The workshop provided participants with a chance to review the results and express their opinions of its strengths and weaknesses.

The main issues that were raised included:
- The U.S. Commerce Department's requirements for the proposal. The participants debated whether those criteria were appropriate and whether there were additional, unstated criteria guiding the process. The discussions covered both the process of unilateral setting of criteria by the NTIA and an evaluation of some of the substantive criteria themselves.
- The decision to break the proposal development process up into 3 separate processes corresponding to the three operational communities (names, numbers and protocols). There was agreement that this was a good thing to do.
- The creation of a separate legal entity, known as Post-Transition IANA (PTI). The rationale for separation of IANA from ICANN was explained. Doubts were expressed about the degree to which PTI, which will be a controlled subsidiary of ICANN, represents an appropriate level of separation. The decision by the protocols and numbers community to contract with ICANN rather than PTI for the performance of the IANA functions and its impact on the legitimacy and functioning of the PTI was also discussed.

- The possibility of a "split" IANA, i.e. a situation in which the different operational communities have different IANA functions operators.
- The Root Zone Maintainer (RZM) role. It was noted that the proposal did not specify the relationship between ICANN and the RZM after the transition and that this relationship is being negotiated privately between ICANN and Verisign, Inc. The rather slim possibility of having a multistakeholder process for this issue was discussed.
- The role of the GAC in ICANN, and specifically the question whether it must continue to provide advice based on full consensus (no objection from any member state) or whether it can change its definition of consensus to lower the bar (Stress Test 18). It was noted that this issue pertains to the ICANN accountability reforms rather than the IANA transition itself, but that the debate over such changes could hold up the IANA transition, for example by raising opposition in the U.S. Congress.
- Jurisdiction. The proposal's tendency to leave IANA and ICANN in U.S. jurisdiction was hotly debated. While some critics claimed that the transition was designed to maintain U.S. jurisdiction, others contended that no specific alternative with improved accountability features was proposed in the process. The main advocate of discussing jurisdiction, the Government of Brazil, noted that it was content to take up the issue in Work Stream 2 of the CCWG Accountability Process.

***WS 78. Equity and the developing world in internet governance***

*Transcript*

*Video*

*Speakers: Rahul Gosain,*
*Government,*
*Director, Internet Governance, Department of Electronics and Information Technology, India*

*Tomas Lamanauskas,*
*Intergovernmental Organization,*
*Head, Corporate Strategy, ITU*

*Parminder Jeet Singh,*
*Civil Society,*
*Director, IT for Change*

*Jane Coffin,*
*Civil Society,*
*Director, Development Strategy*

*Burcu Kilic,*
*Civil Society,*
*Legal and Policy Director, Public Citizen, USA*

*Sylvia Cadena, Technical Community,*
*Community Partnerships Specialist, APNIC, Australia*

*Rafik Dammak,*
*Civil Society*
*NCSG former Chair, ICANN*

*Nigel Hickson,*
*Technical Community*
*VP, IGO Engagement, ICANN*

*Sheetal Kumar,*
*Civil Society*
*Programme Manager, Global Partners Digital*

*Milton Mueller,*
*Civil Society,*
*Professor, Georgia Tech School of Public Policy*

*Jan Scholte,*
*Civil Society, Professor, University of Gothenberg Sweden*

*Grace Mutung'u*
*Civil Society*
*KICTAnet*

*Deborah Brown,*
*Civil Society*
*Senior Project Coordinator*
*Association for Progressive Communications*

*Carolina Aguerre*
*Technical Community/Academia*
*General Manager of LACTLD, association of ccTLDs in Latin American and Caribbean region.*

*Gangesh Varma,*
*Academia,*
*Senior Fellow,Centre for Communication Governance*

**Summary of discussion**

There is a diverse conceptualization of equity: The idea of equity can mean different things at different places and times. This idea can change according to the actor or stakeholder involved. There is need for equity in procedure and equity as an outcome of internet governance. The meaning of equity also changes based on contexts like race, gender, class, geography etc. Cultural barriers are often missed in these discussions.

The understanding of equity as justice and fairness is key to enable greater access and participation of actors from developing world. Absence of stakeholders such as civil society in trade negotiations that impact internet governance was a startling fact.

Equitable participation in the various institutions and fora was also part of the discussions. Examples from the ITU, ICANN and the WSIS process were cited. This illustrated that equitable participation was a goal not only for sovereign states but also for diverse set of stake holders from the developing world.
The debates on equity from the developing world also results in creating a monolithic understanding of developing countries. This displays a lack equity within that categorization. Small Countries and Island States are unable to have a voice in these debates.

There are many opportunities in various institutions and fora to address issues of equity. Actors who occupy leadership roles in governance institutions have the responsibility to enable greater participation and access for actors from the developing world. Yet this is difficult to achieve when deliberations are purely between countries.

Many organizations have made great efforts but there is still much more that can be done. Resources for supporting initiatives that focus on building equity include financial aid, capacity building, making information more accessible by through translating documents etc. Yet the fundamental distribution of power is rather skewed and it is this aspect that needs to be addressed most.

***WS 79. Zero Rating, Open Internet and Freedom of Expression***

*Transcript*

*Video*

*Speakers: - Giovanni Battista Amendola*
*Private Sector*
*Telecom Italia, VP for Public and Regulatory Affairs*
*Broad Regulatory Affairs experience in the private sector*
*YES (confirmed)*

*- Carolina Aguerre*
*Technical community*
*Latin American andd Caribbean ccTLDs Organization,General Manager*
*Broad experience in the technical community*
*YES (confirmed)*

*- Hernan Galperin*
*Civil Society*
*University of San Andres, Professor and Director Center for Technology and Society*
*Ad hoc research on Zero Rating plans*
*YES (confirmed)*

*-Payal Malik*
*Civil Society*
*University of Delhi*
*Ad hoc reserach on zero rating*
*YES (Confirmed)*

*- Christopher Yoo*
*Civil Society*
*University of Pennsylvania, Law School, Philadelphia*
*Broad Research experience on Internet Law and Economics*
*YES (confirmed)*

*- Verena Weber*
*Intergovernmental Organization*
*OECD, Directorate Science, Technology and Innovation*
*Broad Policy Experience*
*YES (confirmed)*

*- Juan Manuel Wilches*
*Government*
*Comision de Regulacion de Comunicationes, Commmissioner and Executive Director*
*Extensive Policy and Regulatory experience*
*YES (confirmed)*

**Summary of discussion**

This workshop explored the impact of zero rating on the open nature of the Internet, on freedom of expression and inclusiveness and evaluated the overall effect of these practices on social and economic development. The workshop has involved regulators from developed and developing countries, international organizations, representatives from academia, technical organizations and private sector. The discussion showed that the welfare effects of pricing schemes such as Zero Rating depend on the specific characteristics of the markets in which these practices are used. The effects on competition of Zero Rating have been addressed as well as the impact on freedom of expression. The impact of Zero Rating plans seems to be particular relevant on Internet adoption and on the competitiveness of new entrants' offerings.

MAIN ISSUES :

• ADOPTION: there was a broad consensus on the positive effect of zero rating on consumer adoption of Internet services. It is estimated that about 45% of all carriers offer some form of zero rating. Almost 50 % of consumers that try a zero rated basic Internet service, after 30 days subscribe to a regular service. Furthermore, there are a growing number of zero rated applications targeted to specific consumer groups.
• ZERO RATING AS A COMPETITIVE TOOL: although the effects of zero rating depend on the market structure, quite often smaller operators or market challengers use zero rating to differentiate their services. This is the case of T-Mobile in the US or Telefonica in Mexico.
• IMPACT ON INTERNET OPENESS AND FREEDOM OF EXPRESSION: some speakers mentioned that zero rating may have negative effect on Internet openness and freedom of expression since this practice implies a choice of the content to be zero rated. Others pointed out that, quite often, there is no exclusivity in carried initiated proposals or that sponsored data plan are open to any providers. On the freedom of expression issue, some speakers have counter-argued that zero rating is making easier participation and political organization.

***WS 80. Bottom-up Meets Top-down: When Governance Systems Intersect***

*Transcript*

*Video*

*Speakers: Dominique Lazanski*
*Private sector*
*GSMA*
*As representative of an organisation that represents mobile operators from around the world, Dominique will be well positioned to speak to the ways that mobile operators negotiate both the traditional governance mechanisms employed in relation to spectrum management and the bottom-up governance models employed in relation to Internet issues such as IP address management and the DNS.*

*Tomas Lamanauskas*
*Intergovernmental organization*
*ITU*
*As a staff member of the ITU secretariat, Tomas is an expert in the intergovernmental policy development model, while also understanding the ITU's efforts to engage in multistakeholder processes.*

*Jari Arkko*
*Technical community*
*IANA Stewardship Transition Coordination Group Chair (ICG)*
*Jari is Chair of the IETF and is a member of the the ICG. From this perspective, he is well placed to discuss the practical application of the multistakeholder model in addressing specific issues, and the intersection of that model with traditional governance modalities and structures.*

*Luciano Alakija*
*Private sector*
*Telefonica*
*Head of M2M/IoT Business Development (Sao Paolo)*
*[Luciano was not able to participate]*

*Deborah Brown*
*Civil Society*
*Association for Progressive Communications (APC)*
*Deborah works with APC on issues including the WSIS 10-year review and other human rights issues, particularly in the UN context. From this perspective she is well position to discuss the intersection of bottom-up Internet governance with government-driven UN processes.*

*Nick Ashton-Hart*
*Private Sector*

*Internet & Digital Ecosystem Alliance (IDEA)*
*[Nick was unable to participate]*

**Summary of discussion**

We had a substantive discussion among all panellists. There were discussions around participation, accountability, representation, relationships, institutions and convening meetings. There was a general consensus that the topic of multistakerholder models to internet governance is not straightforward and that each of us as participants do the best that we can with the experience and knowledge that we have.

Tomas from the ITU stressed the messiness of the model and the evolving nature of individuals, partnerships and overall models and highlighted the fact that there was tension Jari from the technical community discussed the anarchic nature of "bottom-upness" without structure and how it compares to how many companies run their organisations from the top down. Megan from the European Commission talked about openness and responsiveness in the context of a democratic, voting structure and how there is a potential risk of fragmentation during the development of consensus and new structures. And Deborah discussed participation and how to map out different spaces in Internet governance processes. Finally Dominique discussed the challenges of consensus and agreement among the private sector who don't always have the time to participate fully.

There was quite active participation from the audience and questions included many from specific processes to the activity of different stakeholder groups. Overall there was a substantive discussion on the varying nature of the Internet governance processes and methodologies.

***WS 82. IGF beyond 2015: Extend mandate, strengthen institution***

*Transcript*

*Video*

*Speakers: Joseph Alhadeff*
*Private sector*
*Oracle*
*Policy Experience on the topic*
*Y- Confirmed*

*Elia Armstrong*
*Intergovernmental organisation*
*UN*
*Policy experience on the topic*
*Y- confirmed*

*Lynn St.Armour*
*Civil society*
*Internet Matters*
*Policy experience on the topic*
*Y- Confirmed*

*Qusai AlShatti*
*Civil society*
*KITS (Kuwait Information Technology Society)*
*Policy experience on the topic*
*Y- Confirmed*

*Samantha Dickinson*
*Technical community*
*Lingua Synaptica*

*Policy experience on the topic*
*Y- Confirmed*

*Hossam El-Gamal*
*Private sector*
*AfICTA*
*Regional experience on the topic*
*Y- Confirmed*

*Nermine El-Saadany*
*Government*
*Government of Egypt*
*Policy experience fronm the region/on the topic*
*Y- Confirmed*

*Anriette Esterhuysen*
*Civil society*
*Association for Progressive Communications (APC)*
*Policy experience on the topic*
*Y- Confirmed*

*Raul Echeberria*
*Technical community*
*ISOC*
*Policy experience on the topic*
*Y-Confirmed*

*Lea Kaspar*
*Civil society*
*Global Partners Digital*
*Policy experience on the topic*
*Y- Confirmed*

*Jovan Kurbalija*
*Civil society/academia*
*Diplo Foundation*
*Leading scholar on the topic*
*Y- Contacted*

*Segun Olugbile*
*Private sector*
*Continental Project Affairs Associates, Nigeria*
*Direct national experience on the topic*
*Y - Confirmed*

*Victoria Romero Caballero*
*Government*
*Government of Mexico*
*Policy experience on the topic*
*Y- Confirmed*

*Carolina Rossini*
*Civil society*
*Public Knowledge*
*Policy experience on the topic*
*Y- Confirmed*

*Theresa Swinehart*
*Technical community*
*ICANN*
*Direct experience on the topic*
*Y- Confirmed*

*Paul Wilson*
*Technical community*
*APNIC*
*Policy experience on the topic*
*Y- Confirmed*

**Summary of discussion**

The Roundtable was organized about two discussion segments: (1) the importance of extending the IGF mandate beyond five years; and (2) key lessons learned and examples of how the IGF can be strengthened going forward. In the first segment, all speakers concurred that it is critical to extend the IGF mandate, and most of the speakers noted that it is preferable to do so for at least 10 years. The multistakeholder community has come to rely on the IGF as a platform enabling inclusive dialogue among all stakeholders on challenges in Internet governance that are changing and evolving constantly. It was noted that the longer mandate is important to enable to IGF to build upon and nurture a growing network of regional and national IGFs.

In the second segment, speakers highlighted the IGF's precedent-setting practice of allowing all stakeholders to participate on an equal footing and the fact that there is no negotiated text, the latter of which has enabled free discussion and critiques of Internet governance issues among stakeholders. But participants called for diversification of stakeholders to continue in the future. This included a call to attract stronger participation by small/medium sized businesses who are the enablers of economic activity in many developing countries, as well as governments.

***WS 96. #AfricanInternetRights: whose rights are these anyway?***

*Transcript*

*Video*

*Speakers: Mr. David Kaye*
*Inter-Governmental Organization*
*United Nations Human Rights Council*
*The speaker is the United Nations Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression. He is an independent expert who monitors and reports on these issues.*
*Yes, the speaker has been contacted.*

*Mr. Cheriff Moumina Sy*
*Government*
*Parliament of the Republic of Burkina Faso*
*The speaker is the President of the national Parliament of Burkina Faso and has been identified as a champion on Internet rights and freedoms within the community of parliamentarians in Africa to instigate interest among parliamentarian on issues of Internet Governance and provide the needed legislative support.*
*Yes, the speaker has been contacted.*

*Ms Anriette Esterhuysen*
*Civil Society*
*Association for Progressive Communications*
*The speaker is a strong civil society advocate of Internet rights and freedoms in Africa and globally who can advance civil society perspectives on the issues.*
*Yes, the Speaker has been contacted.*

*Ms Nnenna Nwakanma*
*Civil Society*
*World Wide Web Foundation*
*The speaker is the African Regional Coordinator for the Web Foundation and is involved in a major campaign on Internet access and affordability in Africa as critical issues for advancing Internet rights and freedoms.*
*Yes, the Speaker has been contacted.*

*Mr. Andrew Okeleke*
*Technical Community*
*Globacom Limited*
*The speaker is a communications specialist with Glo Mobile, a mobile telecommunication and Internet service provider in Africa who can provide important perspectives from the technical community on the issue of Internet rights and freedoms.*

**Summary of discussion**

The session sought to be interactive and to draw from the knowledge and expertise of participants outside of the designated speakers, namely the audience. Questions, comments and sharing of points of view were welcome and encouraged. One of the issues raised is that it is difficult to demand rights for those who haven't experienced it as it is much easier to react and demand for rights when you have rights and they have been taken away or violated. Another issue raised was what language is to be used when demanding for rights – the language of the legal instruments or international human rights law which are hard to use as states disregard these laws and are also difficult to put to use in discourse and to excite the ordinary people. This resulted in the question "how do we find a balance between having correct language that is not going to weaken rights, but that is also a language that can be the basis for a strong productive dialogue?" In answering this, it was pointed out that this would depend on the instrument. Clarification was then provided that the Declaration reflects standards and calls for the adoption of rules which include setting it in more legal language which can then be made to sound more exciting and glamourous.
A participant raised a question of how to balance "affordable access" versus "universal access" because "universal access" seems to be free access for everyone without a cost while "affordable access" implies a cost involved. This raises a challenge where internet access and affordability are in question, what is affordable for one may not be affordable for another. In answering this question, Nnenna stated that her guiding principle is "access to all of the Internet, for all of the people, all of the time". She explained this to mean that everybody should be free and able to access the Internet which is what is meant by universality. She explained that affordability included the cost and pricing of the internet and drew attention to the Italian Bill of Rights sponsored by the President of Italy's Chamber of Deputies. She explained that the lawmakers in Italy saw the need to grant the rights to citizens which included the right to internet access in Article 2, which provides that Access to the Internet is a fundamental right of all persons and a condition for individual and social development. This gives Italian citizens the right to access the internet and under no condition can they be denied such access. She also gave examples of countries such as Estonia and Finland that have stated their goal of providing not just internet access but broadband internet access for all. She also clarified that the Broadband Commission has defined affordable internet access as not more than 5% of average monthly income in a country. She explained that "the internet is not necessarily a new reality in terms of rights" but instead "our online activities reflect our offline realities". Makane corroborated Nnenna's points and stressed the need for access to be granted to everyone and for pricing to take the purchasing power of the ordinary citizen into account.

A participant commended the content of the Declaration but expressed the concern that there are already a lot of instruments that are not being used which was responded to stating that it is better to have it available in the cupboards with the intention to use. The participant also expressed a concern over whether it was possible to protect rights online as they are offline which will not always be possible as it is not always applicable or there usually isn't such public space. He asked how less frequented countries on the continent can be factored in.
The UN Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression, David Kaye, while commenting on this noted that anyone who writes anything fears that it will not be read or used but he believes that the principles would be used especially as it comes at a point when regional and sub-regional courts in Africa are starting to develop prudence and practice. He noted that when looking at other systems such as the European and Inter-American systems, it might seem that they are so developed but

it should be noted that they have decades of jurisprudence while this is just the beginning for some of the African systems. He stated that there will be opportunities and people should use the principles in the Declaration to litigate and the impact from litigation alone would be very important. He stressed the importance of using the principles in regional litigation efforts and those pursuing rights digitally or otherwise in Africa can consider this a possibility as there are actors working on those issues at the litigation level. He suggested that people should not allow the Declaration gather dust but instead begin to use it and identify which principles apply in particular cases being pursued or if Geneva focused, should look at resolutions to highlight issues and occurrences.

### ***WS 97. How to Bridge the Global Internet Economy Divide?***

*Transcript*

*Video*

*Speakers: Name: Baher Esmat*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Technical community*
*Organization: ICANN*
*Describe why this speaker has been selected:*
*As the Vice President for Stakeholder engagement in Middle East from ICANN, baher has the experience and knowledge to give a perspective of an organization responsible for running Name and number operations for the Internet. He can also provide his perscpective on the various factors that contributed in recent years to the growing use if the Internet in economic sectors in Europe and the Middle East. He has worked in the Middle East and Europe and has hence the ability to discuss what works and what doesn't in developed and developing countries.*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Dr. Walid Al-Saqaf*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Academia/Civil Society*
*Organization: Stockholm University, Sweden & Internet Society Chapter, Yemen*
*Describe why this speaker has been selected:*
*As an academic scholar in Sweden, Walid's significant research experience on Internet access in the Arab world, particularly in Yemen, would be of value when connecting hypotheses to data gathered on the ground when it comes to Internet economy challenges and opportunities. He would give a perspective based on his academic and research work in the last three years through the Web Foundation's annual Web Index reports he wrote to highlight challenges and opportunities that exist in his country's Internet sector, which is among the least developed in the world.*
*Have you contacted the speaker? Y (Confirmed- Remote)*

*Name: Mike Blanche*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Private sector*
*Organization: Google*
*Describe why this speaker has been selected:*
*Mike leads Google's peering and content distribution team covering Europe, the Middle East and Africa. The team works with ISPs and telecoms operators across the region, to find cost-efficient and high performance ways of serving Google and YouTube content requested by users. In Africa the team also supports Internet Exchange and Internet infrastructure development. Mike has 17 years experience in the Internet infrastructure industry, working in both startup and large operator environments.His perspective is important to understand the impact of Internet Access and Infrastructure development to enhance the economy in the mentioned regions*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Steve Song*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Technical community*
*Organization: NSRC (National Startup Resource Center)*
*Describe why this speaker has been selected:*
*Steve Song is an advocate for cheaper, more pervasive access to communication infrastructure in Africa. He is the founder of*

*Village Telco, a social enterprise that builds low-cost WiFi mesh VoIP technologies to deliver affordable voice and Internet service in under serviced areas. Previously, Steve worked at the International Development Research Centre, where he led the organization's Information and Communication Technology for Development program in Africa, funding research into the transformation potential of ICTs across the continent. He will focus on how such an approach would be a catalyst for change and continuous evolution within the telecommunications and ICT industry.*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Ana Kakalashvili*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Civil Society*
*Organization: Internet Society Chapter, Georgia*
*Describe why this speaker has been selected:*
*Ana's experience as an active youth member of the Georgian Youth engagement, Internet-related entrepreneurial business models*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Mohit Saraswat*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Civil Society*
*Organization: Internet Society Chapter, UAE*
*Describe why this speaker has been selected:*
*Involvement and experience with first hand challenges in Internet economy in the context of the UAE and similar fast growing economies.*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Thijl Klerkx ,*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Private sector*
*Organization: NewTeam*
*Describe why this speaker has been selected:*
*Thijl Klerkx, the 20 year young entrepreneur from Amsterdam. He came up with his first business plans when he was only about 8 years old. His ideas ranged from starting an insurance company to car washing. His perspective is important to understand the challenges faced by the yound entrepreneurs in setting up their footprint in the internet economy.*
*Have you contacted the speaker? Y (Confirmed)*

**Summary of discussion**

Following were the main issues that were discussed during the session:
- Introducing Layers for Internet/Digital Governance (Including Economic and Societal Layer). Current governance mechanism of this layer/ phenomenon? Do we need global governance like in case of technology?
- Is globalization of Internet helping economies of developing countries, SME Business? If yes, how? If not, why?
-How to strike balance between Technology/ Business and regulatory/legal framework to achieve sustainable Economic/Social Development?
- Innovation in Economic policy definition and governance particularly in Internet Age where the issues need to be addressed immediately.
- Ways to increase Trust on the Internet as trust has proved to be helping Economies of internet?
- Who are the Key Stakeholders to Internet Economy and their respective roles (Youth, SME Business, Consumers, Children)

## ***WS 98. Hatred & Dangerous Speech Online in South Asia***

*Transcript*

*Video*

*Speakers: 1. Urs Gasser (Moderator) - Berkman Center for Internet and Society*
*2. Chinmayi Arun - Centre for Communication Governance*
*3. Susan Benesch - Berkman Center for Internet and Society*
*4. Adnan Ahmad Chaudhari - Digital Rights Foundation, Pakistan*
*5. Ritu Srivastava - Digital Empowerment Foundation*

*6. Roshni Vikramasinhe - Groundviews, Sri Lanka*
*7. Cherian George - Hong Kong Baptist University*
*8. Inji Pennu - Global Voices*
*9. Frank LaRue – Former UN Special Rapporteur on Freedom of Expression*
*10. Judith Lichtenberg – Global Network Initiative*
*11. Ankhi Das – Facebook, South Asia*
*12. Kashif Farooqi - Open Society Foundation*
*13. Nighat Dad - Digital Rights Foundation, Pakistan*

Balancing Freedom of Expression with regulating hate speech can be difficult, since hate speech is defined variably. However similarities have been noted across contexts where violence is incited. Limitations on speech should be narrow restrictions and should not be the norm, as they can then be used as a political tool for suppressing dissent. The restrictions should only be to prevent physical harm, not mere offence.

Online platforms, while a source of hate speech, can also be used for counterspeech. However, policymaking cannot be outsourced to private owners of platforms, as they would prefer to escape liability and act as tougher censors than the state. A consultative process would work better.

Merely enacting new and harsher laws cannot be the solution. This is because the effect of any law is subject to the authority that uses it. There can be other tools which are as effective if not more so – statements by political leaders, or other influential figures, can play a role in reshaping public discourse. Rather than state intervention, we ought to with engage bottom-up approaches to improve and regulate public discourse. To this end, healthy debate on a variety of issues must be promoted in society at all levels and on all fronts. This can help a better counter speech effort.There is a need for a blended approach of law with non-legal methods. We must try to equip users to undertake efforts for self help and collective action.

## ***WS 108. Documentary heritage in the digital age***

*Transcript*

*Video*

*Speakers: Yunier Manuel Cabrera Rojas*
*Government*
*Ministry of Communications*
*Expert of the field*
*YES*
*Carlos Martinez Albuerne*
*Goverment*
*Ministry of Communications*
*Senior Specialist in the field*
*YES.*
*Susette Hernández González*
*Goverment*
*CNCU. Ministry of Foreign Affairs*
*Communication and Information Specialist in the field*
*YES*

## ***WS 110. "Internet Plus" to Fuel Industry Evolution***

*Transcript*

*Video*

*Speakers: Speakers:*
*-Name: Mr. Friese, Ingo (Research engineer and project manager, Deutsche Telekom)*

*-Stakeholder: Technical Community*
*-Organization: Deutsche Telekom*
*-Contact status:confirmed*

*-Name: Dr. Han, Liyun (Policy Executive)*
*-Stakeholder: Technical Community*
*-Organization: China Internet Network Information Center (CNNIC)*
*-Contact status:confirmed*

*-Name: Dr. Horejsova, Tereza (Director Project Development)*
*-Stakeholder: Non-profit*
*-Organization: Diplo Foundation*
*-Contact status:confirmed*

*-Name: Mr. Kende, Michael (Chief Economist of ISOC)*
*-Stakeholder: Civil Society*
*-Organization: ISOC*
*-Contact status:confirmed*

*-Name: Mr. Komarov, Mikhail (Deputy Dean for international relations)*
*-Stakeholder: Academia*
*-Organization: National Research University*
*-Contact status:confirmed*

*-Name: Dr. Kong, Ning (Director, Dept. of International Affairs, CNNIC)*
*-Stakeholder: Technical Community*
*-Organization: China Internet Network Information Center (CNNIC)*
*-Contact status:confirmed*

*-Name: Mr. Lamanauskas, Tomas (Head of Corporate Strategy Division, ITU)*
*-Stakeholder: Intergovernmental Organization*
*-Organization: ITU*
*-Contact status:confirmed*

*-Name: Dr. Lee, Xiaodong (President and CEO of CNNIC)*
*-Stakeholder: Technical Community*
*-Organization: China Internet Network Information Center (CNNIC)*
*-Contact status:confirmed*

*-Name: Dr. Nelson, Michael (Expert in Public Policy)*
*-Stakeholder: Private Sector*
*-Organization: CloudFlare*
*-Contact status:confirmed*

*-Name: Ms. Neves, Ana (Director of Department of Information Society in FCT)*
*-Stakeholder: Government*
*-Organization: Fundação para a Ciência e a Tecnologia (FCT)*
*-Contact status:confirmed*

**Summary of discussion**
The workshop is inspired by the new conception "Internet Plus", which was proposed by Premier Li Keqiang when presenting China's Report on the Work of the Government this year. Internet Plus is not only a conception, but also China's beneficial practice to upgrade the traditional industry by Integrating Internet technologies; the core values is not particularly used in China, there are also several countries have same practices, for example the Industrial 4.0 in Germany and Americans' Industrial Internet.

During the workshop discussion, it firstly aims to demonstrate the origins, evolvement, connotation of

"Internet Plus", as well as to show the China's practice and endeavors of applying this new conception; secondly by experience sharing of the speakers from the various organizations or nations, it aims to exchange the magic keys resulting in successes and co-resolve the common challenges; the last objective is to encourage the speakers and audience to further think and discuss how to promote the integration of Internet technologies and industry development.

Specifically, the workshop constitutes four sessions as follows.

The first session is warm-up. The moderator firstly introduced the main topics and welcomed the speakers of the workshop; then the moderator explain the format and steps of the round table workshop and how to facilitate and encourage the dynamic discussion among the speakers and audience; next the moderator put forward several possible questions to all the participants. Four main questions are: 1. Which successful experiences and scientific methodology can be shared on Internet Plus mode? 2. What are the obstacles when the traditional industry is upgraded by Internet? 3. How to promote and optimize the effect of "Internet Plus" through enhanced cooperation? 4. Are there any risks for Internet Plus, e.g. widening digital divide, information security risks etc.?

The second session is presentation of demonstrating the conception of "Internet Plus"

In this session, several speakers from China explained the conception of "Internet Plus" proposed in the Report on the Work of the Government, and provided examples and practices of this notion in the process of Chinese industrial upgrading.

Firstly, Dr. Han Liyun gave an inspired speech of "Internet Plus" conception. The conception is firstly brought by individuals then extended to several companies and finally adopted by the government as national policy in 2015. Internet plus is the integration of Internet and traditional industries through online platforms and information technology. So it is expected to help economic restructures and to improve people's livelihoods. Dr. Han compared leading internet practices in Germany (Industrial 4.0) and the United States (Industrial Internet), and analyze the difference and respective advantages of the three models. Moreover, Dr. Han addressed that, For implementing the new conception, diverse stakeholders in China made great efforts, and took several examples of Chinese Internet companies such as ALIBABA, DIDI, expanding the areas from e-commerce to Internet plus Agriculture.

And then, Dr. Kong Ning , Director of International Affairs Department in CNNIC, added some interesting data about Alibaba Single Day Festival (11.11. Day) sales record, which is 90 billion RMBs, equivalently 14 billion Dollars. He emphasized there is a huge demands with the online shopping in China and "Internet plus" has already proved a lot of magic that promoted traditional industries to integrate with Internet companies. Dr. Kong also predicted a possible change in the future that a giant search engine could emerge.

The third session is Best practice sharing.
In this session, moderator invited 3 speakers briefly share some experience and best practices from the perspective of their countries/stakeholders on integrating Internet with other industries.

At first, Ingo Friese shared several experiences from German 4.0 perspective. ISOC has already started with some nice projects. For example, smart farming, where harvests could communicate with each other to be very efficient and to promote production processes become more efficient. Mr. Friese stressed several potential challenges such as quality of service that related to production timeline. What's more, the business impact is not really clear enough and illustrated Internet of Things as example.

The second speaker of this session is Michael Nelson. He talked about how Internet integrated with industries in to the context of what has happened in the US actually over the last two decades. Mr. Nelson has been worked with the U.S government for years, he has witnessed the magic combination of technology and industries. One significant outcome is called "Vision Document", in which he and his fellows described how the Web could be used to foster e-Government, better health and better business. Mr. Nelson also emphasized the leadership to understand tech-opportunities is so important, due to the abundant media coverage and officials recognition.

Finally, Tomas Lamanauskas, head of Corporate Strategy Division in ITU, added several practices to enhance ICT. The concept of fully embedding and understanding that ICT is an enabler for everything is relatively important. It needs to go through various levels from developmental level. And it is applies to the goal of Sustainable Development that these should be enabled to everything. Mr. Lamanauskas pointed that when talking about ICT budgets, more fields should be mentioned such as health, education and industries. Hence, ICTs is a means to achieve those goals in those areas and no longer a stand-alone industry.

The forth session is Roundtable dialogue and free discussion.
Moderator started a quick round of comments from the panelists on the above presentation, and opened a dynamic discussion by putting forward above relevant questions.

Dr. Lee Xiaodong, the president and CEO of CNNIC, gave a short comparison of China's "Internet +" with German "Industrial 4.0". He stated that, not like Germany, in China, the industry is not very strong but the new emerged economy status have full strengthen in modern market. While in Germany there are a lot of famous industrial companies, yet few famous Internet companies, the realization of industry upgrading depends on the well developed manufactory footstone. Dr. Lee believed that the Chinese Internet-economy will be leading that development in China in the next two years, since it has been announced by Premier. And the future is unpredictable since it depends who will run the world economy, either traditional industry or Internet company.

Next, Ana Neves, director of Department of Information Society in FCT, showed strong interested in the "Internet plus" topic, which demonstrated as Internet of Everything in Portugal. Ana explained this conception that this digital Portugal Agenda where the Internet of Everything is included as the network connection of people, process, big data and things. It can enable new kinds of processes and help to make smarter decisions. To achieve this, different societies need to be connected all the time. She also illustrated several example that Internet can plus energy consumption, management of roads and public transport.

Tereza Horejsova, from Diplo Foundation, then gave some observations and experience from the non-profit sector. He showed satisfaction about Internet + implementation in China, and appointed more attention need to focus on education and capacity development activities. Tereza illustrated that Diplo Foundation has been trained institution with a mission to help small and developing countries to participate more internet activities. Through this online learning platform, Internet can be reached more effectively and much cheaper.

***WS 111. Understanding Effective Cyber Security Capacity Building***

*Transcript*

*Video*

*Speakers: Ms Barbara Marchiori de Assis, Cyber Security Consultant*
*Intergovernmental organisation*
*Organization of American States*
*Brief overview of Cyber Security capacity building activities in LAC region and cooperation with Global Cyber Security Capacity Centre.*

*Natalija Gelvanoska*
*Intergovernmental organisation*
*World Bank (co-organisers)*
*Overview of implementation of the maturity model across Eastern Europe, Caucasus and Asia and lessons learned.*

*Ryan Johnson*
*Civil Society*
*NeoGlobe Consulting*
*As an IG and Cyber Security Specialist, Ryan will be providing a civil society perspective on Capacity building efforts and the*

*challenges to implementation.*
*Yes*

**Summary of discussion**

The CMM was presented that seeks to help a nation review their cybersecurity capacity across five dimensions of capacity: strategy, society and culture, knowledge building, legal, and technology. The CMM was developed in cooperation with international experts from academia, government, industry, technological and civil society. Through implementing the CMM, a country can review its existing cybersecurity capacity and identify a series of next steps the country could take in order to increase this capacity or the maturity of existing capacities. The CMM has been implemented in ten countries thus far alongside several international organisations in order to enhance their respective programmes of work.
World Bank identified the importance of gaining a inclusive and comprehensive understanding of cybersecurity before making investments into ICT. As the World Bank has several substantial investments in ICT, it is collaborating with the GCSCC in order to enhance its own internal capacity to consider cybersecurity. Both institutions teamed up in four missions to partner countries. In one of the missions, specifically in Kosovo, there has been significant follow-up regarding the recommendations provided by both parties.
The OAS, through a project with the Inter-American Development Bank has recently conducted a study of cybersecurity capacity across the Americas which was premised on an application tool developed from the Capacity Maturity Model. A regional report is currently being put together and is shortly to be published outlining the maturity of capacity in Latin America and the Caribbean. It is hoped that these reviews will continue to take place on a regular basis, internalising the learning from these countries into the capacity maturity model. Mr Johnson stressed the importance of international cooperation and multistakeholder, especially civil society, participation in such multidisciplinary processes. Through the building of a global understanding of what effective cybersecurity capacity is, stakeholders from across nation states and the international community are enabled to create meaningful cooperation, and contribute to a decrease of duplication, in particular reference to understanding existing gaps in capacity building.

***WS 112. "Governing Darknet with regards to drug policy"***

*Transcript*

*Video*

*Speakers: Mike Power*
*Private Sector*
*The Guardian*
*Max Power is an expert in darknet and the internet and has written extensively on the topic with his book Drugs 2.0.*
*Y*

*Tim Bingham*
*Civil Society*
*Irish Needle Exchange Forum*
*Tim Bingham is the first and only researcher to have interviewed buyers and sellers on the Silk Road and has published this research with the International Journal of Drug Policy. He has a wealth of professional experience working in harm reduction.*
*Y*

*Fernando Henrique Cardoso*
*Civil Society*
*Global Commission on Drug Policy*
*Mr. Cardoso is a former President of Brazil and now he is part of the Global Commission on Drug Policy and he joins other former Presidents of the world in calling for the regulation of all drugs. This unique position of insight into Brazil and drug policy would be valuable for the discussion.*
*N*

*Jan Malinowski*
*Intergovernmental Organisation*

*Council of Europe*
*Jan Malinowski previously worked in internet governance and currently works on international drug policy. His position on the panel would be valuable because he could bridge the connection between these two worlds.*
*Y*

*Dr. Fernando Caudevilla*
*Private Sector*
*Family Doctor*
*Dr. Caudevilla offers free drug advice on the Darknet and he has given free consultation to hundreds of people who use drugs over the darknet since the conception of the Silk Road. His experience working in harm reduction and directly on the darknet will make him an excellent addition to the panel.*
*Y*

*Meghan Ralston*
*Civil Society*
*Drug Policy Alliance*
*Meghan Ralston is among the only people in the world actively engaging in the topic of the darknet and harm reduction and writing extensively on the future of technology in relation to drug policy.*
*Y*

*Terry Nelson*
*Civil Society*
*Law Enforcement against Prohibition*
*Y*

## ***WS 114. Implementing Core Principles in the Digital Age***

*Transcript*

*Video*

*Speakers: * Thiago Tavares,*
*civil society, Brazilian Internet Steering Committee, co-moderator, confirmed*

** Dr. Thomas Fitschen*
*government, German Foreign Office, co-moderator, confirmed*

** David Kaye,*
*Special Rapporteur for Freedom of Expression, speaker, confirmed*

** Joseph Cannataci*
*Special Rapporteur for the Right to Privacy, speaker, confirmed*

** Niels ten Oever*
*technical community, Article 19, speaker, confirmed*

** Sheetal Kumar*
*civil society, Global Partners Digital, speaker, confirmed*

** Nanjira Sambuli*
*private sector/civil society, iHub Kenia, speaker, confirmed*

** Joana Varon*
*civil society/technical community, Coding Rights, Brazil, speaker, confirmed*

** Bertrand de la Chapelle*
*technical community, France, participant, Internet & Jurisdiction Project, confirmed*

** Eileen Donahoe*
*civil society, Human Rights Watch, USA, participant, confirmed*

** Markus Kummer*
*private sector, ICANN, Switzerland, participant, confirmed*

** Mishi Choudhary*
*technical community, Software Freedom Law Centre, India, participant, confirmed*

** Anriette Esterhuysen*
*civil society, APC, South Africa, participant, confirmed*

** Frida Orring*
*European External Action Service, participant, confirmed*

** Nnenna Nwakanma*
*civil society, Web Foundation, Nigeria, participant, confirmed*

**Summary of discussion**

The workshop aimed at moving from concepts, human rights and guiding principles to action. To that end speakers and participants were asked to focus their contributions on questions of implementation and enforcement, raising issues that need to be considered, actors to be consulted, and mechanism to be employed. Participants raised concerns that governments sign up all to readily to international treaties, statements and affirmations such as "people enjoy the same rights they have offline online" while their actions often do not yet live up to them. This was also discussed with a view to cultural, social and political dimensions in which states might guarantee freedom of speech but cannot guarantee that there won't be repercussions afterwards.

Linked to that, participants called for more leadership ("leading by example") and governments practicing what they preach. Notably, since it was pointed out that it is occasionally hard for citizens to demand their rights when they have never actually experienced them. At the same time, corporate responsibilities still need a lot of further reflection.

It was also repeatedly noted that technology is not neutral and neither is its implementation. Three main challenges were raised in this regard: Firstly, it was deemed necessary to develop standards that consistently and from their inception respect human rights. In order to allow for that, UN principles and Internet Governance language need to be translated into a common language with the technical community, and vice versa. This was seconded by participants who pointed out that "technology" is often used as an argument to keep different voices out, alluding that technological correlations were too complex to be mastered by average citizens. This, generally, also calls for improved education.

Secondly, participants identified the need for an international mapping of existing, and often hugely differing, laws and regulation as yet another challenge, informing the definition of common concepts and understandings. In a similar vain, it was highlighted that effective implementation can only be guaranteed if adequate procedures are in place. Currently, procedures are often neglected and we are still in the process of identifying new cooperation mechanisms between different stakeholders to establish procedures adept for the digital age.

Thirdly, it was mentioned that there is a need to further discuss consumers' rights as an approach to reflect on economic implications for privacy. On a similar note, it was pointed out that there can be no democracy without privacy which in itself can only be protected if citizens enjoy secrecy, anonymity and autonomy. Thereby, participants called for supporting free and open software ("what you cannot see, you cannot trust") and raised concerns that certain trends with regard to big data and the collection of meta data may significantly interfere with the protection of anonymity.
While some speakers emphasised that there has to be a special role for governments since international commitments may only be meaningfully implemented by governments, it was acknowledged that such

processes may take a long time and effective remedies across borders might demand alternative approaches.

It was clear that there is a whole range of topics and challenges that require further discussion, among them: corporate responsibility, consumers' rights, social, political and economic dimensions of international commitments (contextualisation), the need to link debates between Internet Governance and cybersecurity as well as with lawyers and technical communities (translation), new forms of procedures and multistakeholder cooperation with a view to implementation and better education to allow for well-informed decisions.

A crucial element for future discussions will be the participation of corporate and private sector actors which were underrepresented in the workshop.
Mappings of different actors, existing legislation and exchange of best practices and procedures would be easy and fruitful ways to follow up on the discussion and move things forward.

***WS 118. How communities restore trust in the digital environment***

*Transcript*

*Video*

*Speakers: Andrus Ansip*
*Vice-President*
*European Commission*
*Digital Single Market*
*Welcome address on digital economy*

*Dr. Ning Kong*
*Technical community*
*head of the international department, China Internet Network Information Center (CNNIC)*
*Chinese ccTLD to act as representative of the APTLD region, report on issues and activities*
*Confirmed*

*Andrey Romanov*
*Technical community*
*Deputy Director, CC for TLD RU*
*ccTLD to act as representative of the APTLD region, report on issues and activities*
*Confirmed*

*Frédéric Donck*
*Technical community*
*Regional Bureau Director for Europe, ISOC*
*In-depth experience as a negotiator and advocate in the telecommunications and Internet industry*
*Confirmed*

*Dr. Alberto Perez Gomez*
*Technical community*
*Deputy Director of RedIRIS & International Relations of "Dominios.es"*
*Red.es*
*ccTLD representative from Europe, reporting on issues and activities Confirmed*

*Marietje Schaake*
*Intergovernmental Organisation*
*Member of the European Parliament*
*Specialised in digital freedom, human rights and foreign affairs*
*Confirmed*

*Grégory Mounier*
*Intergovernmental organisation*

*Europol*
*Political advisor - External and Strategic Affairs - EC3*
*Law Enforcement professional, cyber crime and security*
*Confirmed*

*Cristine Hoepers*
*CERT.br*
*Technical community*
*Global leading expert on cyber security, view from host country and region on progress/developments on cybersecurity strategies and role of trust in technical organizations*
*confirmed*

**Summary of discussion**

EU POLICY ISSUES: European Commission Vice-President Andrus Ansip outlined key objectives to increase the trust in the digital environment from a European perspective, including the conclusion of the data protection reform and negotiations on the security of network and information systems (NIS), the need to find solutions with regards to the recent ruling on the "Safe Harbour" arrangement (collaboration with the United States, positions from the national data protection authorities, reference to the Commission's guidelines for transfer of personal data of 6 November 2015), the need to address illegal content (platform consultation, liability, notice-and-take-down procedures), as well as the need for more education and e-skills, not least to ensure a better protection of children online.

OPEN INTERNET: Member of the European Parliament (MEP) Marietje Schaake highlighted the importance of government collaboration to ensure an efficient and functioning governance of all aspects related to the open Internet. Smart regulations could be produced only in cooperation with the technical community. A "new social compact" is needed to restore trust, including all stakeholders; freedom and security doesn't have to be a "zero-sum" game; and weakening encryption will not increase trust.

LIABILITY/ILLEGAL CONTENT: The question of liability for content on websites is important to country code top-level domains (ccTLDs) (e.g., Annebeth Lange of NORID, Pierre Bonis of AFNIC). There is increasing pressure on registries and internet service providers (ISPs) to remove and/or block content, often based on misunderstandings on the side of law enforcement and right holders. Yet, "it could not be our job to judge the content" (AFNIC). Notice-and-take-down, according to Ansip, works – though not perfectly – when the content itself is illegal. The challenge is when legal content is used illegally. MEP Schaake warned of the "privatisation of norm-setting" by law enforcement, and recalled that the "role of courts should not be underestimated". It is important to note that crimes are committed by people, not by technologies. Therefore, crimes could be best addressed "by reforming laws that are outdated".

CYBERSECURITY: The lack of consensus on the meaning of "cybersecurity" is what prevents us from finding internationally compatible solutions, according to Frédéric Donck of Internet Society (ISOC). Clarifications are needed as to whether the objective is to secure devices that are connected to the Internet, Internet infrastructure, applications, communications, data, identity, and/or "essential services" that depend on the Internet. The priority would be to preserve the openness and global nature of the Internet, its innovative potential and fundamental human rights and finding the right balance among the various factors that enable trust and allow communication among end-users (e.g., privacy, security, reliability, resilience, etc.).

CYBER CRIME: Greg Mounier of Europol underlined that one should not only focus on cybersecurity patching systems to make the domain name environment more secure. It is important to look at the "attribution of crime", i.e. on removing the criminals behind phishing websites, etc. It is important that law enforcement and registries/registrars work closely together so that the former would better understand the latter and the latter would be in a better position to help in case law enforcement came with a notice.

HUMAN RIGHTS: Being asked about advice and best practices in terms of human rights in the Middle East, Schaake stressed the need for the EU "to lead by example, but this is often a problem". "We have failed to anticipate or use the opportunities of the net".

ccTLD TRUST-ENHANCING ACTIVITIES: A ccTLD registry is responsible for the management and technical operation of a domain related to a country code (e.g., .fr for France or .br for Brazil). It generates and administers a zone file that contains the addresses of the name servers for each domain. It controls the policies for the allocation of domain names, information on which is made available through its WHOIS system. The ccTLD landscape is highly diverse, which is reflected in the different sizes of the organisations and their business models. The majority of ccTLDs is managed on a non-profit basis, others are in the private and public sector. They display a strong commitment to their local communities and the development of local content. Their success is highly related to the level of trust by their communities, including both registrars and registrants (end-customers).

In preparation for the IGF workshop, CENTR launched a survey among ccTLDs collecting their views on how registry operators perceive the digital environment in their respective countries, the possible threats to it and how they have been contributing to make the Internet a safer place. A summary of the responses, focusing on trust-enhancing measures by 31 registries, was presented during the workshop.

• Technical improvements: DNSSEC, WHOIS privacy, WHOIS check; security lock; registry lock; security standards for registrars; 2-factor authentication; ISO 27001; IP address filters; notice-and-take-down; active anti-phishing; PGP key server; external security audit; TLSA/DANE
• Capacity building: training on ISO 27001, on cybersecurity, etc.; trainings for registrars, staff, the financial sector; civil servants, media etc.; virtual task force; security testing
• Education: booklets, school material; online safety campaigns for kids; courses at universities; registry academy; video lessons
• Awareness-raising: for registrars, for registrants, for general public, at schools; nation-wide or local; brand campaign; sponsorship programmes; stakeholder roundtables; national contests
• Enhanced collaboration: with CERTs or running CERTS; with government; Internet hotlines

Four registries from China (CNNIC), Spain (Red.es), Russia (Coordination Center for TLD RU), and Brazil (CERT.br) presented examples from their country, which encompassed, among others: technical measures (see above), cooperation with registrars (e.g., on phishing – Red.es), collaboration with law enforcement, operation of national CERTs (Red.es, CERT.br maintained by NIC.br), initiation of a cross-sectoral anti-phishing alliance (CNNIC), foundation of a national domain name security alliance (CNNIC), efforts to make domains cleaner and more secure (CC for TLD RU), educational activities for the safer use of Internet among children, governments, SMEs (Red.es, NIC.br), and many more.

***WS 119. Democracy 3.0: Representation & the Multistakeholder Model***

*Transcript*

*Video*

*Speakers: Name: Edmon Chung*
*Stakeholder Group: Technical Community*
*Organization: DotAsia Organisation*
*Reason: Author of a series of articles on the topic*
*Contacted: Yes (Confirmed)*

*Name: Prof. James Fishkin*
*Stakeholder Group: Academia / Civil Society*
*Organization: Standford University*
*Reason: Leading expert on Deliberative Democracy*
*Contacted: Yes (Confirmed)*

*Name: Prof. David Held*
*Stakeholder Group: Academia / Civil Society*
*Organization: Durham University*
*Reason: Leading expert on Cosmopolitan Democracy*
*Contacted: Yes (Confirmed)*

*Name: Marina Weisband*
*Stakeholder Group: Politician / Civil Society*
*Organization: Pirate Party Germany*
*Reason: Leading expert on Liquid Democracy*
*Contacted: Yes (Confirmed)*

*Name: Avri Doria*
*Stakeholder Group: Academia / Civil Society / Technical Community*
*Organization: Association for Progressive Communications (APC)*
*Reason: Expert in Internet Governance*
*Contacted: Yes (Confirmed)*

*Name: Andrew Sullivan*
*Stakeholder Group: Technical Community*
*Organization: Internet Architecture Board (IAB)*
*Reason: Expert on Internet Governance*
*Contacted: Yes (Invited)*

*Name: Rebecca MacKinnon*
*Stakeholder Group: Civil Society*
*Organization: Ranking Digital Rights project*
*Reason: Expert on Internet Governance & human rights measures by corporations*
*Contacted: Yes (Invited)*

*Name: Charles Mok*
*Stakeholder Group: Civil Society / Government*
*Organization: Legislative Council of Hong Kong*
*Reason: Politician and legislator*
*Contacted: Yes (Invited)*

*Name: Anja Kovacs*
*Stakeholder Group: Civil Society*
*Organization: Internet Democracy Project*
*Reason: Expert on Internet and democracy*
*Contacted: Yes (Invited)*

*Name: Bertrand de La Chapelle*
*Stakeholder Group: Civil Society*
*Organization: Internet & Jurisdiction Project*
*Reason: Expert on Internet Governance and Jurisdiction*
*Contacted: Yes (Invited)*

*Name: Alice Munyua*
*Stakeholder Group: Government*
*Organization: Government of Kenya*
*Reason: Government Perspectives*
*Contacted: No (Proposed)*

*Name: Wanawit Ahkuputra*
*Stakeholder Group: Government*
*Organization: Government of Thailand*
*Reason: Government Perspectives*
*Contacted: No (Proposed)*

***WS 120. Launching UNESCO Internet Freedom Series***

*Transcript*

*Video*

*Speakers: Eduardo Bertoni, Director of the Center for Studies on Freedom of Expression and Access to Information (CELE), Palermo University School of Law, Argentina*
*Rebecca MacKinnon, Director, Ranking Digital Rights project at New America Foundation*
*Andrew Puddephatt, leading expert, Global Partners Digital*
*Amalia Toledo, project coordinator and researcher, Karisma*

**Summary of discussion**

Six editions of UNESCO's flagship series publications on fostering Internet freedom was launched and presented at the 10th IGF, 12th November. All editions are available online, with 700 hard copies of the series publication distributed at the forum.
The launch, chaired by Mr Guilherme Canela and attended by 40 participants, began with a short presentation by Ms Xianhong Hu: UNESCO has started in 2009 to commission this series aiming to capture the complex dynamics of Internet governance and provide in-depth analysis and recommendations to its Member States and other stakeholders, in order to create an enabling environment for freedom of expression online and offline. The series tackles a wide range of crucial issues ranging from online freedom of expression, privacy, digital safety to intermediaries liability and Internet governance declarations. All these studies have also contributed to UNESCO's comprehensive study "Keystones to Foster Inclusive Knowledge Societies: Access to information and knowledge, Freedom of Expression, Privacy and Ethics on a Global Internet" as mandated by Resolution 37 of the UNESCO General Conference.
The concrete titles include:

• Freedom of connection, freedom of expression: the changing legal and regulatory ecology shaping the Internet
• Global survey on internet privacy and freedom of expression
• Fostering freedom online: the role of Internet intermediaries
• Building digital safety for journalism: a survey of selected issues
• Countering online hate speech
• Principles for governing the Internet: a comparative analysis

***WS 123. Indicators to promote evidence-based policymaking***

*Transcript*

*Video*

*Speakers: • Name: Alison Gillwald*
*• Stakeholder group: Civil Society*
*• Organization: Research ICT Africa (South Africa)*
*• Describe why this speaker has been selected: expert in the field of ICT indicators, measurement, policy and regulation*
*• Have you contacted the speaker? Y*
*• Do you need help in recruiting speakers from certain stakeholder groups? N*

*• Name: Hernan Galperin*
*• Stakeholder group: Technical and Academic Community*
*• Organization: Universidad de San Andrés (Argentina)*
*• Describe why this speaker has been selected: expert in the field of ICT indicators and measurement*
*• Have you contacted the speaker? Y*
*• Do you need help in recruiting speakers from certain stakeholder groups? N*

*• Name: Taylor Reynolds*
*• Stakeholder group: Intergovernmental Organisation*
*• Organization: OECD*

• *Describe why this speaker has been selected: expert in the field of ICT indicators, measurement, policy and regulation*
• *Have you contacted the speaker? Y*
• *Do you need help in recruiting speakers from certain stakeholder groups? N*

• *Name: Nagwa El-Shenawi*
• *Stakeholder group: Government*
• *Organization: Ministry of Communication and Information Technology (Egypt)*
• *Describe why this speaker has been selected: expert in the field of ICT indicators and measurement*
• *Have you contacted the speaker? Y*
• *Do you need help in recruiting speakers from certain stakeholder groups? N*

## ***WS 124. Balancing privacy and transparency to promote freedom online***

*Transcript*

*Video*

*Speakers: Danilo Doneda, Advisor to the Consumer Office of the Ministry of Justice, Brazil*
*Lyad Kallas, Co-founder, Radio Souriali, Syria*
*Danny O'Brien, Co-founder, Open Rights Group*
*Eleonora Rabinovich, Google (TBC)*
*Carolina Rossini, Vice President, International Policy, Public Knowledge*

**Summary of discussion**

"Privacy and transparency do not balance each other, but complement each other", asserted by professor Joseph Cannataci at the University of Groningenwho has led UNESCO research project "Balancing privacy and transparency in the context of promoting online freedom of expression".

The session, well attended by 80 participants, was held at the 10th IGF on 10th November. UNESCO representative Ms Xianhong Hu chaired the session and introduced that UNESCO initiated this research out of its mandate to promote freedom of expression online and offline. She said this UNESCO research aims to unpack complexities around transparency and freedom of expression due to the blurred border between personal and public information on Internet. UNESCO thanks Neitherlands government for its financial support of the research.

Professor Joseph Cannataci, who was recently appointed as the UN Special Rapporteur on Right to Privacy，presented the initial findings and recommendations of the research. He disputed the claim that privacy is dead in the digital age, and said that privacy must be examined at the individual, corporate, state, and international levels. The study looked at "Google Spain" case, public figures and freedom of expression, anti-terrorism legislation and privacy protection. It further offers recommendations for national state authorities, private sector and international society.
For national state authorities, recommendations include encouraging self-regulation and co-regulation of the private sector, updating existing legal protection frameworks, improving transparency, putting in place safeguards for secret and surveillance services, encouraging use of encryption and privacy by design, and stopping support for countries abusing technologies. For the private sector, recommendations are for more transparency (in internal policies and structures, clarifying privacy policies, issuing transparency reports, and conducting human rights impact assessments), following higher industrial standards (through self-regulation and co-regulation), and respecting human rights for all people. Recommendation for international society include continually emphasizing the importance of rights, negotiating and developing new/existing international agreements, (e.g., minimize surveillance across borders), improve digital literacy and reduce the digital divide (teaching digital literacy as a life skill that has a substantial economic impact), promoting democracy and digital transparency.

During the discussion, it was pointed out that individuals now have a "set of capabilities"： Everybody has the capacity to collect, process, share and use data,and not only large companies. There is a need to separate

personal data from information， which serves a key issue at "Google-Spain" case. A number of questions were raised including self-regulation and co-regulation in balancing transparency and privacy, how to balance right of citizen journalists to remain anonymous / private and accountable, etc.

The workshop serves a final consultation with stakeholders on the new research, which will be finalized by the end of year 2015. This study has also been prepared as a contribution to UNESCO's comprehensive study titled "Keystones to Foster Inclusive Knowledge Societies: Access to information and knowledge, Freedom of Expression, Privacy and Ethics on a Global Internetas mandated by Resolution 37 of the UNESCO General Conference.

***WS 125. When Governments Hit 'Like' on the 'War on Terror'***

*Transcript*

*Video*

*Speakers: • Anja Mihr, Associate Professor, Utrecht University, Netherlands, Academia, Y, leading human rights scholar with broad an in-depth knowledge of related issues*
*• Gabrielle Guillemin, Article 19, a London-based human rights organization with a specific mandate and focus on the defense and promotion of freedom of expression and freedom of information worldwide, Civil Society*
*• Paul Fehlinger, co-founder and Manager of the Internet & Jurisdiction Project, Civil Society*
*• Melody Patry, Index on Censorship, Civil Society, international organisation that promotes and defends the right to freedom of expression*
*• Ephraim Percy Kenyanito, Access, Kenya, Civil Society, human rights scholar with a with experience in Kenyan public sector*
*• Frank La Rue, UN Rapporteur on Freedom of Expression (2008-2014), Civil Society, an expert on freedom of expression with extensive international experience in the UN*
*• Mohammad Najem, Social Media Exchange, Lebanon, Civil Society, SMEX is a media advocacy and development organization with experience in postconflict media environments (remotely)*

**Summary of discussion**

Main points raised by participants during the discussion:
• Human Rights perspective is underrepresented in the debate: We are not talking about privacy rights, even less than anticipated. Most of the anti-terror laws that were amended, reviewed, changed, taken back through courts, it was court decisions, not so much parliamentarian debates that brought in Human Rights concerns.
• Increasing criminalization of speech: One particular thing that we couldn't find after 9/11, is the criminalization of young people. Censorship has been used against a lot of teenagers in the wake of the Charlie Hebdo attacks, there were 132 convictions and a number of them included teenagers as young as 14 or 8 years old. Anti-terrorims laws have been used in cases with sometimes no direct link or even relation to terrorism. There is also a fear around the use of encryption and anonymity that is not unlawful.
• Shift to extremism: There are discussions not so much about terrorism, but more and more about extremism.
• Lack of coordination: anti-terrorism legislation is based on many national approaches, but needs to be approached in a multistakeholder manner.
• Criminalization of journalists: A trend across many countries (UK, Kenya, Ethiopia, etc.) is the use of anti-terrorism laws against journalists. Participants mentioned several cases, ranging from online searches to arrests and persecution.
• An artificial tension between terrorism and human rights: There are democratic ways to combat terrorism, there is no contradiction between safeguarding human rights and national security.
• Double standard in censorship: There is radical violent speech on some issues, for example from anti-immigration, racist groups, but they are not looked at in the same way as groups related to religious ideologies.
• Privatization of surveillance: should be a state authority, a judge, taking responsibility for blocking of online content, not private companies.

***WS 126. Can Internet rights and access goals be reconciled?***

*Transcript*

*Video*

*Speakers: • Name: José Clastornik*
*• Stakeholder group: Government*
*• Organization: AGESIC, Uruguayan government.*
*• Describe why this speaker has been selected: As the current president of the ELAC process, Mr Clastornik can provide ample experience from the LAC region in projects that include government involvement in the development of infrastructure.*
*• Have you contacted the speaker? Y*

*• Name: Juan Jung*
*• Stakeholder group: Private Sector*
*• Organization: Latin American Association of Research Centers and Telecommunication Enterprises (AHCIET)*
*• Describe why this speaker has been selected: Mr Jung provides a perspective from telecommunications operators with a strong presence in developing countries, particularly Latin America*
*• Have you contacted the speaker? Y*

*• Name: Helani Galpaya*
*• Stakeholder group: Civil Society*
*• Organization: LIRNEasia*
*• Describe why this speaker has been selected: Ms Galpaya provides valuable cases and best practices from another developing region, Asia.*
*• Have you contacted the speaker? Y*

*• Name: Martin Waserman*
*• Stakeholder group: Private Sector*
*• Organization: Facebook*
*• Describe why this speaker has been selected: Mr Waserman has ample experience from the business community in the Latin American region.*
*• Have you contacted the speaker? Y*

*• Name: Eduardo Bertoni*
*• Stakeholder group: Civil Society*
*• Organization: Center for Studies on Freedom of Expression and Access to Information, Palermo University School of Law*
*• Describe why this speaker has been selected: As co-organizer partner, Dr Bertoni provides the human rights perspective to the discussion, with his wide experience concerning human rights and freedom of expression.*
*• Have you contacted the speaker? Y*

*• Name: Alison Gillwald*
*• Stakeholder group: Civil Society*
*• Organization: ICT Africa*
*• Describe why this speaker has been selected: Executive Director of Research ICT Africa, Ms Gillwald provides evidence-based experience from another developing region.*
*• Have you contacted the speaker? Y*

*• Name: Carolina Botero*
*• Stakeholder group: Civil Society*
*• Organization: Fundación Karisma*
*• Describe why this speaker has been selected: Ms Botero will bring in experience from a LAC grassroots organization with a proven trajectory in advocacy of these issues.*
*• Have you contacted the speaker? Y*

*• Name: Sebastián Bellagamba*
*• Stakeholder group: Technical Community*
*• Organization: Internet Society*
*• Describe why this speaker has been selected: As Regional Bureau Director for Latin America and the Caribbean Mr Bellagamba has a wide-range of expertise with the issue, incorporating technical criteria, balanced with business, development and human rights concerns.*

• *Have you contacted the speaker? Y*

• *Name: Mishi Choudhary*
• *Stakeholder group: Civil Society*
• *Organization: Software Freedom Law Center*
• *Describe why this speaker has been selected: Ms Choudhary will bring in the perspectives from the global south to the debate.*
• *Have you contacted the speaker? Y*

**Summary of discussion**

The discussion was crossed by the defining session title: Having you cake and eating it too: can Internet access goals and human rights be reconciled? If Internet access is defined as a human right it has consequences which have to be considered to rethink and implement a new framework. But some participants were concerned about the possibility of defining Internet access as a human right since it is even difficult to define what Internet access actually is. There was consensus by the end of the session that Internet access is an enabler of human rights.

Access was discussed both literally with respect to access to infrastructure and more broadly as uses, literacy and fundamentally access to knowledge. The assessment of value to access with a broader set of skill sets was considered essential to work on new regulatory frameworks that can guarantee access without compromising other human rights. Zero rating programs and walled gardens were considered short term issues, the problem is how to get the next billion into the real Internet. The issue will not be solved if only the supply side is considered, but the demand should be carefully addressed to bring innovation and exclude discriminatory practices to the next billion of users.

The discussion addressed the choices facing both policy-makers and citizens when trying to bridge the access to infrastructure gap in the cases where human rights are at stake. Different regional and cultural scenarios were analyzed where in some cases Internet access per se was considered more valuable against some freedoms. But people should not be treated as passive subjects, what is crucial is to provide access that will enable sustainable social change.

***WS 128. Mitigate Online Hate Speech and Youth Radicalisation***

*Transcript*

*Video*

*Speakers: Sunil Abraham, Executive Director of Center for Internet and Society, Bangalore, India*
*Gabrielle Guillemin, Senior Legal Officer, Article 19*
*Iyad Kallas, Co-founder, Radio Souriali, Syria*
*Judith Lichtenberg, Executive Director of the Global Network Initiative (GNI)*
*Neide de Oliveira, Federal Prosecutor of MIL programme*
*Eve Salomon, Former Chair of the Internet Watch Foundation*
*Representative from Council of Europe (TBC)*

**Summary of discussion**

This was a very interactive session, with a wide range of panellists, with different backgrounds, representing the views of a variety of stakeholders. The interaction with the audience was also quite intense, with a strong participation of youth people attending IGF.

UNESCO Chair started by underlining main conclusions coming from the recently launched publication Countering Online Hate Speech and from this year's International Conference: Youth and Internet, fighting radicalization and extremism . The panel was requested to comment on the need of having more precise definitions on those terms.

Panellists agreed that although Hate Speech is narrowly defined by International Law, stakeholders talking

about the issue do have different concepts in mind and therefore, it is important to keep debating what we are the characteristics of this phenomenon, particularly in its online format. The panel strongly underlined that any restrictions should follow the standards present in the ICCPR, particular the tri part test.

Panellists also remembered that the "radicalization" concept should be further discussed particularly when we are discussing "youth radicalization". According to Frank, which was followed by others, it is a caractheristic of young people to engage in radical speech (May, 1968, for instance), which, not necessarily, should be regulated and/or forbidden.

The actual environment where young people are inserted also matters very much to understand the production of hate speech and further research needs to take this into account to assist policy maker in developing better solutions for this urgent problem.

Many panellists underlined that the key issue to be addressed is the radicalization and the speech that leads to violence (in many formats). The risk with broader definitions, also accordingly to many panellists, is to use the "hate speech" agenda as a sort of Trojan horse to implement surveillance and regulation against legitimate speech, as the political speech.

Panellists also criticized the transfer of responsibilities to private players (intermediaries and ISP, for instance), with a strong lack of accountability and transparency, when it comes to taking down allegedly hate speech content.

### ***WS 131. Commonwealth approach on National Cybersecurity Strategies***

*Transcript*

*Video*

*Speakers: Name - Mr Shola Taylor,*
*Stakeholder group - intergovernmental organization*
*Organization - Commonwealth Telecommunications Organisation*
*Describe why this speaker has been selected - To present the Commonwealth approach for developing National Cybersecurity Strategies as the Secretary General of the CTO*
*Have you contacted the speaker? Yes*

*Name - Mr Mark Carvell*
*Stakeholder group - Government*
*Organization - Department for Culture, Media and Sports, UK*
*Describe why this speaker has been selected: UK supported the development of the Commonwealth approach for developing National Cybersecurity Strategies and its implementation across the Commonwealth*
*Have you contacted the speaker? Yes*

*Name - Belisario Contreras*
*Stakeholder group - intergovernmental organization*
*Organization: Organisation of American States*
*Describe why this speaker has been selected: OAS contributed to the development of the Commonwealth approach for developing National Cybersecurity Strategies*
*Have you contacted the speaker? No*

**Summary of discussion**

• public/private cooperation is critical to remove illegal content and securing the cooperation of Internet Service Providers (ISPs) is important
• the CTO should be open in sharing its capacity-building strategies with international non-governmental organisations
• engaging non-technical experts to create Cybersecurity awareness materials for Internet users is key
• developing technical standards for addressing malware and related risks is importance

• there is value in fostering linkages with the African Union Convention on Cyber Security and Personal Data Protection, in view of the synergies with the CTO initiative.

***WS 132. Transnational Due Process: A Case Study in MS Cooperation***

*Transcript*

*Video*

*Speakers: The roundtable was composed of people who have followed directly the Internet & Jurisdiction Project, with an effort to represent the range of stakeholder groups as well as geographic and gender diversity.*

*ANNE CARBLANC*
*Head of Division, Directorate for Science, Technology and Industry*
*OECD*
*International Organization*
*Confirmed*

*EILEEN DONAHOE*
*Director Global Affairs*
*Human Rights Watch*
*Civil Society*
*Confirmed*

*BYRON HOLLAND*
*President and CEO*
*CIRA (Canadian ccTLD)*
*Technical Community*
*Confirmed*

*CHRISTOPHER PAINTER*
*Coordinator for Cyber Issues*
*US Department of State*
*Government*
*Confirmed*

*SUNIL ABRAHAM*
*Executive Director*
*CIS India*
*Civil Society*
*Confirmed*

*WILL HUDSEN*
*Senior Advisor for International Policy*
*Google*
*Private Sector*
*Confirmed*

*DUNJA MIJATOVIC*
*Representative on Freedom of the Media*
*OSCE*
*International Organization*
*Confirmed*

*Matt Perault*
*Head of Policy Development*
*Facebook*

*Private Sector*
*Confirmed*

*Elvana THACI*
*Officer at the Internet Governance Unit*
*General Directorate of Human Rights, and the Rule of Law*
*Council of Europe*
*Inetrnational Organization*

**Summary of discussion**

How to address the tension between the cross-border nature of the Internet and a patchwork of national jurisdictions is one of the most pressing Internet governance challenges. To preserve the global character of the Internet, it is necessary to collectively develop innovative cooperation mechanisms that guarantee interoperability and due process across borders. Failure to do so might result in a re-fragmentation of cyberspaces along the boundaries of national territories and tearing up of the very fabric of the Internet.

The workshop "Transnational due process: A case study in multi-stakeholder cooperation" brought together actors from government, civil society, Internet platforms, DNS operators and international organizations engaged in the Internet & Jurisdiction Process. It highlighted the urgency of dealing with this issue and the need to focus on procedural harmonization to establish transnational legal cooperation mechanisms.

## ***WS 134. Organising an Internet Social Forum - Occupy the Internet***

*Transcript*

*Video*

*Speakers: Roberto Bissio – Third World Network, and Social Watch Network (Civil Society) - Roberto is one of the most well known global civil society leaders today and has been involved in early uses of Internet among movements.*

*Sally Burch - Agencia Latinoamericana de Información (Civil Society) - Leads a key platform in Latin America on communication rights issues, which set of issues underly any claims for a People's Internet*

*Parminder Jeet Singh - IT for Change - India based NGO in Special Consultative status with UN ECOSOC*

**Summary of discussion**

The workshop began with Parminder Jeet Singh, of Just Net Coalition, introducing the idea of an Internet Social Forum (ISF). To explain ISF's purpose, he took the Internet Governance Forum (IGF) itself as a point of departure. He described how the IGF is a forum where civil society speaks with powerful businesses and governments, making it a constrained place for real discussions. We therefore need a space, specifically for civil society, in the area of Internet governance to radicalise ourselves and freely develop an agenda stemming from public interest, with no constraints. ISF is supposed to be such a space. The ISF isrecognised as a thematic forum of the World Social Forum (WSF). Everyone who accepts the charter of the WSF is invited to participate in the ISF.

He then declared that there are two groups that have proposed to hold the first ISF in late 2016, one from Turkey and another from India. The final decision about the venue and dates would be taken soon. He also pointed to the website of the ISF at www.internetsocialforum.net/ where more information about the initiative could be accessed. A major objective of the ISF is to get progressive techies and social justice activists together, who have similar basic objectives but perhaps different ways of working towards them.

The first speaker at the workshop was Mishi Choudhary of the Software Freedom Law Centre. She introduced the work of her organisation in the area of free software, in the US and India. Then she described how both corporations and governments have huge resources at their disposal. They are always able to develop their views well, network internally and push their objectives. And they then make deals among themselves, and

after the cast is set, often invite civil society to the table, just to legitimise what they have mutually agreed on. It is important that civil society realises its own power, the power of people, of numbers. She went on to say that we spend a lot of time talking to people who have worked intensely on IG issues but we are really not talking to those on the outside - those who have been waging struggles at the grassroots, groups dealing with open source software, climate change, disarmament, and so on. We need a space where all of us can come together, talk and exchange notes freely. Not just these communities, but general people, young and old. In India we saw with the "Save the Internet" initiative what such coming together can achieve. With that, she invited the participants to come and join the ISF.

Later, Alex Gakuru of CODE-IP Trust addressed the group. He took the constraints of the IGF as his point of departure. He described how when civil society groups come to the IGF they should have 'balanced' views, which involve some kind of negotiated positions, so that everyone can agree on something. But then the question is, are human rights negotiable? And then, in all this talk of 'multistakeholderism', no one clearly knows what the term means. Who is a stakeholder? None of these things are clear as, for instance, the meaning of democracy itself.

Hindenburgo Peres from University of Sao Paolo was the final speaker on the panel. He welcomed the idea of having a forum of real civil society actors, a space where they can collect and collaborate, instead of having to be alongside representatives from private organisations like Facebook or Google. It was necessary to develop a new Internet governance model. The governance of the Internet today, he commented, has become geopolitics of the Internet rather than real Internet governance.

### ***WS 135. National and Transnational Internet Governance: Jurisdiction***

*Transcript*

*Video*

*Speakers: i) Benedicto Fonseca, Government, Director of the Scientific and Technological Department, Ministry of External Relations, Brazil (confirmed)*

*ii) Jandyr Ferreira dos Santos Jr, Government, Head of the Information Society Division, Ministry of External Relations, Brazil (confirmed) :: The Brazilian Government raised the issue of internationalization in the review of ICANN's accountability process and the transfer of IANA functions in recent GAC meetings.*

*iii) David Martinon, Government, French Ambassador at large for Internet and the Information Society :: During the GAC meetings, the French government has shown interest in the debate around ICANN jurisdiction. (confirmed)*

*iv) Michael Niebel, European Commission :: During the GAC meetings, the European Commission has shown interest in the debate around ICANN jurisdiction. (confirmed)*

*v) Avri Doria, Technical Community, Policy & Governance Advisor with dotgay LLC :: Ms. Doria is a seasoned Internet governance researcher and could provide valuable input to the subject of jurisdiction, especially with regards to its history within ICANN. (confirmed)*

*vi) Virgilio Almeida, Government, CGI.br :: Coordinator of the Brazilian Internet Steering Committee. Deeply involved with the organization of the NETmundial Meeting. One of the most knowledgeable scholars and practitioners in the field of multistakeholder Internet governance. (confirmed)*

*vii) Professor Jan Scholte, Technical Community, School of Global Studies at the University of Gothenburg :: Professor Scholte is one of the 7 especial advisors to the CCWG-Accountability and his area of expertise is Global Accountability and Transparency. He can provide an academic perspective to the debate on jurisdiction. (confirmed)*

*viii) Tobias Mahler, Associate Professor, Norwegian Research Center for Computers and Law :: Prof. Mahler has written extensively on internet governance and especially on ICANN related processes such as the new GTLD implementation and its impacts (confirmed)*

**Summary of discussion**

The issue of jurisdiction might trigger a number of different topics in the debate over internet governance. The idea of the panel was to address a couple of those, with focus on the role jurisdiction can play in the framework of relevant players in the governance of the internet. Due to the background of the participants, It was expected that they would focus on the issue concerning ICANN and the debate over jurisdiction in the CCWG and in other fora. The session was intended to be an actual roundtable, but due to the format of the room, we've had short remarks from pre-selected participants and the rest of the time was dedicated to Q&A.

Mr. Pedro Ivo, from the Brazilian Ministry of Foreign Affairs, mentioned that Brazil was one of the participants in the CCWG that brought up the issue of jurisdiction, together also with participants. He mentioned that jurisdiction directly influences the way that ICANN's accountability process are structured, and operationallized. So the fact that ICANN today operates under specific legislation grants ICANN certain rights, but it also imposes some limits with respect to the accountability mechanisms that the entity can adopt. According to the panelist, because of time constraints, the CCWG has decided not to to touch this topic of jurisdiction in the first phase, but rather leave it to the subsequent phase, to the post-transition phase because there are many questions that are open and the group need to have a better understanding of some aspects of the concept of jurisdiction before actually moving forward and being able to give any specific concrete recommendations on that aspect. However, the panelist stressed that jurisdiction is a concept that entails a number of different layers and aspect that need to be addressed. He mentioned some of those aspects such as: the implications of the physical presence of ICANN in a certain jurisdiction (not only its headquarters but also the other international offices); the contracts, for registrars and registries; the ability to sue and be sued in a specific jurisdiction, for example, for action or inaction of ICANN staff, for redress, review of core decision and other aspects; and the relationship between ICANN and national jurisdictions for particular domestic issues, for example, ccTLD managers or protective names for international institutions, country and geographic names.

Professor Jan Scholte discussed the scope of the issue of jurisdiction and the IANA transition, addressing the arguments that have been made for keeping the status quo in the sense of the incorporation of ICANN jurisdiction in the state of California. Afterwards he mentioned some of the objections that have been made to that situation and suggested alternatives that have been voiced in the course of the discussions. Finally, he addressed how those alternatives have been pushed to the long term by arguments of pragmatism, so that in the end, jurisdiction that used to be in the Affirmation of Commitments (Article 8) has been moved into the new bylaws of ICANN in the transition process.

Mr. Finn Petersen, representative from the Danish Business Authority, stressed that an institution like ICANN is there to serve the global public interest, and as such, this is important in the question of jurisdiction. He criticized the solution of having a jurisdiction clause such as the one mentioned by Professor Jan inserted into the bylaws of ICANN, preventing, if ever in the future should be necessary, the community of ICANN to have the possibility to move the entity out of California. The panelist stressed the issue of flexibility. An ideal jurisdiction, Mr. Finn remarked need to comply with different aspects such as stability and legal certainty in that country, the presence of good infrastructure, good taxation system, and a strong culture of transparency.

Professor Tobias Mahler started his presentation by distinguishing jurisdiction, applicable law, and enforcement. He emphasized that moving ICANN's jurisdiction is not really politically realistic in the current process. Stressing that such a move was not necessary, professor Tobias argued that the solution some have suggested concerning the role of international entities in the Swiss Law might not be ideal one. Apart from non-essential issues faced in the past, such as the prohibition of lotteries in the State of California (that have led us to the controversial digital archery issue), the panelist affirmed that there is no big structural problem with the current jurisdiction that requires a major change. The mentioned that US courts have been very cautious in treating ICANN and Domain Name System issues. The recent case involving the Iranian ccTLD, but also issues related to antitrust and competition laws where ICANN has usually been able to evict local laws or avoid any of the problems are another example. So the question, as stressed by the panelist, was what really is the problem and how much of it really boils down to a symbol of US power and how much of it is reality and what part of that really can we do something about.

In the Q&A members of the audience were invited to continue the conversation over the jurisdiction of ICANN or to raise different topics concerning jurisdiction in the Internet governance debate (such as data localization and taxation, for instance). Most of the questions addressed the issue of jurisdiction in ICANN and how this debate could continue along with the transition process. Some of the questions from the audience mentioned the adequacy of the Swiss Law to the suggested mechanism for hosting an entity that would maintain an international status, the broad range of subjects that the debate of jurisdiction entails (such as intellectual property) and the current status of this debate in the transition of the IANA functions.

## ***WS 136. Through the Looking Glass: enhanced cooperation in LAC***

*Transcript*

*Video*

*Speakers: Name: Lynn St. Amour*
*Stakeholder group: (civil society; government; intergovernmental organization; private sector; technical community) Technical community*
*Organization: Internet Matters*
*Describe why this speaker has been selected: Ms St Amour has been selected as an expert in the subject considering her extensive experience in the evolution of global Internet discussions. Her extensive experience in Internet governance since the WSIS days and the evolution of the discussion of enhanced cooperation are valuable assets to provide insights and input into the regional dimension in her role as moderator.*
*Have you contacted the speaker? Y*

*Name: Rodrigo de la Parra*
*Stakeholder group: (civil society; government; intergovernmental organization; private sector; technical community) Technical community*
*Organization: ICANN*
*Describe why this speaker has been selected: As the VP for the ICANN LAC region, Mr de la Parra has an overarching view of different processes and will be able to help articulate the different experiences presented by the speakers in his role as moderator..*
*Have you contacted the speaker? Y*

*Name: Eleonora Rabinovich*
*Stakeholder group: (civil society; government; intergovernmental organization; private sector; technical community).Private sector.*
*Organization: Google*
*Describe why this speaker has been selected: As the Policy Manager for Latin America and the Caribbean, Mr Less has extensive knowledge on the challenges and opportunities of the LAC region for enhanced cooperation mechanisms.*
*Have you contacted the speaker? Y*

*Name Carla Valverde*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community). Costa Rican government*
*Organization: Ministry of Science, Technology and Telecommunications*
*Describe why this speaker has been selected The Ministry has been extensively involved in the local initiatives in Costa Rica, such as the Internet Governance Council, coordinated and the establishment of a CSIRT, in cooperation with other organizations such as NIC.CR. This Ministry has a long standing tradition of participation in the discussions around the NETmundial Initiative and the Costa Rican government has voiced a strong position in favour of multistakeholder, open and bottom-up Internet governance.*
*Have you contacted the speaker? Y*

*Name: Sebastian Bellagamba*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Technical Community*
*Organization: ISOC*
*Describe why this speaker has been selected: Mr Bellagamba has been actively involved in most of the collaborative processes that are described as a starting point of the discussion, supporting initiatives such as LACIGF, eLAC and Netmundial.*

*Have you contacted the speaker? Y*

*Name: Valeria Betancourt*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community) Civil society*
*Organization APC*
*Describe why this speaker has been selected: Ms Betancourt has a proven record of experience from civil society in the development of regional multistakeholder efforts (eLAC and LACIGF).*
*Have you contacted the speaker? Y*

*Name: Juan Fernández*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Cuban Government*
*Organization: Ministry of Communications*
*Describe why this speaker has been selected: Mr Fernández provides a critical perspective on the development of Internet governance processes and has been following the evolution of these processes both regionally and globally for over a decade.*
*Have you contacted the speaker? Y*

*Name: Ariel Graizer*
*Stakeholder group (civil society; government; intergovernmental organization; private sector; technical community): Private sector*
*Organization: CABASE*
*Describe why this speaker has been selected: As the leading Internet association in Argentina, CABASE has also been involved in the development of IXPs in Argentina and through international Internet eXchange Federation. The development of this infrastructure is mainly possible thanks to enhanced cooperation practices. In the past year, CABASE has been encouraging multistakeholder platforms for the national dialogue on Internet regulation in Argentina.*
*Have you contacted the speaker? Y*

*Name: Demi Getschko*
*Stakeholder group: (civil society; government; intergovernmental organization; private sector; technical community) Technical community*
*Organization: NIC.br / CGI.br*
*Describe why this speaker has been selected Mr Getschko has been involved in the development of national and international initiatives in the last years - from Netmundial to the consolidation of national forums in Brazil addressing governance and other technical issues of the Internet that, including his pioneering role in the development of the Internet in Brazil will be able to frame the highlights of the recent past within a broader framework.*
*Have you contacted the speaker? Y*

**Summary of discussion**

The concept of enhanced cooperation was contextualized historically as one of the major issues during WSIS negotiations at Tunis 2005 and as a concession for governments at the Tunis Agenda. Even though the concept is loaded with political implications, the practice in the last decade has reflected innovative turns in the region as well as a revision in other global forums.

One of the key issues that emerged from the discussions was the need to integrate more governments in the processes. At the same time it was also noted that more governments have participated at the LACIGF program committee this year. Civil society participants also noted the reduction of spaces for their participation in the region. The ELAC process should be revised to guarantee more civil society participation. National efforts serve to strengthen regional processes.

In LAC, there is a perception that the agenda of Internet governance has changed from government to state policy. This is slowly paving the way for more government participation, although this is still considered insufficient. There are different speeds of participation from different stakeholders. An important takeaway is that the region has begun to learn to work from disagreements and this is a progress for the region.

***WS 139. Enabling the Next Billion Users through Universal Acceptance***

*Transcript*

*Video*

*Speakers: Dr. Wanawit Ahkuputra*
*Government Sector*
*Deputy Executive Director*
*Electronic Transactions Developement Agency (Public Organization)*
*Ministry of Information and Communication Technology*
*Royal Thai Government*
*Dr. Ahkuputra is also Vice Chair of ICANN's Governmental Advisory Committee*
*Yes, Dr. Ahkuputra has been contacted and agreed to participate.*

*Pensri Arunwatanamongkol, Thailand*
*Private Sector*
*Pensri is the .th Technical Contact at the THNIC Foundation, the supporting organization of .th ccTLD. She is leading the team to support and promote the use of .ไทย (dotthai IDN ccTLD) and Email Address Internationalization in Thai language.*
*Yes, Pensri A. has been contacted and agreed to participate.*

*Mouhammet Diop, Senegal*
*Technical Community*
*Kheweul (An ICANN accredited registrar) Mouhammet Diop is an African Internet community leader, head of one of only ten African ICANN accredited registrars and a former ICANN Board member. Mouhammet understands the many problems in bringing the Internet to the broad African community.*
*Yes, Mouhammet has been contacted and agreed to participate.*

*Dr. Govind, India*
*Government / Private Sector*
*NIXI*
*Dr. Govind worked in the government for the last 25 years and thereafter joined National Internet Exchange of India(NIXI) as CEO for last 4 years. National Internet Exchange of India (NIXI) was formed for the purpose of peering of Internet Service Providers amongst themselves and for routing the domestic traffic within India. NIXI also manages the .IN Registry for the .IN country code top level domain name and National Internet Registry for allocation of IPv4 and IPv6 addresses. The introduction of Internationalized Domain Names (IDNs) enabled use of domain names in languages other than English This feature is expected to enhance the reach and relevance of Internet for remote and far flung villages, further bridging the digital divide.India has 22 official languages and 1.2 billion population. With the introduction of IDNs and Universal Acceptance, it will help bridge the digital divide.*
*Yes, Dr. Govind has been contacted and agreed to participate.*

*Anthony Harris (Argentina)*
*Private Sector*
*CABASE*
*Anthony Harris is the co-founder and Executive Director of CABASE, the Argentina Internet Association. Mr. Harris has been a leading pioneer in developing a business vision for the Internet in Latin America and the Caribbean. Mr. Harris' long-standing experience provides him with a complex lens as to how to promote the expansion and the adoption of the Internet being acutely aware that without widely available and affordable infrastructure, Internet services are not able to take off in developing regions. In addition, he has an excellent ability to communicate complex and controversial issues to different audiences.*
*Yes, Anthony Harris has been contacted and agreed to participate.*

*Nasser Kettani, Morocco*
*Private Sector*
*Microsoft*
*Nassar Kettani has been Microsoft's Chief Technology Officer for Middle East and Africa, has 26 years of experience in the software industry working for leading IT companies including Rational Software, IBM and Microsoft. His background includes Software Design and Development, Project Management, Consulting, International Standardization, Sales and Marketing.*
*Yes, Nasser Kettani has been contacted and agreed to participate.*

*Zhuquan (Zubin) LI, China*

*Technical Community*
*CONAC*
*Zhuquan LI is an Engineer in DNS/DNSSEC and has been engaged in practice and research of DNS/DNSSEC for a long time and quite familiar with IDN related specifications and practice. He is keen with the promotion of Chinese IDN in e-mail and technical practices. Zubin participated in the discussion of IDN application and DNS software development in Hongkang, Macao, and Taiwan. He is also very familiar with the IDN universal acceptance in browsers and e-mails.*
*Yes, Zhuquan Li has been contacted and agreed to participate.*

*Alireza Saleh, Iran*
*Technical Community*
*ICANN, Dot Asia, .ir ccTLD*
*A speaker at last year's IGF workshop, Mr. Saleh will cover lack of Universal Acceptance in a developing countries including right to left scripts. Alireza Saleh is a Member of the Registry Services Technical Evaluation Panel at ICANN. He is the former CTO of the .ir ccTLD. Mr. Saleh serves as one of the monitors of the current ICANN IDN tests. He is a sponsor and Board member at Dot Asia. Mr. Saleh has been involved in network technology for the last 13 years. Prior to joining the .ir ccTLD, he worked with the Iranian Academic NETwork. He has also been involved in the IDN Development for the Persian and Arabic Language. He actively participates in IETF, RIPE, ICANN, ITU-T, APTLD and CENTR meetings.*
*Yes, Alireza Saleh has been contacted and agreed to participate.*

*Dusan Stojicevic (Serbia)*
*Private Sector*
*RNIDS, the Serbian National Internet Domain Registry*
*Dusan Stojicevic is Chairman of the Board of RNIDS, the Serbian National Internet Domain Registry. Mr. Stojicevic helped establish this registry, which ranks second in the most Cyrillic domain names registered. Mr. Stojicevic will be a speaker at the Russian IGF (in a session about IDNs and Cyrillic character usage cases); at RIPE SEE meeting in Belgrade (Serbia), and at EuroDIG (European IGF) in June in Sofia (Bulgaria).*
*Yes, Dusan Stojicevic has been contacted and agreed to participate.*

*Jiagui (Kevin) XIE, China*
*Technical Community*
*CONAC*
*Jiagui XIE is Director of Domain System Department of CONAC. Mainly engaged in the IDN TLD system development and Post Delegation Test in the past, Kevin now is involved in system operation of IDN TLDs and other system R&D. He is one of the Chinese character experts in the Chinese IDN Label Generation Panel project, and has published 6 RFC drafts related to EPP and DNS. He is experienced in technology related to IDN and EAI, and very familiar with the issues of IDN universal acceptance, for Chinese domain names in particular. He is currently in the mailing list of the Universal Acceptance Steering Group discussion.*
*Yes, Jiagui Xie has been contacted and agreed to participate.*

*Jiankang Yao (China)*
*Technical Community*
*CNNIC*
*Jiankang Yao is the Chief Architect on Internationalized Domain Names for CNNIC. He is the author of RFCs 5336 6531 and 6856. These are the important domain name industry protocols, recognized by the Internet Engineering Task Force, that specify elements required for using email using internationalized domain names (IDNs).*
*Yes, Jiankang Yao has been contacted and agreed to participate.*

*Others are considering the invitation to participate in the roundtable discussion. This format will accommodate many speakers and also will encourage audience participation.*

**Summary of discussion**

The discussion started with the definition and scope of the problem, which is a huge one since every code has to verify against a TLD. Since validation is not in the user interface, the use of UNICODE by coders is an important part of the work to be accomplished. As the ASCII script uses 127 code points and UNICODE requires millions, the use of this tool is essential but also challenging. Rather than this being a matter of policy at this stage, it was firstly framed as a matter of outreach to coders so that the systems can work.

Core Internet values of the Internet were addressed to frame the issue, taking into consideration that there are strong principles underlying the decision to invest time and efforts in developing code to accept IDNs. This is a multi-layered problem that needs to be addressed systematically. It was recognized that there is a lot of technical work being done by the largest providers. The reality is that there are platforms for small coders and developers. The people from the accessibility community have known the problem for years, but at the same time it is a problem that needs a lot of engagement from the people who really use those platforms. It was not framed as a lack of will, but as a major interoperability problem.

Universal Acceptance was also discussed a problem of access and development, since the local languages need to work on the Internet. The commercial interests of the Internet don't see the demand yet, more advocacy from governments and civil society is required. A very important part is about to get the technology there but also look at the market failure. The recent Sustainable Development Goals connect with UA since it talks about local development and sustainability in their contexts. There is evidence – such as the one provided by the recent MEAC DNS study – that there is a positive correlation between the creation of local content and local hosting and that local hosting was co-related with IDNs.

## ***WS 141. Law enforcement in a world pervasive encryption***

*Transcript*

*Video*

*Speakers: • Mr. Frank Pace, Sergeant, Digital Forensics Investigative Unit, Strategic Information Bureau, Phoenix Police Department*
*• Mr. David Kaye, UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression*
*• Mr. Ted Hardie, Executive Director, Internet Architecture Board*
*• Ms. Carly Nyst, civil society, former Privacy International, international privacy expert*
*• Mr. Michael Nelson, Internet-related global public policy issues, CloudFlare*
*• Ms. Sanja Kelly, Project Director, Freedom on the Net report*
*• Ms. Xianhong Hu, intergovernmental, Division for Freedom of Expression and Media Development, Communication and Information Sector, UNESCO*

**Summary of discussion**

All panelists agreed that there is both a need to ensure the security of citizens and to protect the confidentiality of online communications. Views diverged however on whether exceptional access for governments to encrypted material, which is generally requested by law enforcement agencies to facilitate their work, would be effective, technically feasible and proportionate.

Many speakers agreed that drivers that could lead to a world of pervasive encryption could include public scandals that could trigger policy change (e.g. broad legislation restricting encryption, CEO or political figure being victime of hack due to weak encryption, similar cases to US Office of Personnel Management data hack). Pull factors could include companies further deploying end-to-end encryption as a competitive advantage to foster customer trust.

An important distinction was made between what law enforcement does in the investigation of specific crimes and what intelligence services might do as a matter of bulk data collection and the interception of signals, whether that be encrypted or not, for the use of objectives that are different. Crime investigation would usually focused on data at rest (mobile device, computer, etc).

The discussion raised the fact that while full access to unencrypted data would likely make LEA's job easier, there are alternative means that law enforcement can use, and is using, to target criminals. This includes targeting other parties that are involved in crimes, using metadata to track patterns and relationships, and the employment of malware in exceptional cases. However, all these means usually require extensive legal thresholds for their use. Some raised that the increasing number of connected objects will also offer LEA with

new means to investigate crimes (while also raising further privacy concerns). It was also raised that technological means may not always replace investment in employing human intelligence. A related point was made that there should be a similar level of barriers that were there before the Internet when it comes to intrusion in people's privacy to investigate crimes. Social practices should not change as a result of technical aspects.

Several voices raised questions on whether it would be possible for governments to have exceptional access to encrypted material, as there does not seem to be an effective and widely acceptable solution currently. Technical insights indicated that strong encryption with forward secrecy would likely be unbreakable. However, data sitting at rest usually needs some credentials that could be retrieved from a device. Example was given about banks that are required to build their data systems in ways that will support law enforcement when requested.

In addition, it was highlighted that many countries actually use national security arguments as a way to censor information and track political dissent, so it is important to contextualize the debate on the understanding that exceptional access to encrypted material, assuming it was possible and desirable, might sometimes be used in ways that will explicitly restrict fundamental rights, including freedom of expression.

Eventually, with the likelihood that encryption will more widely spread and available in the next 5 to 10 years (with possible different types of encryption at different layers), a key conclusion from the workshop was that the debate should also focus on building new trust frameworks between law enforcement and citizens. A suggestion was made that the vision of a world with encryption by default (that protects users' confidentiality and trust) could be compatible with systems where citizens could have the opportunity to contribute to community efforts towards crime prevention.

### ***WS 142. Cases on the right to be forgotten, what have we learned?***

*Transcript*

*Video*

*Speakers: Carolina Botero*
*Civil Society*
*Karisma Foundation*
*Karisma is a Digital Rights NGO in Colombia that has intervene before the Colombian Court on a case linked to the Right to be Forgotten to stress the particularities of Freedom of Expression in the digital environment*
*The speaker is contacted and confirmed.*

*Pedro Vaca*
*Civil Society*
*Foundation for Press Freedom*
*FLIP has expertise on the Freedom of Expression defense and has also intervene on the Colombian case from a Human Rights perspective*
*The speaker is contacted and confirmed.*

*Gisela Perez de Acha*
*Civil Society*
*Derechos Digitales*
*Represents a regional NGO that can introduce to the situation in Central America.*
*The speaker is contacted and confirmed.*

*Hernan Vales*
*Intergovernmental*
*OHCHR*
*Describe why this speaker has been selected*
*Represents a major IGO concerned with monitoring human rights issues online as well as offline and has a global vision on the issue that will help articulate the case studies presented by civil society around the world.*

*Anja Kovaks*
*The Internet Democracy Project*
*Represents a major NGO in India and follows up the discussions on digital rights in the region.*

**Summary of discussion**

Luis Fernando García. Gave more details on the Mexican case explaining that the context of the case is very problematic and clashes with the need for public servants transparency (considering that the case was about the presidential couple) and pointed out that there other legal ways to deal with this issue not with in the name of R2BF. Luis brought the attention to an important point: in the Mexican case, when the decision was taken by the authority, there was no presence of the other party in the process, so there is a possibility to exercise the right to defense. He mentioned how the case is under litigation and this is one of the angles. Finally he mentioned that a non so evident but, yet important point that the R2BF shows is to remind the double dimension of FoE, he believes that the delinking in a monopoly such as the one that Google has in the online search harms this FoE dimension.

EL answered to a question on what is the border between private and public information saying that this was a discussion in the group of savvy in Europe. This is a key discussion and he believes that next time it will be interesting to have someone defending the right to have this discussion.

GP reminded that according to statistics there are only 5% of the complaints that abuse the R2BF, the rest is real people that is being harmed.

An Italian professor considered that to affirm that Europe is exporting "censorship" to the world is an exaggeration that does not consider properly the right to privacy, for him the main discussion must be in relation to the extraterritorial application of R2BF.

A representant of the NGO Public Knowledge said that because, in Internet, the information does not disappear, citizen journalism is an important tool for research journalists. With the R2BF, are we privilegien big stream media against small journalism? he asked.

Agustina Calgari from CELE agreed on not using the R2BF name, "we do not need another name for the backbone" she said.

Other participants agreed that jurisdiction of this cases is certainly a big problem. The R2BF is not a good name. Decisions on R2BF will impact the architecture of the Internet and require other solutions at the national perspective is not being enough to cope with this. The tension has to do with sensitive personal data that need to be protected. There is the recognition of the difference between the European and Latin American approaches. Working with authorities on the understanding of technology and its challenge is an important future goal.

## ***WS 145. Cuts Right Across: Consent in the Digital Age***

*Transcript*

*Video*

*Speakers: 1. Consent and the protection of human rights*

*Joana Varon*
*Civil society*
*Coding Rights, Brazil*
*Trigger talk on privacy, surveillance, the State and consent - Y; confirmed*

*Danilo Doneda*
*Academia*

*Faculdade de Direito da Universidade do Estado do Rio de Janeiro (UERJ), Brazil*
*Trigger talk on implementing privacy protections and consent in a national context - Y; confirmed*

*2. Consent and Internet governance*

*Amelia Andersdotter*
*Government*
*MEP, Sweden*
*Trigger talk on government perspectives on consent and related issues - Y; confirmed*

*Jochai Ben-Avie*
*Senior Global Policy Manager*
*Mozilla CorporationTrigger talk on consent and intermediaries - Y; confirmed*

*Anja Kovacs*
*Civil Society*
*Internet Democracy Project, India*
*Trigger talk on consent, the social contract, the State and Internet governance - Y; confirmed*

*3. Strengthening our understanding of consent*

*Bishakha Datta*
*Civil society*
*Point of View*
*Trigger talk on gender/sexuality and consent - Y; confirmed*

**Summary of discussion**

The discussion in this round table covered three broad areas. The first one is that of consent and the protection of human rights, and the links of this with Internet governance. It was highlighted that consent is not an end in itself, but a protection required to allow people to make the right choices about their own data. At the moment, however, even where users have given 'consent', they often feel that they do not know what happens with their data and what exactly they have given consent to. Both governments and the private sector, it was argued, do not have a stake in highlighting consent, as strengthening consent requirements would cause them to lose some of their power. In fact, tracking users and their behaviour online seems to have become the default, if nothing else then simply to help developers 'improve user experience' - but often without asking users for their consent. For teenagers, neither governments or companies are generally the central authority figures in their life, however: their parents generally are, and the need to have their parents' consent often infringes on teenagers privacy. Consent must thus always be situated within its broader power dynamic; sometimes consent becomes impossible because of those power relations.

The second area that the round table looked at are the dangers, especially for more vulnerable groups, of not obtaining consent, which are slowly being recognised. For example, countries such as India now have provisions that make the creation and sharing of images of someone's private parts without their consent illegal. But interestingly, in these provisions, consent only extends to images, not information, and only to what are seen as 'private' parts of the body, not those generally considered 'public', such as a person's face. The way the nature of digital spaces is often perceived as 'public' also a plays a role here: when your data becomes public, many users feel - rightly or wrongly - that you lose your ability to consent. For online spaces perceived as public, consent then becomes an empty concept for them. At the same time, pressing for consent at all times my also backfire, e.g. by being used as an argument to curtail the freedom of the press; in such cases, it can be argued, the public interest should prevail and be highlighted, as well as responsibility of the press, rather than consent as such. Where data is repurposed, too, it may be better if consent remains submerged as a concept, at least as long as consent does not take into account changing circumstances.

Finally, the round table discussed a number of concrete ways in which consent online can be strengthened. Rather than data, trust needs to be the currency of the web, it was argued. This means that the focus should shift to put the user first, both through product development and the development of law. Users should be

enabled to make informed choices, and should be educated about what will happen with their data at the point of collection. Users could be issued consent receipts, which can be revoked if things change. Consent should also be tied more closely to a specific purpose. And it should be clear from the outset whether we are talking about an individual benefit or a collective benefit when consent is sought, which will in part determine who can give consent. Companies on their part should be far more transparent about what they do with users' data; transparency is a first step towards trust. Meaningful consent also requires that terms of service are short and written in language that the average person can understand. Terms of service that respect meaningful consent could be given a green label. With steps such as these, a beginning to building a culture of online consent can be made.

***WS 146. Connected vehicles: net governance and autonomous transport***

*Transcript*

*Video*

*Speakers: • Bill Woodcock*
*• Technical Community*
*• Executive Director of Packet Clearing House*
*• For being a pioneer in Internet policy and an expert in Internet infrastructure*
*• Speaker contacted and confirmed*

*• Guilherme Correa*
*• Government*
*• Manager of the Centre of M2M/IoT Communicationsat the Ministry of Communications of Brazil*
*• For his experience in M2M/ioT policy issues*
*• Speaker contacted and confirmed*

*• Helani Galpaya*
*• Civil Society*
*• Chief Executive Officer of LIRNEasia*
*• For her knowledge on Internet governance issues in developing countries and civil society perspective*
*• Speaker contacted and confirmed*

*• Alexandre Liu*
*• Private Sector*
*• Strategic Directort of BYD Company Brazil.*
*• For their insight on the connected vehicles discussion through the perspective of an automobile manufacturer with focus on electric and hybrid vehicles in the developing world – and also for bringing the viewpoint of non-ICT business for Internet governance debates*
*• Speaker contacted and confirmed*

**Summary of discussion**

The objective of the workshop was to build on the previous Internet of Things (IoT) panel organised by the OECD and other stakeholders at the IGF in 2014 and narrow the subject matter to elicit a more detailed discussion in a specific area.

Tracy Weisler, the moderator, opened the workshop and introduced the panellists as well as underlining the increasing interest by policy makers in this area.

Bill Woodcock, the first speaker, began by setting the scene and he described different types of connected and automated vehicles and their interaction with the Internet (from automobiles, to fleet trucks, ships, submarines, helicopters, drones and so forth). He introduced a range of policy and regulatory issues, which had raised concerns in areas such as privacy, safety, liability, software vulnerabilities, security and availability of airspace related to these vehicles. For automobiles, he distinguished two different regimes of software running in parallel – safety software regimes and entertainment regimes. He also distinguished occupied vehicles from

unoccupied vehicles, emphasising issues that come into play when the security of people is at risk in relation to different levels of connectivity and functionality.

Mr. Woodcock said that IoT devices that used SIM cards faced a potential lock-in with their mobile provider in the absence of an alternative approach, such as with "soft SIMs". In the case of vehicles he said recalls were enormously expensive for manufacturers and that stakeholders needed to investigate technological and regulatory barriers in this respect. He noted that reforms in this area could enable new market entry, promote innovation and improve consumer choice. He drew attention to the different types of data being communicated during transportation, via the Internet (such as vehicle location, tracking people, traffic data, mapping, toll tags, profiles of passengers and entertainment data), and highlighted concerns over unnecessary sharing of personally identifiable information to unknown parties as well as changes on data governance this brings. He closed his presentation by stating that Internet connected systems depend on the availability of many attributes such as infrastructure, regulatory and further technological developments implying the pace of adoption will vary.

Alexandre Liu gave a perspective from the private sector by presenting BYD's strategy for electric and connected vehicles. Mr. Liu introduced models of electric vehicles that are connected to BYD servers over the Internet to report on possible bugs, vehicles which are controlled by remote control [video featuring a car parking itself on https://youtu.be/09Yof8yDTcg] and presented the joint venture BYD has with A-star Singapore. Here tests are currently being undertaken with several cars running on telemetrics and artificial intelligence. He affirmed that Internet connected and autonomous vehicles would be a revolution for urban transport, and specially, public transportation, as well as for disaster recovery.

Guilherme Correa shared the perspective of policy makers by discussing some of the Brazilian Government's plans and challenges around M2M and IoT. He raised the issue of liability and stated that the Brazilian Government is trying to work with all stakeholders to listen to their concerns and start a new flexible regulatory framework to enable IoT.

Helani Galpaya brought a perspective from civil society and from developing countries to the panel. She raised the issue that in many parts of the world, and in particular Southeast Asia, due to the existence of informal systems, governments are still unable to handle liability in a simple road accident, let alone if an autonomous vehicle was involved. In order for such vehicles to become a reality in that part of the world, she said, a rule-bound ecosystem needs to exist as a first step. She agreed that for connected static systems (such as electricity meters and solar panels) SIM card lock-in can be a bottleneck for consumer choice. On data governance, Ms. Galpaya added that the most relevant sensor today in the developing world is the mobile telephone, which is already being used for traffic mapping, city planning and so forth, and that a conversation about who owns and uses personal data is largely absent in these countries. Finally, Ms. Galpaya highlighted the infrastructure bottlenecks that developing countries face and showed scepticism that real time quality data would be able to run seamlessly over some less reliable networks in developing countries.

Participants raised questions for the panel related to where individual autonomy stands if and when someone else can take control over a vehicle (such as the police or a hacker); on the next steps after further testing in cities take place; on the magnitude of the savings for the economy; on harmonisation efforts and regulatory challenges. There were also questions from online participants such as the use of drones in developing countries to reach certain geographical locations (e.g. in archipelagos) though time was too short to cover all the questions submitted online.

Video: https://youtu.be/Bv_0TA5hwDE

Transcript: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2415-2015-11-12-ws146-connected-vehicles-net-governance-and-autonomous-transport-workshop-room-9

***WS 147. A network of virtual working spaces for Internet Governance?***

*Transcript*

*Video*

*Speakers: Panelists in this BOF session were:*

*James WOOD,*
*Senior Director, Strategic Communications*
*ISOC*
*Technical community*

*Michael Nelson*
*Public Policy*
*CloudFlare*
*Private Sector*

*ANNE CARBLANC*
*Head of Division, Directorate for Science, Technology and Industry*
*OECD*
*International Organization*

*Robert PEPPER*
*VP Global Technology Policy*
*CISCO*
*Private Sector*

*The format of a short (30 min) Birds of a Feather session is particularly appropriate to test the interest of members of the community to explore the mutual benefits of such an effort and identify the key constraints and success factors.*

**Summary of discussion**

This 30 min session was a way to test the Birds of a Feather format and measure the interest of different actors in the topic. It confirmed that dealing with distributed groups of people around the world is increasingly becoming the norm but also a challenge in the private sector, civil society and international organizations. This is relevant to Internet governance discussions if we want to move beyond events (such as the IGF) into intersessional work.

Tools for video conferencing have considerably progressed in recent years and have reached a general level of affordability and ease of use. Collaborative drafting of documents has also progressed but additional innovative tools might be needed. The idea of networking high-end conferencing spaces located in different international organizations was deemed worthy of exploration, as it could provide help to distributed multi-stakeholder working groups dealing with a particular issue of Internet governance.

Main issues and distinctions raised during the discussion:

Videoconferencing is becoming normal practice: Drop in pricing and better ease of use has revolutionized the way some distributed organizations work. For instance, ISOC now does more than 500 online discussions a month. It is becoming a second nature and phone calls are not used any more.

Informal versus formal: This is not only about formal meetings with precise agendas. It is also about spontaneous interactions, even analogous to the water cooler discussions. Some companies even have such informal chats every week to keep team spirit in dispersed groups.

Meeting versus drafting: there are clearly three different types of interactions: broadcasting of webinars (with some return feedback), videoconferencing (direct interactions in small groups) and collaborative drafting.

Old drafting tools: Some virtual organizations, such as the IETF work perfectly with 20-year-old tools such as listservs and email lists. But it might be harder for groups where people do not know each other well. New applications might need to emerge to improve collaborative work.

Bandwidth: High-end equipments used to require high bandwidth. But these costs have dropped and overall capacity increased. This is still an issue with developing countries (which should be primary targets to increase inclusion), but "rate-adaptive bandwidth" is now spreading to alleviate this problem.

Desk versus nomad users: The discussion highlighted the distinction between usage by nomad workers and people who work permanently at a desk. In the first case, integration of application across devices (from laptop to mobile) is key. In the second one, a trend might be in the direction of several large screens with high resolution.

Conferences versus working groups: International organizations will continue to have major in-person gatherings, but finding better tools for distributed collaborative work is a key objective to reduce the costs (accommodation and travel) of physical meetings for working groups. The current instruments are not sufficient.

Networking of conferencing spaces: The idea of installing high-end equipment for videoconferencing in the facilities of several international organizations around the world and networking them was deemed worthy of exploration. Recent experiences of large virtual meetings using a network of physical locations (such as ISOC's recent InterCommUnity 2015) showed the interest of the concept of hubs. This could be transposed for smaller working groups.

***WS 150. IGF Initiatives MasterChef***

*Transcript*

*Video*

*Speakers: 1. Markus Kummer, MasterChef, technical community, ICANN Board member. Mr. Kummer chaired IGF Secretariat. In this capacity he was responsible for preparing and organizing the first five annual IGF meetings between 2006 and 2010.*
*Confirmed*

*2. Marilyn Cade, Sous Chef private sector mCADE, ICT Strategies, the Principal and CEO Mrs. Cade is known as a facilitator of Inter Regional and National Dialogue, chief catalyst of IGF-USA*
*Confirmed*

*3. Alice Munyua - Sous Chef, Government, Project Coordinator for Catalyzing Access to ICTS (CATIA), Head of the .ke ccTLD, she also served as a Vice-Chair of the GAC for two years.*
*To be confirmed*

*4-8. National/Regional teams:*
*North and Central America team leader is Mark Buell, Canada*
*South America team leader is Olga Cavalli, Argentina*
*Europe team leader is Sandra Hoferichter, Germany*
*Africa team leader is Tijani Ben Jemaa, Tunisia*
*Asia-Pacific team leader is Edmon Chung, China*

*9. Youth @ IGF (David Ng, Netmission, confirmed)*

**Summary of discussion**

North America team (Mark Bruel as a team leader) reported that the specifics for their region were the high concentration of decision-makers in IG sphere creating danger of capital-based IGF instead of national-based IGF. As challenge it was mentioned non-existence of regional IGF due to the danger of dominance participation from one country. In addition, they mentioned that it is necessary to ensure gender balance and youth participation.

South America team (Olga Cavalli as a team leader) reported that the specifics for them was that regional

initiative is led by civil society and tech community, but open to all stakeholders with an institutionalization growing to strengthen multistakeholder approach. One of the main challenges is to reach balanced representation vs geographic coverage as well as financial resources and country size. A solution could be to organize the IGF in several cities every year, and to use the possibility of remote hubs and lectures at universities.

Europe team (Sandra Hoferichter as a team leader) mentioned that each initiative has to be interesting and educational on a national level to be able to bring a big number of stakeholders together, bigger than those who attend the global IGF. It is a necessity to start with a white paper but to remain flexible. As challenges it was mentioned raising awareness, selling IG differently as the term "Internet governance" does not reach all and is necessary to break it down to have regional/national relevance. Topics should have a clear flow up/down to the global IGF and to know the IGF main theme earlier would be more effective.

Africa team (Tijani Ben Jemaa as a team leader) reported that the specifics of the region was to organize Summer school on IG before the regional IGF. Challenges include cultural differences related to the acceptance of the multistakeholder model, as well as a lack of financial and human resources.

Asia Pacific team (Edmon Chung as a team leader) highlighted that the specifics were policy ping-pong session on emerging issues and creation of Synthesis document summarizing local IGF developments as well as integration of Youth IGF. Challenges mainly relate to the diversity and vastness of the region, engendering high travel costs; cultural variety and language barriers. Remote participation is another challenge due to time zone difference in the region.

***WS 151. Hate and discriminatory speech and FoE online***

*Transcript*

*Video*

*Speakers: Ms. Fernanda Rosa, PhD Student, American University.*

*Mr. Guilherme Canela, Advisor for Communication and Information, UNESCO Montevideo Office.*

*Ms. Eleonora Rabinovich, Manager of Government Affairs and Public Policy for Latin America, Google.*

*Ms. Ana Freitas, Brazilian Journalist*

*Mr. Frank La Rue, Executive Director, Robert F. Kennedy Center for Justice and Rights Europe*

**Summary of discussion**

The WS was structured as follows: first all speakers were given three minutes to explain their point of view. Then, the discussion was opened to the public instead of breaking up into groups because the room was too crowded and the original dynamic would not work out.

Some participants stressed the point of the importance of the discussion on understanding hate speech and actions to cope with it. In addition, other mentioned the importance of bringing people to put faces into the problems. In regards to the definition of hate speech, one participant mentioned that it is necessary to have criteria to call the necessity of intervention in speech. He added that hate speech works as a direct and also indirect call for violence, and it also matters the way in which the comments are made. He asked, then, what would happen if a speech does not fall on the categories that were mentioned before. Then, he concluded that we have to better understand the impact and negative influence of this speech in order to respond to it

Another participant asked about hate speech coming from the States – when they actively represent intolerance or hate? What other solutions beside legal measures could be taken? Rabinovich started answering that this is a challenge also because there are different legal systems. Latin America human rights system defines strongly free speech. The difficulties, she said, is on how to harmonize different contexts around the world. Canela

added that it is a challenge to address discriminated groups that suffers not necessarily from hate speech but offensive speech anyway. It would be a problem on how to discuss with those groups and find definitions. He pointed out that it is not consensual –to deal with the offensive speech–, but in these systems there is the need to deal with different regions that have different contexts. He also stressed that the problem of self-censorship has a huge impact in democracy and that killing anonymity is not the solution, but the argument is perfectly understandable. Then, he took an approach seeking the groups that think that anonymity is an issue and then thinks on how to figure this issue out among with all those groups of people.

La Rue said that any action by the State has to be weighted, adding that States should not intervene on FOE subjects. Freedom of expression, for him, has to be understood as an opening to all other expression rights, broadly. Also, he mentioned that legal measures have to be necessary and proportional, attacking those discourses that might generate violence. He finished by claiming that society has to be involved on the definition of limits.

Canela pointed out that laws protect public figures against criticism and in some countries politicians are passing laws for their own benefit. Freitas reaffirm that media outlets should support their staff. She also remembered that Brazil still lack of a data protection law and that made easy for the aggressors to find her personal data. She pointed out that strong data protection laws are needed to begin with the discussion. Also, she criticized the Judiciary system, claiming that it is too slow to investigate and punish harassers. With her, nothing happened or was solved so far. She said that that officers are not prepared to deal with online crimes and much less with hate speech and harassment – especially with women. Rosa pointed out that Freitas' case showed how sophisticated those harassers are. She criticized Google for facilitating personal data to be available on specific terms, evoking the importance of privacy. She also complained that policy makers also have a very poor understanding of technology and they have to be involved in the discussion of this kind of issue. She concluded that the development of safer technology has to be a political act and society has to be involved in that.

In a second round of questions and comments, one participant mentioned that there is still a lack of awareness about what hate speech really is. He reinforced, then, that society has to be involved in discussions about media regulation because several offensive speeches that borderline hate speech are often on media broadcasting. The government did not support him when he was threatened, and that is why society has to support people facing risks, out loud.

Edison Lanza, ICHR's Special Rapporteur on Freedom of Expression, mentioned that the ICHR launched for the first time standards for hate speech against LBGTI people. He pointed out that equality and freedom of expression should not be understood as contradictory terms. He concluded mentioning and reinforcing the importance of promoting public discussions about hate speech and discrimination on society.

***WS 152. Political dissent & online anonymity in developing countries***

*Transcript*

*Video*

*Speakers: Name: David Kaye*
*Stakeholder group: Intergovernmental Organization*
*Organization: United Nations*
*Describe why this speaker has been selected: As the UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, he can give a global approach about the importance of online anonymity and the use of encryption.*
*Have you contacted the speaker? Y (confirmed).*

*Name: Zoya Rehman*
*Stakeholder group: Civil Society*
*Organization: Bytes For All, Pakistan*
*Describe why this speaker has been selected: Zoya is member of Bytes for All, a human rights organization that campaigns against internet censorship in Pakistan. He can give the perspective of how political dissent is been expressed on Internet and how that*

*expression has been menaced in an asian country like Pakistan.*
*Have you contacted the speaker? Y (confirmed)*

*Name: Joana Varon*
*Stakeholder group: Civil society*
*Organization: Coding Rights*
*Joana Varon is an online privacy activist and one of the heads of Protestos.org platform, where Brazilians can find recommendations regarding the use of safe technologies for social protest. She will give a civil society perspective about the legal trends that put online anonymity and the right to protest in danger.*
*Have you contacted the speaker? Y (confirmed)*

*Name: Leila Nachawati*
*Stakeholder group: Civil society*
*Organization: Communications and Information Policy Program at APC*
*Describe why this speaker has been selected: Leila works on human rights in Mena region and is also part of the SyriaUntold team, a digital archive on the Syrian civil movement and its creative and artistic content.*
*Have you contacted the speaker? Y*

*Name: Pedro Less*
*Stakeholder group: Private sector*
*Organization: Google*
*Describe why this speaker has been selected: Google is one of the most important multi-platforms on internet. The Director Government Affairs & Public Policy Latin America at Google can show how the company protects the online anonymity of users in social protests and go in depth about best practices.*
*Have you contacted the speaker? Y (confirmed)*

**Summary of discussion**

Encryption is a very important tool to preserve online anonymity but is not enough in the developing world, where bills and laws are threatening online anonymity. It is urgent a more progressive framework to understand online anonymity for governments where security cannot prevail over the idea of anonymity as a right. Online anonymity for oppressive regimes can be the difference between life and death.

In the idea to advance in this discussion, it's time to redefine anonymity considering the online context where the geolocation is fundamental and where 100% anonymity is impossible to get. It is also necessary that the private sector commit itself in order to protect anonymity by technological means but also respecting online anonymity for all the citizens in the world.

All the tools for the exercise of freedom of speech can be abused. In this sense, in a context of online gender abuse, is important to understand that the crime is not anonymity. In fact, online anonymity is crucial for women and gender minorities, especially in developing countries where religion is a fundamental part of the political life.

***WS 153. Freedom of Expression online: Gaps in policy and practice***

*Transcript*

*Video*

*Speakers: • Francisco Carvalho de Brito Cruz, InternetLab, Brazil*
*• Deborah Brown, Association for Progressive Communications*
*• Luis Fernando García, Red en Defensa de los Derechos Digitales, Mexico*
*• Juan Carlos Lara, Derechos Digitales, Chile*
*• Serene Lim, Persatuan Kesedaran Komuniti Selangor (EMPOWER Malaysia)*

• *Ritu Srivastava, Digital Empowerment Foundation, India*
• *Tehmina Zafar, Bytes for All, Pakistan*

**Summary of discussion**

During the workshop, panelists and participants discussed challenges in balancing human rights, regional differences in interpreting and legislating human rights offline and online, context-setting, and the impact of using specific language in discussion human rights violations online. There was also discussion of the responsibility of corporations in responding to violations online. When freedom of expression is balanced with any other right of public interest, contextual judgments need to be made, one panelist noted. Who makes these judgments? In Europe's code of human rights, it would ultimately be the court. But you need to have an independent, autonomous judiciary that is going to respect the law of human rights and make decisions in that context. But the judiciary is not always functioning in this way. The distrust that some countries show towards their judiciary, either because of the problems of access to justice or because they cannot trust in terms of corruption or whatever – this is very context specific.

Jurisdictional issues were also discussed during the workshop, and one participant chal-lenged the idea that it is beneficial for companies to be based on the US, because the right to freedom of expression is strongly protected by the US Constitution. However there are serious trade-offs in privacy, and the responsibility of companies is not strong.

A number of participants raised the issue that the framework does not address barriers to freedom of expression online experienced by women. In particular issue of "revenge porn" came up in the discussion, with criticism that the APC-La Rue framework did not ade-quately deal address the issue. A participant from India observed that this the term "re-venge port" is not sufficient, as many of the cases are cases of the filming and distribution of rape. The motives are usually threat, blackmail, silencing, as well as a certain machismo. In some countries, when policymakers hear this term "revenge porn" they hear "porn" and the policy response is immediately let's ban pornography. Issues of privacy and consent are completely absent. Policy responses need to be considered in freedom of sexual expression. We want to see women, men, should be allowed to fully express themselves. Non-consensual images is what policy makers should be looking at.

***WS 154. Connect 2020 Agenda Implementation: Challenges/Opportunities***

*Transcript*

*Video*

*Speakers: Mr. Malcolm Johnson, Deputy Secretary-General, International Telecommunication Union (ITU)*

*Mr. Tom Lindstrom, Director, Government and Industry Relations, Ericsson*

*Mr. Andy O'Connell, Manager, Global Policy Development, Facebook*

*Ms. Piret Urb, Ministry of Foreign Affairs of Estonia*

*Mr. Dhanaraj Thakur, Research Manager, Alliance for Affordable Internet*

*Ms. Dominique Lazanski, Public Policy Director, GSMA*

*Dr. Enrico Calandro, Senior Research Fellow at Research ICT Africa*

*Ms. Lorrayne Porciuncula, Economist/Policy Analyst Telecommunication Policy and Regulation, OECD*

**Summary of discussion**

The workshop introduced the framework of the Connect 2020 Agenda and initiated an interactive discussion on how to address the main challenges in achieving the Connect 2020 global goals and targets, focusing on

connecting the next 1.5 billion, and how all stakeholders across the ICT ecosystem can contribute to this target. The elements considered while discussing the global challenge to connect the world included the need for affordable access to broadband; network infrastructure challenges and related financing models; enabling policy and regulatory environment; ensuring that there is a demand for connectivity; and the impact of connectivity on social and economic growth, as well as environmental sustainability.

ITU Deputy Secretary-General, Mr. Malcolm Johnson, introduced the four goals of the Connect 2020 Agenda: Goal 1 –Growth aims to foster growth in the use of ICTs and create a positive impact on short and long-term socioeconomic development, a significantly increase in access to, and use of, the Internet by bringing 1.5 billion addition users online by 2020, and making telecommunications/ICTs significantly more affordable. Goal 2 – Inclusiveness aims at extending the benefits of ICTs to all, bridging the digital divide between the developed and developing worlds and reaching marginal and vulnerable populations. Goal 3 – Sustainability, the ability to sustain the tremendous benefits delivered by ICTs is key, since growth also brings challenges and risks that need to be managed. Goal 4 – Innovation and partnerships, highlights the importance to ensure an ecosystem conducive to innovation, with a multitude of stakeholders playing a role in its development.

Dr. Enrico Calandro, Senior Research Fellow at Research ICT Africa, focused on the challenges of measuring progress made towards the goals and targets, sharing the difficulties experienced in the African continent, as well as the opportunities arising in emerging datasets such as Big Data, and the need to identify ways of considering that data for public policy making purposes.

Mr. Tom Lindstrom, Director of Government and Industry Relations at Ericsson discussed about the importance of mobile coverage and forecasted that 90% of the world population in 2020 will have mobile coverage, mostly 2G and only partly 3/4G. He highlighted the need for regulators to put more coverage requirements when licensing spectrum, in order to be able to achieve global coverage.

Ms. Dominique Lazanski, Public Policy Director at GSMA, identified the four key barriers to Internet access in the mobile economy: infrastructure (mobile Internet coverage), user capability (digital skills and lack of local content), affordability (mobile devices and data plans) and incentives (also related to user capability, but Internet awareness and needs of consumers is key) –but also discussed solutions and opportunities for each of those challenges.

Mr. Andy O'Connell, Global Policy Development Manager at Facebook, highlighted the fundamental need for connectivity and the tremendous benefits it brings, identifying as key barriers: awareness, affordability and infrastructure, while he introduced Facebook's initiatives trying to tackle all three challenges.

Mr. Dhanaraj Thakur, Research Manager at the Alliance for Affordable Internet, focused primarily on the affordability issue, and highlighted the importance of advocating for positive changes around key best practices, the need for effective national broadband plans, national strategies focusing on unserved populations and strategies to encourage the use of innovative technologies.

Ms. Lorrayne Porciuncula, Economist & Policy Analyst for Telecommunication Policy and Regulation at OECD, shared the OECD experience in trying to move from the idea that ICTs and broadband is a distinct sector to the notion that the whole economy is being digitized and all of the sectors are being transformed by broadband. Therefore there is a need for a holistic approach to connecting the world, not only looking at supply side issues, but also on the demand side, on applications for Governments and several different industry sectors.

Ms. Piret Urb, working with the Ministry of Foreign Affairs of Estonia, shared some good practices and examples on how to provide an environment that enables the use of ICTs and the development of smart solutions, with an ultimate goal to increase economic competitiveness and the well-being of the population.

A specific reference was also made to the U.S. Department of State "Global Connect" initiative, announced in September 2015, aiming towards the common goal of bringing an additional 1.5 billion people online by 2020, by catalyzing a multistakeholder effort around these very important challenges and particularly by encouraging development banks and various organizations to consider connectivity as essential to human and economic development, just like roads and electricity.

## *WS 155. Encryption and Anonymity: Rights and Risks*

*Transcript*

*Video*

*Speakers: David Kaye, intergovernmental organisation, UN Special Rapporteur on Freedom of Expression - invited*

*Alexandrine Pirlot de Corbion, civil society, Privacy International - confirmed*

*Pranesh Prakash, civil society, CIS India - confirmed*

*Juan Diego Castadena, civil society, Fundacion Karisma - confirmed*

*Elvana Thaci, intergovernmental organisation, Council of Europe - confirmed*

*Ted Hardie, private sector, Google - invited*

*Professor Chris Marsden, Academic/technical community, Oxford Internet Institute - confirmed*

**Summary of discussion**

The panellists' presentation attracted a number of comments and questions. In particular, several participants highlighted the importance of tech measures implementing encryption by default since end users were rarely aware of how to use encryption tools. This was especially important for people living in repressive countries.

Panellists were asked for their views on the use of TOR to access hidden services, which were often drugs or other sites engaged in illegal activity. Ted Hardie highlighted that it was inevitable that tools such as TOR would be used for illegitimate ends. That didn't detract from the fact that society should recognise that encryption is a good thing and is used for everyday activities. Every individual should use and advocate for encryption. The tech community was working on making it simpler and easier to use. Chris Marsden also highlighted that individuals had always accepted a certain level of risk in exchange for their privacy. Pranesh Prakash noted that several legal services could also be found over TOR. If all legitimate services moved to TOR, however, he considered that this could become a matter of concern for law enforcement in future. Following on from this point, David Kaye highlighted that this was not a purely technical issue and that the law had its part to play, including by striking the balance between the protection of the rights to freedom of expression and privacy and the needs of law enforcement. Such balance had to be struck by reference to the requirements of legality, legitimate purpose and proportionality of the measures sought.

A further question was asked by about how to strike the balance between the privacy and security of communications and the protection of women from violence online. How could society deal with child pornographers if their communications were encrypted? In general, Pranesh Prakesh advised that governments should refrain from passing laws that were unenforceable or would lead to selective and arbitrary application. David Kaye noted that there were rules to deal with this, such as those in place in the UK where prosecutors were given guidance on how to balance harassment claims and freedom of expression. Ultimately, it was important to get back to Article 19 ICCPR and the legitimate restrictions on the right to freedom of expression. Alexandrine Pirlot de Corbion noted the tension between the benefits of anonymity for various groups to be able to express themselves and how anonymity was also used to post abusive comments online. She agreed with David Kaye that it was important to go back to the principles already in place under international law and look at the legitimacy and proportionality of restrictions. Juan Diego Castañeda added that other laws needed to be looked at, including mandatory registration of SIM cards and data retention. These laws had a disproportionate impact on individuals' rights to privacy and freedom of expression.

## *WS 156. Zero-rating and neutrality policies in developing countries*

*Transcript*

*Video*

*Speakers: Name: Juan Jung*
*Stakeholder group: Private sector*
*Organization: AHCIET (Ibero-American association of research centers and telecommunications firms)*
*Describe why this speaker has been selected: AHCIET, as a representative of the most important telecommunication companies in Latin America and Spain, has said publicly that he thinks that the internet is not neutral and the zero-rated services are an opportunity to end with the digital divide.*
*Have you contacted the speaker? Y (Confirmed)*

*Name: Bruno Magrani*
*Stakeholder group: Private sector*
*Organization: Facebook*
*Describe why this speaker has been selected: Internet.org is one of the key Facebook's projects. With presence in different developing countries, Facebook has said that Internet.org is a way to give access to internet. As the Head of Public Policy from Facebook Brazil, Bruno Magrani can give the perspective from one of the most importants zero-rated projects in the world.*
*Have you contacted the speaker? Y (confirmed)*

*Name: Jorge Vargas*
*Stakeholder group: Civil society*
*Organization: Wikimedia*
*Describe why this speaker has been selected: Wikipedia Zero is one of the most controversial projects around net neutrality and zero-rated services. Its presence in the discussion is important because can give a refreshing viewpoint about these issues from the public interest perspective.*
*Have you contacted the speaker? Y (confirmed)*

*Name: Nanjira Sambuli*
*Stakeholder group: Civil Society*
*Organization: iHub, Kenya*
*Describe why this speaker has been selected: Nanjira Sambuli is from Kenya and she is a Research Manager at iHub, where she leads the Governance & Technology research pillar. Nanjira Sambuli can bring the perspective from the civil society regarding the intersections between access to internet and net neutrality in Africa.*
*Have you contacted the speaker? Y (confirmed)*

*Name: Anja Kovacs*
*Stakeholder group: Civil Society*
*Organization: Internet Democracy Project, India*
*Describe why this speaker has been selected: Anja Kovacs directs the Internet Democracy Project in Delhi. India, which works towards an Internet that supports freedom of expression, democracy and social justice. The first Internet.org summit was held on 9 and 10 October 2014 in New Delhi, India. Since 2015, Internet.org is present in India. Anja Kovacs will talk about zero rating services and how access to internet and net neutrality can be affected.*
*Have you contacted the speaker? Y (confirmed)*

**Summary of discussion**

In a context where more than half of the people is offline, and most of them are from emerging regions, the conversation at the panel was focused in the zero-rating services as a tool to provide access and how that can affect an open and free internet.

For some of the panelists from the private sector, public policies should focus on the lack of affordability to get internet access, but also is the lack of interest. For them, zero rating services can help to foster internet demand. They don't want zero rating services as a permanent situation but as an entry level for people offline.

For other panelists from civil society, the principles of internet are the ability to connect, create, consume and contribute. In this context, zero rating services are offering a false platform for exercise of rights, as it is for

people who have access to the entire internet. In addition, when zero rating services are localized in the economical and political context of developing countries, there are considerable fears about how zero rating services can be seen as a solution for the access problem, and in this way removing incentives to find real solutions to provide access to the whole internet.

***WS 158. Blasphemy policies: Consequences for digital world***

*Transcript*

*Video*

*Speakers: Name:Jac Sm Kee*
*Stakeholder group: Civil Society*
*Organisation: Association for Progressive Communications*
*Why: Jac Sm Kee will discuss experiences in Malaysia, where there are cases where individuals are accused of "insulting Islam" when they criticised state institutions that administer the practice of Islam. Jac is also an expert on Internet Governance and gender, which will remain cross cutting issues throughout the discussion.*
*Have you contacted the speaker: Yes (Confirmed)*
*Help Needed: No*

*Name: Frank LaRue*
*Stakeholder group: Civil Society*
*Organisation: Executive Director of Robert F. Kennedy Human Rights Europe.*
*Why: Frank La Rue served as the UN Special Rapporteur on Freedom of Expression between 2008 and 2014. Frank has pioneered discussions and authored comprehensive reports under his mandate on complex issues of Freedom of Expression and their intersection with phenomena such as that of the Internet, hate speech, minorities, broader fundamental rights, and national security.*
*Have you contacted the speaker: Yes (Confirmed)*
*Help Needed: No*

*Name: Ankhi Das*
*Stakeholder group: Private Sector*
*Organisation: Facebook*
*Why: Ankhi Das is the Head of Public Policy for Facebook India, as part of its global public policy organization. Ankhi is a part of a team of corporate policy experts who represent the company in areas of public policy and work with governments, policy makers and regulators around the world.*
*In the face of severe criticism of social media corporations by the civil society in context of tackling hate speech online, Ankhi will bring in invaluable representation from the corporate world, explaining the role and initiatives of Facebook in dealing with this issue.*
*Have you contacted the speaker: Yes (Confirmed)*
*Help Needed: No*

*Name: Agnes Callamard, Dr.*
*Stakeholder group: Academia*
*Organisation: Columbia University*
*Why: Agnes is considered an expert on a number of international and UN human rights initiatives and has conducted human rights investigations in a number of countries in Africa, Asia, and the Middle East. She is the former executive director of ARTICLE 19, the international human rights organisation promoting and defending freedom of expression and access to information globally, and presently, a professor at Columbia University.*
*Her role in the development of the UN resolution 16/18 and the Rabat Action Plan has been critical.*
*Have you contacted the speaker: Yes (confirmed)*
*Help Needed: No*

*Name: Shahzad Ahmad*
*Stakeholder group: Civil Society*
*Organisation: - Bytes for All, Pakistan*
*Why: Shahzad is the Country Director of Bytes for All, Pakistan. His focus of work includes ICT policy advocacy, Internet*

*rights, privacy and freedom of expression online.*
*Shahzad is a development communications expert, a member of Cyber Stewards Network at the Citizen Lab, University of Toronto, Diplo Fellow on Internet Governance, a Council representative to the Association for Progressive Communications, a member of the International Advisory Board of Privacy International, UK, member of ICAAN Non-commercial Users Constituency (NCUC) and Policy Advisory Board member of .PK ccTLD of Pakistan. He also represents his organization at Forum-Asia & IFEX, both are globally renowned prominent human rights networks.*
*In March 2014, Shahzad was awarded prestigious Index on Censorship award on his advocacy work on Freedom of Expression.*
*Have you contacted the speaker: Yes (Confirmed)*
*Help Needed: Yes*

**Summary of discussion**

The findings of various researches show that nearly half of the countries and territories in the world have laws or policies criminalizing blasphemy. There is a trend that people or groups with extremist views, or ideologies target journalists, bloggers, human rights defenders especially those who are secular or talk openly about blasphemy laws. This is not confined to just a few developing countries but as there are many different countries that are various trends and contexts in which the blasphemy laws are implemented.

The panelists shared and gave a quick analysis from the regions and work they do, what is the situation and trends, how law had affected free speech and to practice their religion freely. Having some examples, the panelists talked about the regions they come from and effects blasphemy laws have on the social construct. International laws also came into dis-cussion in this regard.

The panel also looked into this that are working in terms of advocacy efforts that are mov-ing forward, policy changes. Not everything is negative but positive steps taken by the governments world-over also came into discussion as to what measures have been taken to make law more acceptable to people of all faiths rather just supporting certain religions who are in majority in the country.

***WS 159. The Right to Protest Online***

*Transcript*

*Video*

*Speakers: - Gabrielle Guillemin, civil society, ARTICLE 19 - confirmed*
*- Harry Halpin, technical community, MIT computer scientist - confirmed*
*- Elvana Thaci, intergovernmental organisation, Council of Europe - confirmed*
*- Eleonora Rabinovich, private sector, Google – confirmed*

**Summary of discussion**

*Key issues*

This workshop raised the following key issues:
- the need for a new conceptual framework to deal with the freedom of assembly online
- the need for coding that embeds the right to protest as an alternative to overbroad laws on policing and surveillance
- the need for new standard-setting instruments in this area, particularly at the international level, as well as laws with in-built human rights protections
- the role of internet companies in facilitating protests

*Presentations*

Gabrielle Guillemin laid out the key issues in relation to the right to protest, including: (1) how the right to protest encompasses other rights, including the right to freedom of expression, freedom of assembly and association, the right to privacy, the right to liberty and security, the right to life and the prohibition of torture. She also drew attention to ARTICLE 19's tentative definition in the Right to Protest Principles; (2) she

explained the typical restrictions on these rights. In relation to freedom of assembly, she highlighted the traditional restrictions applicable to protests offline on public order grounds, including notification requirements, restrictions in terms of time and space; (3) she explained the different types of 'protests online and distinguished the use of social media for the organisation of protests offline. She went on to highlight the lack of awareness around virtual protests being criminalised in cybercrime legislation and highlighted issues prosecuting authorities and courts should consider in these types of cases all of which were outlined in the Right to Protest principles; (4) she drew attention to other relevant issues in this area, including anonymity, surveillance, particularly open signals intelligence and the need to strike the right balance when individuals seek to report on protests in real-time.

Harry Halpin shared his experience as a fair trade and climate justice activist in the United Kingdom. In particular, he highlighted 1) how a mixture of online protests, online media and on-the-ground protests brought about major changes to both trade and climate change policy that - while controversial at the time of the WTO/COP20 negotiations - are now widely accepted by policy-makers and the general public. He suggested that the same was likely going to be true around the general anti-unemployment and pro-transparency protests of #occupy and Anonymous. 2) He drew attention to the fact that in all these cases the problem was not mass surveillance per se, but warrants being issued in the name of 'national security' against essentially grassroots movements for reform that were not, by any realistic threat, a threat to security - although it was a threat to certain business models. These warrants then were used to justify targeted surveillance of activists, including undercover police engaging in sexual relationships with activists, planting evidence, exchanging information internationally in violation of Data Protection principles, and pre-emptive arrests. This was taking place in a 'supposedly' civilized country with the rule of law and order, the UK and USA. 3) Thus, he suggested the solution might be to embed the right to protest into digital algorithms themselves, including standards related to those produced by the W3C and IETF. In this regard, Tim Berners-Lee's 'magna carta' for the Web and Pentland's 'New Deal for Data' were notable as ways forward.

Elvana Thaci drew attention to a number of Council of Europe initiatives in relation to the right to freedom of assembly online. She noted a recent Committee of Minister's resolution recognising the use of particular domain names as being part of individual's right to express themselves and associate. Although there was no case-law from the European Court of Human Rights on protests online, it was likely that the Court would not feel constrained by domestic interpretations of the 'right to protest'. In addition to the forms of virtual protests identified earlier, she pointed out how the use of circumvention tools to get access to content banned by certain Member States were akin to acts of civil disobedience in the online space. She mentioned the 'Lufthansa' case as an example where the German courts had concluded that no liability was incurred by defacing the Lufthansa website for expressive purposes. It was vital that the prosecuting authorities and courts consider these elements when prosecuting or determining such cases. She flagged that mass surveillance was also an issue in the context of protests. In general, however, the Council of Europe was still in an exploratory phase: its Member States were hesitant to engage in prescribing particular policy standards in this novel area.

Eleonora Rabinovich explained that YouTube seeks to support videos recording protests. Although YouTube's policy prohibited the promotion of violence, the reporting of violence in protests was allowed as being particularly newsworthy. As far as law enforcement requests were concerned, Google was required to comply with lawful requests. In general, she felt that freedom of expression and freedom of assembly were following a negative trend. Google was very conscious of its position as 'gatekeeper' of access to information, including on protests. For this reason, it was vital to ensure that internet intermediaries benefit from safe harbour immunity from liability. She concluded by noting the importance of anonymity for the exercise of protests.

*Summary of discussions*

The discussion was broadly divided into two strands. The first strand concerned the need for a new framework/convention dealing with the right to protest. However, panellists highlighted the difficulties with Member States agreeing to a new treaty, it was more likely that existing treaties and rights would be relied upon. For this reason, it was very important to keep promoting a progressive interpretation of those standards. In addition, it was very important that States adopt in-built safeguards in legislation seeking to regulate protests. This also extended to legislation on terrorism which was often misused to crackdown on protesters and minority voices.

The second strand of the discussion concerned the availability of alternatives to Facebook, Google etc. to organise protests. Some groups were working on the decentralisation of data and alternative platforms. In addition, individuals could use a number tools such as TOR and VPNs to keep their data secure and anonymous. Anonymity and encryption tools were particularly important given that companies such as Google or Facebook were ultimately driven by corporate interests rather than concerns for the protection of freedom of expression or privacy.

Other questions included the extent to which protests can take place whilst at the same time preventing criminal activity as well as Google's response to it being blocked in Pakistan.

***WS 160. Managing security risks for sustainable development***

*Transcript*

*Video*

*Speakers: • Laurent Bernat*
*• Intergovernmental Organisation*
*• OECD*
*• Cybersecurity and privacy expert*
*• Speaker contacted and confirmed*

*• Mike Nelson*
*• Private Sector*
*• Cloudfare*
*• Experience in Internet governance discussions and unique perspective on the global private sector*
*• Speaker contacted and confirmed*

*• Aaron Martin*
*• Private Sector*
*• JP Morgan Chase*
*• Cybersecurity expert in a leading companing from an industry not primarily ICT-based*
*• Speaker contacted, but not confirmed*

*• Flávia Lefrève*
*• Civil Society*
*• CGI.br's Civil Society Representative*
*• Experienced lawyer and representative of civil society in many multistakeholder instances in Brazil*
*• Speaker contacted and confirmed*

*• Lucimara Desidera*
*• Technical Community*
*• Security Analyst and General Manager of CERT.br*
*• Expert in incident management and with extense knowledge of the concrete challenges in training and fostering awareness on cybersecurity.*
*• Speaker contacted and confirmed*

**Summary of discussion**

The objective of the workshop was to discuss digital security beyond abstract concepts and to make it relevant not only for technical and security experts, but also for a wider range of stakeholders.

Panellists discussed the latest OECD recommendation on digital security risk management for economic and social prosperity, how to shift the mindset from a security approach to a security risk management approach and how to improve preparedness, resilience, information sharing and coordination. Issues surrounding data protection regulation and supervision, and the notion that security should not be at odds with human rights

were also raised.

The example of the financial sector was instrumental in the panel to make the point that digital security risk should be of concern not only to technical experts, but to business leaders and decision makers in all sectors that rely on data for their activities. Panellists also highlighted the role and challenges that SMEs face in managing digital security risks.

Discussions touched also on issues of security regulation and minimum requirements and on the need for robust metrics and statistics to inform policies.

Video: https://youtu.be/yS0OgNSFe6g

Transcript: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2351-2015-11-11-ws-160-managing-security-risks-for-sustainable-development-workshop-room-5

***WS 163. Multi-stakeholder Internet Governance -IANA Stewardship***

*Transcript*

*Video*

*Speakers: Steve Crocker*
*Technical Community*
*ICANN Board*

*Thomas Schneider*
*Chair, GAC; ICANN*
*Technical Community*

*Jari Arkko*
*Technical Community*
*IETF Chair*
*Jari has played a key role in coordinating the proposal from the IETF Community of Protocol Parameters*
*Y*

*Izumi Okutani*
*Technical Community*
*(CRISP Chair)*
*"CRISP" is the grouping of RIRs that produced the Numbering Proposal for the IANA Transition*
*Y*

*Lise Fuhr*
*Business*
*CEO .DK Denmark; Chair of CWG*
*Lise is the co-chair of the CWG Names and; along with Jonathan, has played a critical role in the production of a CWG proposal*
*Y*

*Elise Lindenberg*
*Business*
*Norwegian Government*
*A GAC member on the CWG with a keen interest and knowledge in the process*
*N*

*Alan Greenberg*
*User Community*

*ALAC Chair*
*Alan, representing all the ICANN user Community has played a key role in the CWG in representing his members;*
*Y*

*Olivier Crepin-Leblond*
*User Community*
*ALAC past Chair*
*Olivier has from the start of the IANA Transition process played a key role in the establishment of the different bodies and Committees*
*Y*

*Lynn St. Amour*
*Business*
*Former ISOC CEO*
*A key contributor to the ICG process bringing with her a wealth of experience*
*Y*

*Rafik Dammac*
*Civil Society*
*Member of NCSG and Chair of CCWG IG*
*Rafik has played a key role in the CWG*
*Y*

*Bill Drake (Moderator)*
*Civil Society and Academia*
*Chair, NCUC*
*Bill is widely admired for his knowledge and experience in the field of Internet Governance; he has been a key contributor to and critic of ICANN.*
*Y*

**Summary of discussion**

The transition of Stewardship of the IANA Contract from the US to the Global Internet Community is, arguably, this year's most significant event on the IG Agenda. This Workshop session at the IGF, however, did not focus on the substance of the debate or on the detail of the transition proposal (or on the associated Accountability measures) bud did provide insight on the various processes from key participants in the different Community groups.

In particular the session, through brief presentations, and interactive discussion, looked at:

- how the bottom-up multistakeholder model has been used to make tough
operational decisions that will affect the whole Internet Community;
- how the model employed worked;
- the issues raised through working on Accountability measures in parallel to the Transition proposal;
- how initial positions were examined' and how these positions evolved during the course of discussions,
- the range of participants in the different processes; and
- the lessons to be learnt for other IG issues;

The initial presentation (which has been uploaded to the Workshop session description) looked at the background to the IANA Transition; the process ICANN followed in facilitating the dialogue requested by the US (NTIA), and how the different Community groups then worked on their own proposals. The relationship between the stewardship transition proposal (ie the proposed ongoing process once NTIA no longer contract ICANN) and the proposed Accountability measures were discussed, as was the time frame for completing the process, the consideration by the US authorities and the final implementation by ICANN.

Following the presentation the moderator sought views on the issues above from a number of Community participants, including the Chair of the ICANN Board, the chair of the ICANN Government Advisory

Committee, and business and civil society representatives.

In the discussion that followed there was an interactive and wide-ranging dialogue which covered, inter-alia, the following:

• The nature of the "challenge" given to ICANN by the NTIA and the role of the Congress in the determination of whether the proposals adequately address the criteria outlined by the NTIA;
• The hope that Congress would take note of the maturity of the multistakeholder process involved in the genesis of these proposals;
• The degree of diversity in the make-up of the various working groups and Committees; with concern expressed on relative lack of developing country participation;
• Recognition of the outreach which ICANN and other bodies had conducted to enhance diversification;
• Factors which mitigated against diversity, such as language and complexity of issues;
• The real coming together of different stakeholder Communities in the process; and the lessons to be learnt for other complex policy discussions, not least to the WSIS+10 Review discussions at the UNGA;

At the end of the session the Moderator thanked the respondents in the Session and also both the physical and remote participants.

***WS 167. Unlocking internet economy through copyright reform***

*Transcript*

*Video*

*Speakers: • Name: Marcos Souza,*
*• Stakeholder group (Civil Society; Government; Intergovernmental Organisation; Private Sector; Technical Community): Government*
*• Organization: Brazilian Ministry of Culture*
*• Describe why this speaker has been selected : leader of Brazilian copyright reform debate and at WIPO L&E negotiations*
*• Have you contacted the speaker? Y*

*• Name: Sean Flynn*
*• Stakeholder group (Civil Society; Government; Intergovernmental Organisation; Private Sector; Technical Community): Academic/Technical Community*
*• Organization: American University*
*• Describe why this speaker has been selected : currently researching the economic impact of L&E;*
*• Have you contacted the speaker? Y*

*• Name: Paolo Lanteri*
*• Stakeholder group (Civil Society; Government; Intergovernmental Organisation; Private Sector; Technical Community): Intergovermental Organization*
*• Organization: World Intellectual Property Organization (WIPO)*
*• Describe why this speaker has been selected :*
*• Have you contacted the speaker? Y*

*• Name: Marc Schwinges*
*• Stakeholder group: Private Sector*
*• Organization: South African Screen Federation - SASFED*
*• Describe why this speaker has been selected : working with the film industry in South Africa and participant of the working group on the copyright reform*
*• Have you contacted the speaker? Y*

• *Name: Stuart Hamilton*
• *Stakeholder group: civil society*
• *Organization: IFLA*
• *Describe why this speaker has been selected : previous work on advocay for L&E for libraries and archives,*
• *Have you contacted the speaker? Y*

• *Name: Carolina Rossini*
• *Stakeholder group: civil society*
• *Organization: PK and OKF-Br*
• *Describe why this speaker has been selected : previous work on advocacy for Copyright Reform in Brazil and abroad, with special focus on educational uses and innovation for small and medium enterprises.*
• *Have you contacted the speaker? Y*

• *Name: Marcus Low*
• *Stakeholder group: civil society*
• *Organization: lawyer for visually impaired persons in South Africa*
• *Describe why this speaker has been selected : participation on the negotiations for the Marrakech Treaty*
• *Have you contacted the speaker? Y (TBC)*

**Summary of discussion**

The discussions included contributions from those who wish to see strong copyright protection continue, alongside others who wanted to see greater reform in the digital environment. Contributions from a representative from the music industry acknowledge the explosion of content on the Internet but questioned its quality, suggesting that we need to be talking about desirable content (not 'good') which comes from countries with strong copyright law. This was a strong statement of support for professionally created content which was backed up by a film producer who asserted that creators in India are only just surviving from their art, and this is only possible due to strong copyright protections. Those expressing viewpoints in favour of strong copyright protection did acknowledge that a lot of user-generated content is being created, and that can be distributed as users want, but they also wanted a continuing focus on the production of commercial content, and respect for the rights of people producing it.

Other viewpoints were less in favour of stronger copyright protection, and there was a desire on the part of some commenters to know about the progress of copyright reform in Brazil which has been stalled for a little while. Jose Vaz clarified that a special commission has been formed in the Brazilian House of Representatives to get things going again, and that all parties must pay attention to what is happening in congress. Other commenters from the Latina American region also focused on the need to reform copyright, with calls for societies and governments to pursue the common good – access to culture should be seen as the norm, and copyright should be the exception. A comment was made that what creators really need is protection from distribution monopolies, rather than protection from what the public does with their work, and that connected to this the sharing of culture should not be called piracy.

In summary, there was a willingness to acknowledge that a debate on the issue of copyright and its impact on economic growth was needed. One commenter suggested that we have to ask ourselves if copyright is the only way to encourage economic development on the Internet. In Africa, for example, copyright is a difficult phrase to reconcile with a societal approach that emphasises the commons. Technology industry representatives pointed out that a lot of money is being redistributed via platforms like Youtube, and that this does indeed encourage economic development for all types of creators, including non-professionals. Others emphasised that that content/knowledge is a very broad concept and that distinctions between user-generated content, educational material, and commercial content need to be addressed when considering how to support and protect economic growth. In closing there was some concern by commenters and panellists that we must remain vigilant regarding copyright extremism. In terms of reform, the laws we are looking at are being influenced from outside, and recent trade agreements like the Trans Pacific Partnership Agreement (TPPA) are very worrying as negotiations have been closed to all but governments and industry representatives. We still

have a capacity issue in understanding copyright, and how laws are made. Sometimes the real beneficiaries are not the creators of copyright.

***WS 169. Building Internet Observatories: approaches and challenges***

*Transcript*

*Video*

*Speakers: Diego R. Canabarro - Brazilian Internet Observatory*
*http://www.observatoriodainternet.br/*

*Paul Fehlinger - Internet & Jurisdiction Project*
*http://www.internetjurisdiction.net/observatory/*

*Tereza Horejsova - Geneva Internet Platform Digital Watch*
*http://digitalwatch.giplatform.org/*

*Kasia Jakimowicz - Global Internet Policy Observatory*
*http://giponet.org/en*

*Susan Chalmers (represented in loco by Diego R. Canabarro) - Friends of the IGF*
*http://friendsoftheigf.org/*

*Omar Kaminski (represented in loco by Carlos Affonso de Souza) - Brazilian Marco Civil Observatory*
*http://omci.org.br/*

*Stefaan Verhulst - The NETmundial Solutions Map*
*https://map.netmundial.org/*

*Arne Hintz - Mapping Global Media Policy*
*http://www.globalmediapolicy.net/*

*Giancarlo Frosio - World Intermediary Liability Map*
*http://cyberlaw.stanford.edu/our-work/projects/world-intermediary-liability-map-wilmap*

*Valentina Pavel - Mapping Policy Observatory*
*http://observatory.mappingtheinternet.eu/*

*Kelli Kim - Open Net Korea*
*http://transparency.kr/*

*Rob Faris - The Internet Monitor*
*https://thenetmonitor.org/*

*Adela Goberna - Yough@IGF Observatory*
*[no website provided]*

*Carolin Weisser - The Global Cyber Security Capacity Center*
*https://www.sbs.ox.ac.uk/cybersecurity-capacity/explore/home*

*Augustina Callegari - The Ombudsman Office of the City of Buenos Aires*
*[no website provided]*

**Summary of discussion**

The roundtable was divided into three main parts.

The first part was dedicated to a brief presentation of the session's objectives and rationale (Diego Canabarro) as well as two brief introductory presentations on the following topics: (a) observatories and maps as source of info for IG stakeholders (Tereza Horejsova and Paul Fehlinger); and (b) an overview of the current landscape in the field of observatories and mapping initiatives (Kasia Jakimowicz). The main challenge proposed by the moderator in the beginning of the session was derived from the following question: how could the different projects sitting around the table create synergies, avoid duplication of efforts in their activities and foster cooperation among different projects to leverage capacity-building and education as well as policy-making vis-a-vis Internet governance? The general idea lying behind that question was an imperative of "avoiding the fragmentation of projects that try to deal with the fragmentation of Internet governance". The people in charge of the introductory presentations highlighted the complexity of the IG multistakeholder ecosystem and how different actors demand information and knowledge to guide decision making vis-a-vis Internet policy and politics. Observatories, monitors, maps etc., were presented as the institutionalized response to meet those requirements. The first part was concluded with a presentation of the preliminary results of a survey that gathered information on the nature, the scope, the size, the institutional affiliation etc., of the "federation" of IG-related information sources. The "federation roadmap" maps the possibilities of collaboration and interoperability among different projects (the majority of them identified with the academic sector and located in countries of the developed World). According to that evaluation of the current landscape, financial sustainability and the lack of resources are the main concern for the majority of initiatives that contributed with the Survey.

The second part involved individual presentations of the niche and priorities of each project sitting around the table. While the niche and priority were presented, the respective website was displayed on the screen. Individual projects were presented by the following representatives:

Diego R. Canabarro - Brazilian Internet Observatory
http://www.observatoriodainternet.br/

Paul Fehlinger - Internet & Jurisdiction Project
http://www.internetjurisdiction.net/observatory/

Tereza Horejsova - Geneva Internet Platform Digital Watch
http://digitalwatch.giplatform.org/

Kasia Jakimowicz - Global Internet Policy Observatory
http://giponet.org/en

Susan Chalmers (represented in loco by Diego R. Canabarro) - Friends of the IGF
http://friendsoftheigf.org/

Omar Kaminski (represented in loco by Carlos Affonso de Souza) - Brazilian Marco Civil Observatory
http://omci.org.br/

Stefaan Verhulst - The NETmundial Solutions Map
https://map.netmundial.org/

Arne Hintz - Mapping Global Media Policy
http://www.globalmediapolicy.net/

Giancarlo Frosio - World Intermediary Liability Map
http://cyberlaw.stanford.edu/our-work/projects/world-intermediary-liability-map-wilmap

Valentina Pavel - Mapping Policy Observatory
http://observatory.mappingtheinternet.eu/

Kelli Kim - Open Net Korea

http://transparency.kr/

Rob Faris - The Internet Monitor
https://thenetmonitor.org/

Adela Goberna - Yough@IGF Observatory
[no website provided]

Carolin Weisser (Global Cyber Security Capacity Centre/University of Oxford) - Cybersecurity Capacity Portal
www.sbs.ox.ac.uk/cybersecurity-capacity

Agustina Callegari - The Ombudsman Office of the City of Buenos Aires
[no website provided]

The third part opened the floor for a dialogue with the audience (present and remote). The dialogue (conducted by Stefaan Verhulst) was structured around the following issues: how hard is to get information regarding IG; how hard it is to start sharing information for the supporting of one another; and the need for information, contextualized information. Those leading questions aimed at capturing and registering the perspectives of users of existing projects (including those not sitting on the table). The audience (in loco and remotely) was mainly interested in knowing how to start a new project and what would be the best tools available for such an effort. Several of the participants highlighted the importance of such projects in the preservation and promotion of multilingualism.

An additional summary was prepared in real time by the GIP Watch:
http://digitalwatch.giplatform.org/sessions/building-internet-observatories-approaches-and-challenges.

### ***WS 171. IXPs: Driving connectivity and local economies***

*Transcript*

*Video*

*Speakers: Byron Holland, Technical Community, CIRA, CIRA has been holding town-hall meetings to help IXPs in Canada develop and has provided support to some, Speaker contacted*
*Bevil Wooding, Technical Community, Caribbean Telecommunication Union (CTU)/Packet Clearing House (PCH), Bevil has helped develop over 8 IXPs in the Caribbean and is a trainer and expert on the topic, Speaker contacted*
*Ariel Glazer, Technical Community, Cabase, Chief Tech expert of Argentina's IXP System, Speaker contacted*
*Milton Kashiwakura, Technical Community, NIC.br, Architect of Brazil's 26 IXP PTT Metro System and technical expert, speaker has been contacted*
*Nurani Nimpuno, Technical Community, Netnod, Works for Swedish IXP netnod, trainer, speaker in community, speaker has been contacted*
*Fiona Asonga, Technical Community, KIXP, Runs Kenya ISP Association including KIXP, Speaker has been contacted*

### ***WS 172. Cybersecurity, human rights and Internet business triangle***

*Transcript*

*Video*

*Speakers: ●Name Patrick Curry*
*●Stakeholder group (private sector)*
*●Organization: British Business Federation Authority (BBFA)*
*●Describe why this speaker has been selected? Experience in security community, experience in interplay with other communities: He is actively involved in current debates within the Mapping project, representing business community and their approaches to current IG issues.*
*●Have you contacted the speaker? Yes (confirmed)*

●*Name Desiree Milosevic*
●*Stakeholder group (private sector)*
●*Organization: Affilias*
●*Describe why this speaker has been selected? She is doing MA research on importance of trust in communication among different policy communities. She has wide experience in the Internet business and interplay among different communities.*
●*Have you contacted the speaker? Y (confirmed)*

•*Name Joseph A. Cannataci*
●*Stakeholder group (civil society - academia)*
●*Organization Affiliation: University of Groningen*
●*Describe why this speaker has been selected? He has been one of the leading experts in the field. Within the MAPPING Consortium, he is among other tasks responsible for the WP on Internet Governance and all related activities.*
●*Have you contacted the speaker? Y (confirmed)*

•*Name Bogdan Manolea*
●*Stakeholder group (civil society)*
●*Organization Affiliation: Association for Technology and Internet - APTI Romania-*
●*Describe why this speaker has been selected? He is an actively involved on human rights on the Internet.*
●*Have you contacted the speaker? Y (confirmed)*

***WS 178. Beyond the tipping point: SID in the global South***

*Transcript*

*Video*

*Speakers: Hans Martens*
*Civil society*
*European Schoolnet / Insafe*
*Yes - confirmed*

*As Insafe coordinator, European Schoolnet has been coordinating Safer Internet Day for over a decade now, in close partnership with the European network of Safer Internet Centres. Hans Martens will introduce this workshop by giving a brief overview of key milestones so far and the current state in terms of reach in the global South.*
*Larry Magid*
*Civil society*
*CEO of ConnectSafely.org & founder SafeKids.com*
*Yes – confirmed*

*Rodrigo Nejm*
*Civil society*
*SaferNet Brazil*
*Yes – confirmed*

*Raquel Gatto*
*Civil society*
*Internet Society (ISOC)*
*Yes – confirmed*

*Marco Pancini*
*Private sector*
*Google*
*Yes - confirmed*

*For long, industry (private partners such as Google, Twitter and Facebook) have played an essential role in*

*multiplying/mainstreaming the success of Safer Internet Day across a broader audience, not only in Europe, but also, more recently, in the United States, South-America, Asia and Africa.*

*Youth@IGF programme representatives*
*Youth*
*Young people in particular have an essential role to play in making sure that key SID messages are in tune with needs and expectations from children and teenagers, hence the importance of bringing in this youth perspective during the workshop.*

**Summary of discussion**

In line with the initial workshop description, the session covered the following aspects:
a) More background about the European Commission's Better Internet for Kids agenda, the work of the Insafe network of Safer Internet Centres, and Safer Internet Day as a landmark annual online safety campaign, celebrated in collaboration with a global network of Safer Internet Centres and SID Committees and Supporters. These aspects were also framed within the broader context of ongoing digital children's rights discussions, linked for instance to the recent Sonia Livingstone, John Carr and Jasmina Byrne paper: "One in three: Internet governance and children's rights."
b) To illustrate the global reach of Safer Internet Day, as well how SID Committees and Supporters from across the world are able to bring in their own regional or national perspectives, Larry Magid (CEO of ConnectSafely.org & founder of SafeKids.com) and Rodrigo Nejm (Educational and awareness director of SaferNet Brazil) explained how they got involved in Safer Internet Day, and how they benefit from being part of this global awareness-raising campaign, elaborating on some key highlights and success stories of previous years. Equally, they talked about their current plans for SID 2016, focusing not only on concrete activities, but also on the range of stakeholders they are aiming to involve, and the expected results/impact.
c) In keeping up with the multiple stakeholder spirit of IGF, Raquel Gatto (ISOC), Marco Pancini (Google) and two participants from the Youth@IGF programme were able to bring in further civil society, industry and youth perspectives, illustrating how the full range of stakeholders can become involved.

After a brief round of discussion, participants agreed to explore how to replicate the Safer Internet Day multiple stakeholder organisation model, bringing together various stakeholders in their respective countries, focusing on the following questions:
a) Is the full range of relevant stakeholders already involved in Safer Internet Day in your country? If yes, how?
b) What could be done to more actively celebrate SID in your country? Which stakeholders could you further engage and how?
c) How can we keep track of what is happening on SID across regions, drawing as much as possible on the collaborative strength the network of Safer Internet Centres, SID Committees and SID supporters have to offer?

In this regards, the Insafe-INHOPE information stand more generally provided an excellent opportunity to broaden the network of Safer Internet Day stakeholders, and discussion will now continue on the Safer Internet Day portal at www.saferinternetday.org.

***WS 186. A multistakeholder and humanrights approach to cybersecurity***

*Transcript*

*Video*

*Speakers: Uri Rosenthal, Special Envoy for International Cyber Policies, Government of the Netherlands (video) /Gov/*
*Eileen Donahoe, Human Rights Watch, FOC WG 1 /CS/*
*Michael Walma, Cyber Coordinator, Department of Foreign Affairs, Government of Canada /Gov/*
*Mishi Choudhary, Legal Director, Software Freedom Law Center /CS/*

**Summary of discussion**

The workshop comprised a panel segment, interactive breakouts and a closing segment. The breakouts were fully interactive, involving the workshop participants in small focussed groups that discussed the need for cybersecurity to be rights respecting by design and reviewed the recommendations from the Freedom Online Coalition Working Group.

The workshop was opened by a video message of Uriel Rosenthal, Special envoy for cybersecurity of the Dutch governance. Mr. Rosenthal praised the joint effort of the FOC 28 members to support a free, open and secure internet. He highlighted the importance of human rights in the online domain, including the right to privacy for individual citizens. In his view, although we have seen a bias towards security of cyberspace, we now need to take into account the importance of respecting human rights and the rights of the individual users. The WG1 recommendations, praised as a successful example of multistakeholder cooperation, are a first step towards a balanced debate that has individual security at the center.

The second panelist, Eileen Donahoe (Human Rights Watch and WG1 member) illustrated the recommendations—which were distributed to the audience in print format. She argued that security is a human rights priority, and that privacy is not only essential to the exercise of freedom but also an essential element of security. Human rights, then, are integral to national security as well as to international peace and security. Human rights protection entails optimization of both freedom and security; they are mutually interdependent and should never be pinned against each other. Donahoe also drew attention to the terminology, observing that cybersecurity has come to signify different things for different people.

Michael Walma (Government of Canada), the third panellist, criticized the myth of the trade-off between human rights and security. Instead, the two are mutually reinforcing, and one cannot exercise human rights if one doesn't have the security to do so. In addition, human rights are the same both online and offline. Walma also cautioned against the idea that human rights related issues are a matter of exclusive concern to states, and against the notion of content as a security threat.

Mishi Choudhary (Software Freedom Law Center) called for the recognition of the key role of encryption technology in defending the human rights of people. There has been a change in the conversation within the cybersecurity dialogue but we still need to help the world to see cybersecurity as any other form of human security. The pillars should be transparency and the rule of law, as well as the grassroots level approach to protect individual privacy. A Mozilla research project has shown how transparency and the use of free and open source software are key to cybersecurity. Every government has the responsibility to protect citizens from intrusive spying of outsiders; inside countries, domestic listening must be subjected to the rule of law.
The presentations were followed by a robust discussion with the audience, tackling issues of government involvement and user permission; the connection between policy and practices in various parts of the world, and the export of snooping technology by the West into authoritarian countries, which is not to be seen as 'just business'.

***WS 187. Promoting local actions to secure internet rights***

*Transcript*

*Video*

*Speakers: • Dr Juan Carlos de Martin, from*
*• Stakeholder group : Academia*
*• Organization: Nexa Center for Internet & Society*
*• Describe why this speaker has been selected: Dr. Juan has been contributing to the Italian charter of principles and is also Faculty Fellow at Harvard University Berkman Center for Internet & Society and a Senior Visiting Researcher at the Internet and Society Laboratory of Keio University (Tokyo) http://nexa.polito.it/directors#sthash.mKmj7nIW.dpuf. He will bring great insight on internet rights from an academic perspective.*

• *Have you contacted the speaker? Y*

• *Name: Sacha van Geffen*
• *Stakeholder group : Private Sector*
• *Organization: Greenhost*
• *Describe why this speaker has been selected: Speaker will bring human rights issues from a technical perspective.*
• *Have you contacted the speaker? Y*

• *Name: Simone Halink*
• *Stakeholder group : Government;*
• *Organization: Netherlands government, Ministry of Foreign Affairs*
• *Describe why this speaker has been selected: leading FoE debate at the HRC*
• *Have you contacted the speaker? Y (TBC)*

• *Name Dr. Nii Quaynor*
• *Stakeholder group : Academic/Technical Community*
• *Organization: University of Cape Coast*
• *Describe why this speaker has been selected: experience in ICANN debate, from a global south perspective, and currently participating at the NMI*
• *Have you contacted the speaker? Y (TBC)*

• *Name: Dave Steer*
• *Stakeholder group : Private Sector;*
• *Organization: Mozilla Foundation*
• *Describe why this speaker has been selected: Mozilla has developed its 10 principles and also joined the WebWeWant campaign*
• *Have you contacted the speaker? Y*

• *Simon Milner*
• *Stakeholder group: Private Sector;*
• *Organization: Facebook*
• *Describe why this speaker has been selected: for giving a multinational internet private company perspective*
• *Have you contacted the speaker? N*

• *Name Byoung-il Oh*
• *Stakeholder group (Civil Society)*
• *Organization: Jinbonet*
• *Describe why this speaker has been selected: currently leading a campaign against surveillance in South Korea*
• *Have you contacted the speaker? Y*

• *Name: Issa Mahasneh*
• *Stakeholder group : Technical Community*
• *Organization: Jordan Open Source Association (JOSA)*
• *Describe why this speaker has been selected: JOSA translated Marco Civil to arabic and is trying to build a principles charter for internet in Jordan*
• *Have you contacted the speaker? Y*

• *Name:Parminder Jeet Singh*
• *Stakeholder group : Civil Society*
• *Organization: IT for Change*
• *Describe why this speaker has been selected: currently is working with local communities in India in net neutrality issues and community owned networks, in an attempt to develop a grassroots perspective of what human rights mean.*
• *Have you contacted the speaker? Y*

• *Name: Niels Ten Oever*
• *Stakeholder group : Civil Society*
• *Organization: Article19*
• *Describe why this speaker has been selected: global organization with current work with privacy, freedom of expression and*

*SDGs.*
*• Have you contacted the speaker? Y*

*• Name: Ashnah Kalemera*
*• Stakeholder group : Civil Society*
*• Organization: Opennet Africa*
*• Describe why this speaker has been selected: Currently involved in promoting internet freedoms in Africa*
*• Have you contacted the speaker? Y*

*. Name: Anna Masera*
*• Stakeholder group : Government*
*• Organization: Italian Parliament*
*• Describe why this speaker has been selected:Speaker is currently working with Italian Bill of Rights and will share experiences from a government perspective*
*• Have you contacted the speaker? Y*

*. Name: Christoph Steck*
*• Stakeholder group : Private Sector*
*• Organization: Director Public Policy & Internet at Telefonica Europe*
*• Describe why this speaker has been selected:Speaker currently serves on the NETmundial Initiative Council thus will share experiences from a private sector perspective*
*• Have you contacted the speaker? Y*

**Summary of discussion**

Stephania Milan (academic): Stressed the role of education, not only for raising awareness but also to create an occasion for people to discuss and interrogate their practice, to come together and talk about digital rights. She also noted that it is also important to promote a process of norm change, and differentiate long and short term goals, calibrating strategies and alliances, specially with private sector which, sometimes are too ad hoc and based in specific needs, but are also fundamental to promote rights at the local level. She also called for close interaction with global national and international – the boomerang effect – that can be helpful and serve as a leveler or, sometimes, it can be problematic too. It is important to take some time reading and translating what have been done. With regards to barriers there is a lack of interest in many governments and a need to reach out them in a variety of ways, she noted that governments are very often a barrier. Another point is that knowledge on internet rights not always is ready to be used – it is not translated in action. In relation to the global/local relation, most of the times we do not have the time to wait for the international community to come; but we could mobilize the international community when we are back home. It is necessary to reinforce the practice.

- Ana Massera (government) while sharing experiences from Brazil noted that the relation between Italian Parliament and Brazilian Ministry of Culture was important to promote the initiative of an Internet Bill of Rights in Italy. She also shared a summary of Italian principles, stressing the importance of combining principles with other government initiatives (e.g. national broadband plan, the initiative of right to education in the digital environment). She noted that although the approval of internet principles and regulation is criticized by some stakeholders as something that hampers the innovation, but at the local level the more citizens are aware of their rights the more it is possible to advance rights.

- Aida Mahmutovic (civil society): shared that it is necessary to do a lot of translation to bring voices from the world on what has being done internationally and in another countries. Sharing her local experience leading a campaign on internet rights in Bosnia and Herzegovina, they collaborated with bloggers to raise awareness on what was going on in the country related to internet rights and organized a space to discuss problems and working groups. She also highlighted the importance of all stakeholders – in this sense, it was important to engage intergovernmental organizations as the Council of Europe. By doing this they called attention of other governments to what they were doing in the country and some local government representatives opened a channel to discuss internet rights.

- Issa Al Mahasneh (technical community): Shared that there is an attempt to develop a charter of internet rights in Jordan although there isn't a clear and democratic process. They tried to group different activists, journalists and media organizations grouped with government agencies to find what were the main priorities. Privacy and surveillance and freedom of expression were identified as priorities. There was no demands on net neutrality and they found out that there was already laws protecting net neutrality in Jordan. It was important for the process of building a charter to meet everyone who was underground but the intersection between technical community and policy is still difficult to build. By organizing a set of activities, trainings and meetings, now they have a set of principles and by looking at the international community and at the same time promoting initiatives that are localized they were able to combine relevant local and global principles. It is still necessary to share the knowledge of what others are doing in their countries.

- Nica Dumlao: Notes that although there are human rights defenders at the parliament (in Phillipines), it is not a priority because developing countries have other issues to address. Thus it was fundamental for their process in Philippines to get start-ups together and discuss internet rights, they are important actors. Now people want to know more about IGF after organizing such a space at the national level, it can be considered a way to connect national and global debate;

- Lucas Teixeira (civil society): Shared that by organizing a newsletter they managed to engage all stakeholders in Brazil in privacy related regulation (e.g.Marco Civil, Data Protection Bill). The organization of strategic meetings with Brazilian civil society to combine their participation was important too in addition to the publication of policy briefings that were acceptable. He also stressed the problems of political shift in Congress that weakens human rights and internet rights initiatives. Communication is important, he stressed! Sharing that they developed a newsletter translated in Spanish was an important platform to disseminate local experiences.

- Saloua, Riva and Niels from Article 19 (Civil Society): Noted that since technology is not neutral, censorship can be made by technical means and it is important to develop tools for countries where censorship is systematically being applied. In Tunisia it was important to build trust and put together people to analyze the context and main needs related to internet rights. Also to build a coalition of actors was also central for raising awareness on internet rights. They both stressed that local political changes is a barrier for many countries promoting internet rights.

- Byongil – Oh (civil society) : Shared there is a struggle to include human rights in regulation specially in a context of surveillance. Noting that there is a challenge to protect users rights when local governments implement surveillance policies and the limits of investigation is a barrier to protect privacy rights. He shared that in South Korea, after a campaign with trade unions and human rights activists they built a coalition to protect users communications rights and civil society organizations and presented to the national assembly a proposal based on international standards;

***WS 188. Spectrum allocations: challenges & opportunities at the edge***

*Transcript*

*Video*

*Speakers: Catherine Middleton, Ryerson University (Canada)*
*Adriano Belisário, Nupef (Brazil)*
*Steve Song, Village Telco (USA/South Africa)*
*Rodrigo Zerbone, Anatel (Brazil)*
*Robert Nelson, FCC (USA) - video*
*Gregory Taylor, University of Calgary (Canada)*
*Mike Jensen, APC (South Africa)*
*Veridiana Alimonti, Intervozes (Brazil)*
*Harold Feld, Public Knowledge (USA)*
*Giacomo Mazzone, EBU (Switzerland)*

**Summary of discussion**

Among the many relevant issues:

• Measuring effective use of spectrum at local level, in order to evaluate options for regulatory policies which would improve and expand on spectrum usage and enhance prospects for application of wireless services in developing digital municipalities. Low-cost technical resources exist today for the community itself to carry out this monitoring.

• Seeking regulations and incentive policies regarding innovation at the local level in deploying wireless services, particularly involving innovative use of spectrum (including new technologies, facilitation of secondary use, light-licencing or free limited use of available VHF/UHF channels and so on). In short, flexibility in spectrum access for innovation and digital inclusion at the local level.

• Making sure that disputes involving big players (large telecommunications companies, dominant media companies) for grabbing as much spectrum as possible do not preclude communities to gain access to spectrum for innovation, digital inclusion, and local services.

• Importance of organized civil society (together with technical community) presence in regulatory policy formulation and decision-making: proactively advocating for (and getting involved in) multistakeholder processes regarding these issues.

## ***WS 190. Evolving Cyber Assurance for the Internet***

*Transcript*

*Video*

*Speakers: - Name Joseph A. Cannataci*
*- Stakeholder group (civil society - academia; government; intergovernmental organization; private sector; technical community)*
*- Organization Affiliation: University of Groningen, NL*
*- Describe why this speaker has been selected? He has extensive experience in the fields of cybersecurity, privacy, data protection and internet governance.*
*- Have you contacted the speaker? Yes (confirmed)*

*- Name - Edna Conway*
*- Stakeholder group. Private sector*
*- Organization Affiliation: Cisco (and The Open Group), USA*
*- Describe why this speaker has been selected? International expert*
*- Have you contacted the speaker? Yes, confirmed*

*- Name Christian Hawellek*
*- Stakeholder group. Civil society - academia*
*- Organization Affiliation: Leibniz University of Hannover, Germany*
*- Describe why this speaker has been selected? He has extensive experience in the fields of cybersecurity, privacy, data protection and internet governance.*
*- Have you contacted the speaker? Yes (to be confirmed)*

*- Name - Sally Long*
*- Stakeholder group. Technical community*
*- Organization Affiliation: The Open Group, USA*
*- Describe why this speaker has been selected? International expert and spokesman*
*- Have you contacted the speaker? Yes, confirmed*

*- Name Bogdan Manolea*
*- Stakeholder group. Civil society*
*-Organization Affiliation: Association for Technology and Internet - APTI Romania*

*-Describe why this speaker has been selected? He is actively involved on human rights on the Internet.*
*-Have you contacted the speaker? Yes (to be confirmed)*

*- Name - Andy Purdy*
*- Stakeholder group. Private Sector*
*- Organization Affiliation: Huawei and The Open Group, USA*
*- Describe why this speaker has been selected? International expert*
*- Have you contacted the speaker? Yes, confirmed*

**Summary of discussion**

The session began by explaining that the development of the Internet is driven by digital economies and innovative technologies, and societally constrained by fundamental human rights. The absence of trust and accountability mechanisms is a top issue. Policies, procedures and mechanisms for (federated) trust and interoperability are increasingly essential for the Internet's future and these are having to become more complex as requirements and threats evolve. The scope of the necessary collaborative governance continues to expand. Main points:
- Collaborative policy is key because a single global legal framework is not possible, although consistent legal frameworks could be possible.
- Collaborative policies and emerging technologies are making best use of international standards. These can enable fundamental human rights and disable cybercrime. Federated trust, particularly at high assurance, and interoperability are essential and foundational for cyber controls, collaborative risk management and cyber assurance.
- The threat is increasingly global but enforcement is national and needs to become more international. All companies and organisations have to embrace collaborative risk management in order to operate safely and compete. Increasing technical and legal remedies are becoming available.
- The lack of executive awareness is a top issue because it exposes an organisation to increasing risk.
- The impact of cybercrime and cyber-enabled terrorism is creating an atmosphere of fear through ignorance and ineffective government responses, raising questions about proportionality and challenging pre-digital constitutions.
- Establishing trust on the Internet is vital to its future. Whether protecting privacy or intellectual property, the issue is access control and authentication. There is no notion of privacy without authentication (ISO/IEC 29115) and access control, and these differ for employees, citizens and consumers.
- "The Wall" for collaborative risk management was described - regulations, standards, risk assessment, risk treatment, risk mitigation, cyber controls frameworks, cyber assurance, cyber insurance, federated identity management, authoritative registers; also cyber situational awareness, incident management, counter-fraud. US and EU regulations for cyber assurance.
- The global ICT supply chain is at risk, and international collaboration is essential, for buyers and suppliers. Each group has needs and critical success factors around - Strategy governance & control, Standards& processes, Laws & regulations, Human Resources, Research and development, Verification, 3rd-party supplier management, Manufacturing, Delivering services securely, Issue defect & vulnerability resolution, Audit.
- A significant threat is counterfeit IT parts.
- The Open Group provides standards & certification. It has developed the OTTP(S) (Open Trusted Technology Provider) standard to address counterfeit, maliciously tainted and tainted parts in COTS ICT products, which has been formalised in ISO/IEC 20243. It covers technology development and the supply chain. OTTP(S) is supported by an accreditation program based on warranties and conformance assessments. This offers a holistic approach to securing global supply chains.
- Significant benefits continue to be realised - greater trust, security, confidence, relationships and interoperability, giving re-use. Re-use permits affordability, agility and competitive advantage. These reduce fraud, cost, risk, threats, wasted time and resources.

The session completed with a closing summary by the Project Coordinator of MAPPING.

There were 8 panel questions and no audience questions. The only statement from the audience was

that they trusted their suppliers to provide technology free from threats - there was no independent assessment or testing.

***WS 191. Engaging youth in a multistakeholderism practicum***

*Transcript*

*Video*

*Speakers: Chairperson/Moderator:*
*Ephraim Percy Kenyanito, Intergovernmental Organisation, The Multistakeholder Advisory Group, Internet Governance Forum*
*Ng Ki Chun, David, Civil Society, DotAsia Organisation*

*Rapporteur/Note Taker:*
*Felix Yung, Civil Society, NetMission.Asia*
*Hailey Yang, Civil Society, NetMission.Asia*

*Youth attended the workshop:*
*Jardiel Nogueira, LAC Youth@IGF, Brazil*
*Su Sonia Herring, NERDY (Network of EuRopean Digital Youth), Turkey*
*Esteban Calisaya, LAC Youth@IGF, Bolivia*
*Thais Stein, LAC Youth@IGF, Brazil*
*Luã Fergus, LAC Youth@IGF, Brazil*
*Adela Goberna, LAC Youth@IGF, Argentina*
*Given Kong, IFocus@IGF, Hong Kong*
*Jackson Douglas, LAC Youth@IGF, Brazil*
*Fabiano de Moras, LAC Youth@IGF, Brazil*
*Bruna Nóbrega, LAC Youth@IGF, Brazil*
*Thaian Assis, LAC Youth@IGF, Brazil*
*Alyne Rayanna, LAC Youth@IGF, Brazil*
*José allan, LAC Youth@IGF, Brazil*
*Gigi Ku,IFocus@IGF, Hong Kong*
*Ena Tong, Chinese YCMA of Hong Kong, Hong Kong*
*Yannis Li, APrIGF Secretariat, Hong Kong*

**Summary of discussion**

For Internet Literacy, it is imperative that while people gain more access to Internet, they also learn how to utilise the Internet in a responsible manner. In addition, it is crucial that people be aware of their safety and security when using the Internet, social media in particular. Concerning Accessibility, while youth are becoming more and more interconnected on the web, it is also important to note that large numbers of people around the globe remain unconnected and left beyond the digital divide.

Regarding Neutrality and Zero-rating, this issue is of great importance, considering that it affects the conception of "Internet" when connecting the next billion. Does Internet simply equal to Facebook or Google? How the perceptions of future Internet users are developed should be discussed. Zero-rating provided by regional telecom companies ought to be examined as well concerning their effect on existing Internet users. This problem is particularly prevalent in Latin America, especially nations with limited broadband and network infrastructure, where governments tend to give free rein to zero-rating initiatives provided that they expands "Internet" access and network.

Censorship and Freedom of Expression has been discussed. According to participants, apart from Brazil, currently the rest of Latin America does not have any legal framework with regard to Internet and other online issues. Censorship is also commonplace from governments. For example, the Turkish government blocked social media channels when videos of a political scandal went online, and the government ordered the removal of such videos from platforms such as YouTube. China is also well

known of her "Great Firewall of China" and censorship issues. Cyberbullying and Promoting Equality on the Internet have also been discussed.

### ***WS 194. IPv6 Transition up to date***

*Transcript*

*Video*

*Speakers: Izumi Okutani*
*Stakeholder group Technical community*
*Organization JPNIC*
*Izumi is the Policy Liason of JPNIC, currently in charge of adoption of IP address policies in JPNIC, including IPv4 Transfer Policy as well as other IPv4 and IPv6 related policies.*
*Have you contacted the speaker? Y/N YES*

*Antonio Moreiras*
*Stakeholder group Technical community*
*Organization NIC.BR*
*Antonio has been involved with IPv6 adoption for several years. He has been IPv6 trainer and has always supported the promotion of this protocol.*
*Have you contacted the speaker? YES*

*Paul Saab*
*Stakeholder group: Private Sector*
*Organization Facebook.*
*Paul has had the IPv6 transition at Facebook with impressive results on a major content provider*
*http://www.internetsociety.org/deploy360/blog/2014/03/facebooks-extremely-impressive-internal-use-of-ipv6/*
*Have you contacted the speaker? YES*

*Alejandro Acosta*
*Stakeholder group: Technical Community*
*Organization: LACNIC*
*Alejandro works for Lacnic promoting the adoption of IPv6. He implemented IPv6 back in 2007 for a big ISP in the region. He is currently IPv6 chair for LACTF*
*Have you contacted the speaker? YES*

*Nancy Cordova*
*Stakeholder group: Private Sector*
*Organization Telefonica (Peru).*
*Nancy works for Telefonica Peru who has implemented IPv6 for their residential customers. Today Peru counts with 12% of IPv6 penetration.*
*Have you contacted the speaker? YES*

*Mohammed El Bashir*
*Stakeholder Group: Academia*
*Organization: ICT Qatar*
*He has been advisor for Government Agencies in Qatar in Internet Governance Matter. Qatar is a country with a specific national implementation strategy for IPv6 transition.*
*Have you contacted the speaker? YES*

### ***WS 195. Hancel: a mobile tool for safety of journalists***

*Transcript*

*Video*

*Speakers: Jonathan Bock*
*Civil Society*
*Foundation for Press Freedom*

*Protection and monitoring advisor of the Freedom of press Foundation(FLIP) of Colombia. With experience in freedom of expression issues such as prevention and protection of journalists in danger areas.*

*Contacted: Yes*

*Pilar Saenz*
*Civil Society*
*Karisma Foundation*

*Colombian physicist in charge of the Technological projects at Fundacion Karisma. She coordinated with the developers and has experience in digital security trainings.*

*Contacted: Yes*

*Gloria Meneses*
*Civil Society*
*Mozilla Foundation Community*
*She is one of the developers of the new Hancel version.*
*Contacted: Yes*

*Diego Mendiburu*
*Factico*
*Civil Society*
*Mexico*
*The person who developed the first version of Hancel.*
*Contacted: Yes*

*Guilherme Canela*
*UNESCO*
*Communication and information adviser in Latin America*
*Contacted: Yes*

**Summary of discussion**

Amalia Toledo started by presenting Hancel as a security mobile app designed for Android and having in mind journalists and activists, but useful for a more general public. Then, she mentioned that Hancel facilitates a set of communication tools to improve your security and protect the privacy of your information without relying on others, as well as an alert button on life-threatening situation or physical imminent attack.
Miguel Mendiburu told the story of the birth of this tool, an idea that arises from a kidnapping of several hours suffered by a journalist in Mexico. Hence, a first prototype of a panic button to send an alert and location were developed.
Jonathan Bock continued telling how the situation of journalists in Colombia, which have historically been surveilled, led to think on the application as a tool for the secure and private communications and digital self-protection of journalists.
Gloria Meneses explained all Hancel features: trust rings, location tracking, alert button, alert by absence, and point-to-point encrypted chat/call.
Guilherme Canela concluded by mentioning the UN Action Plan on the safety of journalists and how technological tools can support it, as well as to raise awareness among journalists on how to protect their online communications. Finally, he mentioned that this tool, although was initially developed for journalists, is equally useful for other groups such as human rights defenders/activists.

## *WS 196. Tech-related gender violence x Freedom of Expression*

*Transcript*

*Video*

*Speakers: Natalia Neris / Lucas Bulgarelli, Civil Society (Academia), InternetLab - confirmed*
*Researchers of the project "Gender and Internet Platforms: identity, protection and mobilization", funded by Ford Foundation, they will present a few results concerning the investigations about: (i) revenge porn, (ii) political activism and misogyny on the Internet and (iii) transgender identity and social medias.*

*Caroline Tagny / Dafne Sabanes Plou, Civil Society, APC - confirmed*
*Caroline Tagny and Dafne Sabanes Plou are APC members involved in the theme of violence against women, and will present and discuss some interfaces of freedom of expression and the results of the projects "EROTICS: sex, rights and the Internet" (that aimed to investigate some of the issues concerning sexuality and internet, mainly in the context of content regulation and right of women communication in the United States, South Africa, Brazil, India and Lebanon) and "End violence: Women's rights and safety online" (concerning violence against women and ICTs in Bosnia Herzegovina, Colombia, Democratic Republic of Congo, Kenya, Mexico, Pakistan and Palestine).*

*Ideas for more debaters (yet to be invited): Monica Paz (Civil Society - Academia, Gig@ UFBA), Aila Mahmutović Rebecca MacKinnon (Civil Society - Academia, or another researcher involved in the UNESCO "Fostering Freedom Online" report), Ideli Salvatti (Government, Minister of Human Rights, involved in the interministerial group monitoring the hate speech on social networks in Brazil, or another governmental official), Joana Varon (Civil Society, Brazilian activist and researcher in the area of privacy and surveillance), Laura Tresca (Civil Society, Article19 Brazil, or another Article19 representative, involved in freedom of expression projects), Regina Lima (Private Sector, Twitter), Marcel Leonardi (Private Sector, Google), Bruno Magrani (Private Sector, Facebook), or other Internet companies representatives. Private sector representatives bring an important experience on the difficulties in dealing with violations.*

**Summary of discussion**

The panelists addressed the issue with some considerations about the the use of ICTs for private expression in cases in which the content is being exploited publicly by someone who was intimately involved with the victim. They also raised issues regarding professionals (activists, journalists, writers, researchers, musicians, actors) often involved in public expression occupations, which usually involves aspects connected to the freedom of expression in personal and political spheres.

The panelists also took the chance to discuss what happens to survivors or victims of physical assault. The physical and psychological safety of most of the victims remains at stake, involving crimes such as filming a gang rape and resulting in extreme consequences such as suicide. Harassment, threats, silencing through verbal abuse are some of the violations to which victims are constantly subjected.

Some of the biggest challenges pointed out by the panelists are connected with the necessity of building scalable systems. The variety of users around the world flagging all sort of contents makes the sheer scale often incredibly tough to deal with. Understanding context and recognizing ways to work with offline partners around the world were questions also raised during the discussion.

## *WS 197. Net Neutrality: Yes, No or Maybe?*

*Transcript*

*Video*

*Speakers: - Carolina Rossini - Civil society: an Argentine lawyer, Rossini is now Vice President for International Policy at Public Knowledge. She has been a leading advocate of net neutrality regulation in international fora, including the IGF (confirmed).*
*- Eduardo Bertoni - Academic: an Argentine law professor, Bertoni has been actively engaged in Argentina's debate over net neutrality, including testifying on proposed legislation. (confirmed)*

*MAYBE*
*- Sally Wentworth - Civil Society:is Vice President of Global Policy Development for the Internet Society. She has voiced concerns about reliance on the FCC's reliance on Title II rules designed for monopoly telephone networks*
*http://goo.gl/VTr0Mb*
*- Matthew Prince - Private Sector: is CEO of CloudFlare, a free global CDN and DNS provider. While advocating net neutrality, Prince has voiced concern about the approach taken by the U.S. FCC:*
*https://blog.cloudflare.com/net-neutrality/ Prince has not committed fullly to attending but if he cannot, CloudFlare's Heather West (formerly of Goolgle), can.*
*- Bob Pepper - Private Sector: Vice President, Global Technology Policy at Cisco and former advisor to six FCC chairman (of both parties). Pepper has advocated a case-by-case approach to net neutrality: http://www.technewsworld.com/story/56272.html*

*CON*
*- Christopher Yoo - Academic: As a law professor at the University of Pennsylvania, places the net neutrality debate within the larger context of telecom regulation but also offers a comparative perspective based on his work studying European broadband regulation, especially akin to Title II.*
*- Berin Szoka - Civil Society: President of TechFreedom, former Internet law practitioner, and a leading critic of the FCC's Open Internet Order. Szoka has advocated alternative approaches to regulation, focused on enforcement of competition and consumer protection law, greater reliance on multistakeholder processes with government as a backstop enforcer, and facilitating greater broadband competition by removing regulatory barriers to entry and public-private partnerships that lower broadband deployment costs.*

## ***WS 200. DoubleIrish,DutchSandwich,aCaipirinha:InternetTaxationTale***

*Transcript*

*Video*

*Speakers: 1. Igor Vilas Boas de Freitas - Anatel*
*• Brazil*
*• Anatel (National Telecommunication Agency)*
*• Commissioner*

*2. Balázs Gulyás*
*• Hungary*
*• Civil Society*
*• Political blogger*
*• Selected due to relevant work in organizing protests in Hungary against Internet taxation*
*• http://hu.euronews.com/2014/10/28/interview-with-organizer-of-budapest-protest/*
*• BBC: "Hungary internet tax cancelled after mass protests"*
*• Wikipedia: "2014 Hungarian Internet tax protests"*
*• The Guardian: "Hungarians march again in protest against internet tax plan"*
*• The Economist: "Hungary's internet tax - A bit of protest"*
*• Various Youtube links: "Hungarian internet tax protest"*
*• Contacted: YES*

*3. Primavera di Philippi*
*• France*
*• Civil Society*
*• Berkman Center for Internet & Society, Harvard University*
*• Selected as a bitcoin/virtual currency regulation expert*
*• Contacted: YES*

*4. Fitahiana Zoniaina Rakotomalala*
*• Madagascar*
*• Civil Society*
*• DiploFoundation (former student)*

• *Selected due to relevant taxation work and research*
• *http://www.diplointernetgovernance.org/profile/ZoniainaFitahianaRAKOTOMALALA;*
• *Contacted: YES*

*5. Carlos Raúl Gutierrez*
• *Costa Rica*
• *GNSO Council at ICANN, Internet Society/Costa Rica*
• *Selected as Taxation specialist, Economist*
• *Contacted: YES*

*6. Parminder Jeet Singh*
• *India*
• *IT for Change*
• *Civil society*
• *Contacted: YES*

*7. Carlos J. Perez Chow*
• *Mexico*
• *Private Sector*
• *Associate at Creel Abogados, S.C.*
• *Selected as a specialist in taxation in Mexico and US*
• *Contacted: YES*

*8. Renata Emery*
• *Brazil*
• *Private sector, Partner of Xavier, Duque Estrada, Emery, Denardi Advogados*
• *Selected as an expert lawyer in global Internet taxation matters*
• *Contacted: YES*

*9. Usman Ahmed*
• *United States*
• *Civil Society*
• *Georgetown University Law Center*
• *Selected as an expert, Professor of International Law and the Internet*
• *Contacted: YES*

**Summary of discussion**

1. Usman Ahmed, Georgetown University Law Center, United States

The state of ecommerce and other crossborder transactions demands new forms of taxation. The nationstate-centered model that we currently have gives space to tax avoidance schemes such as the so called "Double Irish Dutch sandwich", specially in regard of profits deriving from IP (intellectual property) products. Traditional taxation laws are designed to material goods and products. Different form them, IP products, the main revenue source for internet companies, may be created anywhere and delivered anywhere else. Regarding tax laws, there is no transnational authority desining standards like we have for internet infrastructure. The WTO and the OECD have been trying to deliver some contributions, but their standards are not binding and vary greatly among them.

2. Renata Emery, Partner of Xavier, Duque Estrada, Emery, Denardi Advogados, Brazil

It is hard for State laws to keep pace with the technological developments. Gaps in legislation tend to show up eventually. We can see problems like double taxation or double-non-taxation loopholes like the "Double Irish Dutch Sandwich" scheme all the time. The OECD started this year 15 action plans. The first of them regards digital economy. It is a pressing issue because the virtuality and dematerialization of economy make it easier to re-locate IP products and rights in order to avoid taxation. The plan is to identify digital business and try to promote measures to avoid non-taxation.

OECD is combating the artificial arrangements the split profits and economic activities, a practice that affects the tax legal systems and there capacity to be enforced. The main target are multinational corporations, but on the internet we have a bigger issue with small business and users, that are harder to monitor.

3. Balázs Gulyás, Civil society, Hungary

In Hungary, the elected government tried to impose na internet usage tax. At the price of 0,5 dollar/GB – later changed to a top 2,5 dollars monthly – the Hungarian government tried to turn the internet access in a tax revenue source. It was clearly a measure to fill budgetary gaps, but the population saw it also as a invasion of their private space and a violation of internet access rigths. Therefore, thousands of people marched on the street for a tax related issue. The point here is to show that taxation is also a political topic.

4. Carlos J. Perez Chow, Creel Abogados, Mexico

The mobility of financial transactions made possible to internet companies to split profits and products. Before the internet, most exports in the world were business-to-business transactions. Now, they are business-to-consumers and even consumers-to-consumers transactions. Therefore, a considerable part of international commerce is composed by non-taxable exchanges. We have a problem because taxation laws are domestic regulations, but the internet poses an international commerce issue. Agora uma parte consideraável do comércio é composta por essas comprar não-tributáveis.

5. Igor Vilas Boas de Freitas, Comissioner, Anatel (National Telecommunication Agency), Brazil

In Brazil, the regulatory agency for telecommunications is one of the biggest tax collectors in the country. Here, telecommunications are more harshly taxed than online services, wich became a problem since internet connection providers and service providers started to offer very similar products to internet users. So far we do not have a legal solution to balance the tax environment regarding the different kinds of services and actors on the digital economy. In the comissioner's opinion, this issue should be addressed in a multilateral forum, as taxation is main governmental question.

6. Parminder Jeet Singh, IT for Change, India

People commonly do not believe that internet transactions should be taxed. It is part of a political culture that sees the internet as something apart from state regulations. But taxes are necessary to keep governments working. They are also a matter of economic re-distribution. Of course the online environment is different from material relations and should be taxed differently. We have to stay away from internet exceptionalisms. Digital networks are one more social dimension and should be treated like this.

7. Fitahiana Zoniaina Rakotomalala, Civil Society, Madagascar

e-Commerce can generate economic growth, but states need to learn how to regulate it. Firstly, governments seem to have difficulties defining ecommerce. Secondly, tax authorities usually do not have know-how to
track online transactions. Also, tax agreements are complicated and hard to understand and aply on ecommerce. Because of the profit revenue manipulation that some internet companies do, it is hard do indentify profit creation. So, the lack of expertise is an importante point that should be adressed by States. Also, different skills have to be framed to create a simple, efficient and fair tax environment, such as law, economy and IT.

***WS 201. Ensuring sustainability for IXPs in the developing world***

*Transcript*

*Video*

*Speakers: Henrique Faulhaber*
*Private Sector*
*Calandra Solutions*
*Knowledge on Internet Economy*
*Y*

*Milton Kaoru Kashiwakura*
*Techical Comunity*
*NIC.br*
*Knowledge on Internet technical issues*
*Y*

*Ariel Graizer*
*Private Sector*
*NAP CAbase*
*Knowledge on IXP Economic Issues*
*Y*

*Bastiaan Goslings*
*Private Sector*
*AMS-IX*
*Knowledge on IXP Economic Issues*
*Y*

*Malcolm Hutty*
*Private Sector*
*LINX*
*Knowledge on IXP Economic Issues*
*Y*

*Katsuyasu Toyama*
*Private Sector*
*Internet Multifeed Co*
*Y*

*Jane Coffin*
*Civil Society*
*ISOC*
*Y*

**Summary of discussion**

The workshop started with a speech setting the current scenario of IXPs. According to participants, bandwidth management has been for some time an evolving concern for the Internet community around the globe. The rapid introduction of new Internet applications and services and the fast growth of Internet-connected devices have created new challenges for the rational management of the networks. Despite the advent of initiatives like the CDNs aiming to optimize content distribution and the increasing of bandwidth capacity with the rise of technologies as 5G, Internet Exchange Points - IXPs has became an important strategy for enhancing the quality of Internet operation.

Participants recognized that despite solid evidences and the well known benefits of IXP projects, the challenge of effectively involving the Autonomous Systems community in a country poses great challenges to the sustainability of the initiatives. There are approximately 450 IXPs distributed in 117 countries around the world. Among those, 300 disclose information about the amount of traffic exchanged in its premises. Only 3% of them exchange more than 500 Gigabits. There are still 86 countries without IXPs, most of which are developing countries.

Panelists presented different models of how IXPs are settled, bringing insights and useful information about the infrastructure architecture and operation of IXPs worldwide. We've listened to diverse types of experiences regarding IXPs. Among examples ranging from not for profit entities to profitable corporate complexes, we've learned about the Netherlands, Argentina, Brazil, United Kingdom, and other countries cited by participants. One of the important strategies presented by the panelists to stimulate local ISPs to participate in local IXPs where the community hasn't engaged effectively yet is encouraging content providers to deliver content in those IXPs.

Different perspectives arose during the debate. The majority of participants advocates that the challenge must be left to the market and Internet stakeholders considering the self-evidence of the benefits to the IXPs community. In this perspective policymakers or governments only have to intervene removing barriers to the IXPs creation. Others may consider that the role of government is prominent in inducing the creation and development of IXP community. It was mentioned that the role of government in countries where telcos market conditions may restrain the creation and the sustainability of IXPs is important. Internet Exchange Points only exist where there are many providers needing to exchange traffic. If the ISP market is too concentrated or there is a single player with monopoly power over certain infrastructure or rights of way, such as international gateways, government can play a fundamental role.

In Japan, the first IXP was not established by government initiatives but through the collaboration among the country's ISPs. The major IXPs in Japan are nowadays commercial for profit organization. According to panelists, in Japan customers are very sensitive to service quality of IXP infrastructure, from the perspectives such as reliability, stability, accountability and responsibility. Some considered that costumers wouldn't be satisfied with a voluntary or “best effort” operation, thus required very high quality service to IXPs.

However it was mentioned that not for profit organizations can also guarantee high standard quality of services. Moreover, there are different models to meet different markets. Some clients favor high reliability and scale capacity. Other small networks might favor low costs. Participants have agreed that providing a voluntary service without guaranteeing a high standard of quality may put good initiatives at risk.

Participants raised a question about the insertion of a second IXP initiative in the same location. Panelists agreed it will depend on particular conditions, that means the insertion itself does not guarantee benefit for the entire community.

***WS 207. Economics of Global Internet Deployment***

*Transcript*

*Video*

*Speakers: - Moderator: Geoffrey Manne, Civil Society: Executive Director of the International Center for Law & Economics and former professor of law at Lewis & Clark Law School. Manne is a leading expert on the interplay between regulation, antitrust law, and investment. (confirmed)*

*- Diana Carew, Civil Society: Progressive Policy Institute: A PhD Economist, Carew recently authored a detailed analysis entitled “Zero-Rating: Kick-Starting Internet Ecosystems in Developing Countries.” Her broader work explores the economics of the Internet. (confirmed)*

*- Christopher Yoo, Academic:As a law professor at the University of Pennsylvania with a special research focus on law and economics, Yoo has studied the effects on investment of the regulatory paradigms of the U.S. and Europe. He will present this paper at the panel: http://goo.gl/1GTGdd (confirmed)*

*- A mobile operator in a developing market. I’m working on getting someone from an Indian company.*

*- David Abecassis, Private Sector: An industry analyst with Analysis Mason who has written on investment made by content/edge providers: http://www.analysysmason.com/About-Us/News/Newsletter/Internet-infrastructure-investment-Oct2014/ (confirmed)*

*- Sonia Jorge, Civil Society: , Executive Director of the Alliance for an Affordable Internet and lead author of their Affordability Report (invited, current discussing the panel)*

*- Greg Wyler, Private Sector, American entrepreneur who tried to deploy mobile network in Rwanda ~2006 and is now heading O3b satellite network focused on developing countries (invited but not confirmed)*

*- Google Brazil, Private Sector: - A representative of Google, most likely from Google Brazil, will focus on Google's experience in developing markets. (confirmed pending specific person)*

*- Michael O'Reirdan, Private Sector: A British engineer, O'Reirdan has had a long career in both cable and wireless infrastructure, especially in Hong Kong..He is currently an Engineering Fellow at Comcast Cable and also currently chairs the Message Anti-Abuse Working Group (MAAWG). (confirmed)*

***WS 214. Internet interconnection under regulatory pressure***

*Transcript*

*Video*

*Speakers: Mohamed El Bashir (Qatar Communications Regulatory Authority),*
*Prof. Dr. Laura DeNardis (American University, remotely),*
*Mike Jensen (APC),*
*Manoj Kumar Misra (Association of Competitive Telecom Operators/Vodafone),*
*Bill Woodcock (Packet Clearing House)*

**Summary of discussion**

Interconnection disputes as expressions of market nuisance
An observer from the audience ("Mike from Google") commented that interconnection disputes expressed a lack of competition. He said that this is what regulators need to look at. Mohammed el Bashir answered that in his region, interventions only took place in cases of market dominance, not as an end in itself. Another observer (Thomas Grub, Deutsche Telekom) criticised the suggestion that large operators should treat small ones on equal terms, because they were not equal. "Connectivity" as a global resource was created by private property and investment. For ISPs, monetising from access customers is not enough of an incentive to build up bandwidth globally. Also, with regard to the demanded transparency: if all business aspects of interconnection were transparent, there would be no space for negotiations anymore. Also, information asymmetry was the normal state for competitive markets. Bill Woodcock picked up this point and said, that interconnection regulation needs to be understood as aspirational in the sense that it should produce more equality between the interconnection parties so that markets become more competitive. Mike Jensen pointed out that both markets and also the dominance of incumbents differs especially between developing and developed countries. How open a market was could be seen as a litmus test for the need of regulation. The panellists seemed to agree that the approach should be to first have the industry try to solve interconnection issues by themselves and to step in with regulatory means or threats thereof only in cases of conflict.

Categorisation of network actors
Thomas Grub (Deutsche Telekom) asked the panellists whether there should not be a distinction between so-called Tier 1 and Tier 2 providers at exchanges. Incumbents/Tier 1 providers could serve as connectivity backups if a national IXP went down. Bill Woodcock rejected the idea, arguing that the notion of tiers was not a good basis for regulation because he regarded it as not objective: "Tier 1 is always yourself. Tier 2 is always somebody else." Mohamed el Bashir added that several other network actors, e.g. content providers or university networks, would need to be included in discussions about

categorisations of network actors.

Internet interconnection, security und user's trust
Internet interconnection also comes into focus with regard to security issues and user concerns about the confidentiality of their communications. How is the market going to address this? Bill Woodcock argued that interconnection was not the appropriate area for problem solving of such security concerns. Instead, data should be protected by end-to-end security, both when it is in transit and when it was at rest. Mohamed el Bashir added, that the industry was taking the lead in terms of security and trust-building after the Snowden revelation. Regulators should just be facilitators.

### ***WS 219. Addressing funding challenges for continuous innovation***

*Transcript*

*Video*

*Speakers: • Mr. Laurent Elder, IDRC, Government, CANADA, Western Europe and Others Group – WEOG. Views on how the Canadian government is structuring aid and trade support around innovation and Internet development: the need to innovate around fund raising and project support. Contacted and confirmed.*

*• Mr. Jens Karberg, Sida, Government, Sweden, Western Europe and Others Group – WEOG and Mr. Jens Karberg, Sida, Government, SWEDEN, Western Europe and Others Group – WEOG. Views on how the Swedish government structures its aid portfolio in light of the approved SDGs and the Addis Ababa Action Agenda. Contacted and confirmed.*

*• Paul Wilson, APNIC. Technical Community, AUSTRALIA, Western Europe and Others Group – WEOG. Views on how the technical community is responding to the challenges around funding for innovation and Internet development through a variety of mechanism, including the Seed Alliance. Contacted and confirmed.*

*• Vint Cerf, Google / Internet Evangelist. Western Europe and Others Group – WEOG. Views on how private sector provides funding to support Internet development and facilitates mentoring and networking. Contacted, participation to be confirmed.*

**Summary of discussion**

- How innovators can obtain funding: a. centering on creativity and proposing daring ideas; sometimes it is not just a new technology but innovative uses of existing ones. b. having patience and being persistent; good, innovative products address complex problems and it takes time for them to grow and take off; c. working on visibility is key so that funders can find us; it is important to work on building reputation and actively communicate what sets our innovation apart; d. finally, development agencies seek projects that make an impact on people's lives Funders also understand that there is a failure rate in innovation, but that is important to take risks and not always fund the same successful cases.
- The continuous quest for innovation makes it difficult for small organizations to guarantee continuation of those ideas that "worked". Donors, grant makers, banks, investors, etc find difficult to secure allocate funding to community organizations for core requirements (for example electricity or fast Internet access in rural areas) although without those elements it is very difficult to guarantee equal participation on the information society.
- There is a growing market for solutions to development problems, with small to big companies offering low cost services, apps to bypass lack of services, for example. Many of them are based in developed countries, and are making substantial profits that unfortunately do not seem to reach communities in need.

### ***WS 223. Community Networks: a Revolutionary Paradigm***

*Transcript*

*Video*

*Speakers: Mr Lee Hibbard, intergovernmental organization, Council of Europe,*
*The speaker has been invited to share the CoE perspective on community networks as a tool for social inclusion, individual empowerment and democracy enhancement.*

*Mr Bob Frankston, private sector, IEEE Consumer Electronics Society*
*The speaker has been invited because of his considerable academic work and experience in the field of community networks.*

*Mr Frédéric Donck, technical community, ISOC*
*The speaker has been invited because ISOC has been a key player in promoting and supporting the development of community networks*

*Ms Primavera De Filippi, Civil Society, Berkman Center for Internet and Society*
*The speaker has been invited to share her academic work on community networks*

*Mr Arvind Khaderi, civil society, Follow the Sheep, India*
*The speaker has been invited because of his personal engagement in developing community networks in India*
*The speaker has already been contacted and accepted the invitation*

*Ms Ritu Srivastava, Civil Society, Digital Empowerment Foundation*
*The speaker has been invited because of her personal engagement in promoting empowerment through internet technology*

*Mr Diego Vicentin, Federal University of Campinas*
*The speaker has been invited because of his personal engagement in promoting education throug internet technology*

**Summary of discussion**

The purpose of this workshop was to analyse the main regulatory, economic, social, and organisational aspects of the community networks debate, from different stakeholders' perspectives. Additionally, it was hoped to achieve a common ground to move forward the discussion on community networks and further analyse how such networks may be used to foster sustainable Internet connectivity while empowering Internet users.

Panellists highlighted the need to understand the Internet as a networking technique able to foster an open and decentralised communication environment. Participants stressed the need to focus on decentralisation not only as a core Internet principle but also as a key element to understand the role of community networks as engines for local empowerment within a global network.

Both panellists and participants discussed several community network examples. Such examples targeted different regions of the world, with particular regard to India, the European Union and Latin America. The participants stressed the great diversity of the organisation and funding models of the various community networks, highlighting that local communities independently define such models in a very participatory and democratic way. The challenges and advantages of the various community network experiences were the object of an intense discussion, stressing their great potential for community empowerment, while highlighting the need for further cooperation in order to realise such potential.

Participants analysed the benefits of community networks with regard to user empowerment, freedom of speech, as well as availability and affordability of Internet connection. Importantly, participants stressed the value of community networks to foster the production and circulation of local content, thus promoting freedom of expression and access to information. Furthermore, participants stressed the relevance of capacity building in order to educate and empower local communities and allow them to set up and run networks. Interestingly, capacity building is fundamental to trigger the development of community networks but is also an effect of community networks themselves that seem to trigger a virtuous circle of knowledge-and-information sharing amongst the community networks' participants.

Economic sustainability of community networks was debated, stressing the need to analyse existing financing models in order to find appropriate solutions to finance both infrastructure and network

maintenance. Participants stressed that in some cases community networks may have been subsidised by local or national government's but several cases, from India, Argentina and Spain, showed the concrete possibility to have community driven investments were participants autonomously fund their network being independent from external funding. Consensus emerged on the need for sustainable funding models, possibly based on contributions from everyone in the community. Such model works best, initially, with small communities because then people are aware they are paying for their shared resources and can directly perceive the benefits of connectivity and have a say in the management.

Moreover it was stressed the potential of community networks in order to stimulate local economy. Particularly relevant was the idea – experimented by the Guifi.net network – to deploy 'CommunityCoin', a cryptocurrency based on block-chain technology aimed at rewarding the contribution of community members, thus encouraging participation.

The role of governments to develop educational policies, establish incentives or, in some cases, subsidise infrastructure was noticed by several participants. It was stressed that both national and international policies and regulations have the potential to both limit and foster the development of community networking. Particularly, this may be the case with regard to policies and regulations limiting the use of spectrum. Participants agreed that good regulations may facilitate and incentivise the deployment of community networks but, in order to do so, policymakers need to understand the value as well as the functioning of community networks.

Panellists also raised the issue of the connection of community networks to backbone infrastructure pointing out the need for a more global approach, fostering communication, coordination and synergy amongst different community networks.

### ***WS 224. Information Controls in the Global South***

*Transcript*

*Video*

*Speakers: Valeria Milanes*
*Civil Society*
*Director, Free Expression, Asociación por los Derechos Civiles*
*Argentina*
*Contacted: Yes*

*Ariel Barbosa*
*Civil Society*
*Director of Technological Projects, Colnodo*
*Colombia*
*Contacted: Yes*

*Luis Fernando Garcia*
*Civil Society*
*Attorney, Red en Defensa de les Derechos Digitales*
*Mexico*
*Contacted: Yes*

*Eleonora Rabinovich*
*Private Sector*
*Public Policy Manager, Google Latin America*
*Contacted: Yes*

*Paz Peña*
*Civil Society*

*Advocacy Director, Derechos Digitales*
*Contacted: Yes*

**Summary of discussion**

The workshop explored trends and efforts by civil society organizations in Latin America in challenging information controls (e.g., censorship, filtering, and surveillance) and making meaningful impact on freedom of expression. Ariel Barbosa from Colnodo outlined civil society's efforts in Colombia to actively engage private sector and government, which has outlined a new ICT plan on Internet governance issues for the next four years. The organization is also particularly concerned with the digital threats faced by female human rights defenders, and is currently working with Sulá Batsú in Costa Rica to tackle these issues as part of the Citizen Lab's Cyber Stewards Network project.

Eleonora Rabinovich from Google described the challenges faced by the company in operating in the region. She noted, for example, that as of May 2015 there has been a 22 percent increase in information requests from governments in Latin America. Luis Fernando Garcia of R3D presented findings from the Hacking Team leaks which revealed, among other things, that Mexico is its biggest paying client. The Mexican government, however, has denied purchasing any spying software by the current government of President Enrique Pena Nieto.

Valeria Milanes from Asociación por los Derechos Civiles in Argentina described the current situation in Argentina, which has a surveillance culture that is a legacy from previous authoritarian rule. She explained that ADC is involved in a project with Derechos Digitales in Chile as part of the Cyber Stewards Network, which aims to integrate human rights perspectives into debates on information controls. This project aims at both countries in particular, and in the region in general, such as through the Organization of American States. Gisela Perez de Acha from Derechos Digitales described the situation in Latin America as one that is concerning. Though Latin American governments are democratic, they have poor oversight mechanisms of their intelligence and security agencies, resulting in the risk of human rights abuses. Recent reports of governments purchasing sophisticated surveillance equipment have added to concerns. As such, she urged civil society organizations to continue to push for accountability and transparency from governments in the region.

## ***WS 225. Terms of Service as Cyber-Regulation***

*Transcript*

*Video*

*Speakers: Mr Mattias Bjarnemalm, governmental organization, European Parliament*
*The speaker has been invited to share the EU Parliament works with regard to Internet service providers and human rights.*
*The speaker has already been contacted*

*Ms Xianhong Hu, intergovernmental organization, UNESCO*
*The speaker has been invited to share the UNESCO works with regard to Internet intermediaries*
*The speaker has already been contacted*

*Ms Jamila Venturini, civil society, Center for Technology & Society at Fundaçao Getulio Vargas*
*The speaker has been invited to share the work of the Terms of Service % Human Rights Project run by CTS*
*The speaker has already been contacted and confirmed her participation*

*Mr Allon Bar, civil society, Ranking Digital Rights*
*The speaker has been invited to share the work of RDR with regard to cinternet companies' ToS*
*The speaker has already been contacted and confirmed his participation*

*Ms Neide de Oliveira, Public Prosecutor´s Office, Rio de Janeiro*
*The speaker has been invited because of her extensive experience with regard to regulatory implementation concerning internet*

*complanies*
*The speaker has already been contacted*

*Mr Jeremy Malcom, civil society, EFF*
*The speaker has been invited because of his extensive experience with regard to human rights issues and intermediary liability*
*The speaker has already been contacted and confirmed his participation*

**Summary of discussion**

Discussions have taken around issues in how our behaviors in the online environment are regulated. What are the instruments that regulate our behaviors in the online environment, and who defines those instruments? How is the relation we have with every content and application provider, with every internet access provider, shaped?

By analyzing these key questions it was stressed that digital intermediaries have a major influence on how the Internet is used and how their terms of use can impact Internet users' rights.

Finally, it was observed that the panelists and participants were well aware of the problems to be faced and tried to discuss solutions to improve the current situation of imbalance between users and intermediaries.

***WS 226. Internet governance and Open Government Data initiatives***

*Transcript*

*Video*

*Speakers: 1. Prof. Nii Quaynor. University of Cape Coast, Ghana. (Chair)*
*2. Dr. Haiying Wu, China Association of Science and Technology (Co-Chair)*
*3. Prof. Tao. Xiaofeng. China Association of Science and Technology*
*4. Ms. Nnenna Nwankanma, Web Foundation*
*5. Ms. Valentina Pavel, Romania Open Data and Civil Society*
*6. Mrs Florence Toffa*
*7. Mr. Sonigitu Ekpe. Nigeria Government / Civil Society*
*8. Mr. Bonface Witaba. Kenya Open Education / Civil Society*

**Summary of discussion**

The session began with a statement from Dr. Haiying Wu (Co-Chair) from China Association for Science and Technology (CAST). Madam Wu extended her sincere thanks to IGF, the workshop organisers and Ghana for the support and cooperation in the organisation of the workshop.

She stated China's interest in Internet governance and open government data. She alluded that, CAST is governmental organisation of scientists and engineers in China and has 204 national societies and many local branches in provinces, cities, universities and companies within China. She said CAST serves as a bridge that links Chinese Government to the science communities in China and 600 million Internet users in China.

In her statement, the Chinese Government is now launching Internet Action Plan such as Internet plus education and Internet plus health care; CAST is currently working on China's communication project which is also an Internet science popularization project that will benefit the citizens of China. Meanwhile CAST has been the support of the IGF for two years by organising workshops and exhibitions. The topic this year is Internet Governance and Open Government Data initiatives. According to her, CAST appreciate the opportunity to co-organize the workshop with Ghana. It was her believe that the workshop will not only provide wide platform to exchange information between scholars and officials both from China and Ghana but also offer all of the participants an opportunity to exchange views and share their experience of Internet Governance.

PANEL DISCUSSION.

Prof. Quaynor, before the panel discussions, set the pace by stating the following:

1. How open government data will help and benefit public services development
2. How evident based work can improved planning and development
3. How the promotion of Open government data can support the implementation of the SDG's at both the national and global level
4. How open data can improve journalism, deepen democracy and increase civil participation
5. How open data can promote and increase transparency, accountability and efficiency in government through citizen participation and feedback
6. Better understanding by civil society of the reasons for government decisions

Bonface Witaba, Kenya, stated how open government has taken root in Africa with Ghana, Kenya and South Africa being the pioneers of open data in the African region. With Kenya as an example, the passing of the right to information act, served as a catalyst to the government setting up the Kenya open data initiative and to some extent, the passing of the right to information act and the creation of the Open Data Initiative has introduced some checks and balances within government, citizens and the private sectors.

He further stated that, Government is able to be put on task to budgetary allocation and expenditure when you talk about open data initiative. According to him he doesn't believe think open data in Kenya would have been successful if not for the partnership of Open Government Partnership concepts initiatives and partners. So when you look at the perspective, it is more accountable Government which is accountable to the citizens and the citizens are able to know what the Government is up to in terms of how it's spending public funds from public coffers.

He also alluded that industry is another area where open data can be of great help because we find some of the richest countries in Africa have mineral resources but in the long run, such countries still remain poor because there is no data and no one is held accountable for the minerals. He is of the view that, when data is open citizenry will be able to trust Government in terms of its operations.

He concluded by stating how the Internet has transformed into Internet of things with over 5 billion devices connected to the Internet and that there is no reason Governments should not open data to its citizens. He concluded by saying, governments need to use innovative tools as well to engage citizens because transparency, collaboration, innovation and participation result in openness.

Sonigitu Ekpe, Nigeria, was of the view that Internet governance and Open government data would really help through sustainability, but the first thing is how to balance privacy with transparency and accountability in the context of public information. The second challenge flows from the disruption of traditional approaches to privacy based on a collapse of the distinction between public and private sector actors. He was quick to also add that, open data and open Government will have to give up everything and then we can all be able to start looking at sustainable approaches to coordinate and collaborate for a better living.

Valentina Pavel, Romania, explained how open data initiatives work in Romania and a bit of the context in Europe. She stated that Romania has signed an Open Government Partnership in 2011 and since then the Government is more focused on open data. A data portal has also been created; however, in all of these years, there are only 329 data sets hence when it comes to developing public services, they need to ask for more data in order to find out exactly what the benefits for society are.

Valentina, mention the fact that in 2013 the European Commission approved the public sector information directive which amends the public sector information. All of the European countries had to implement this text. From her point of view, fortunately Romania just did an unfortunate copy based

of the text it therefore lost the opportunity to take a step further and to take advantage of public or the free use of the sector information.

She also mentioned the fact that more information on public sector use is available on a platform where different national correspondents are putting relevant information from their countries related to open data policies and public sector information. She also stated that there was a standard developed by the World Wide Web consortium which focused on explaining how different open data portals could be interoperable, and if anyone from the audience is interested in working with open data and integrating more open data platforms, participants can access the website for recordings which will be made available.

She concluded by sharing example of how civil society gather up to build some open data apps. Since 20122013, there have been two coalitions, one on open data and another on open educational resources. People from civil society, government, and the private sector meet regularly to find solutions to push the open data movement in Romania. From her point of view, some of the best examples of open data initiatives in Romania were a website with open budgets for every region. So when there are social problems, when there are issues that affect a number of people, citizens get the tendency on building something which is useful for society. She concluded by saying the human nature of all aspect of open data really brings us together to make the open data movement go further.

Nnenna Nwakanwa, Web Foundation and World Bank consultant on Open Data, elaborated on the open data barometer the Web foundation published in 2014. In addition she stated that the open data barometer is the study of over 86 countries. She further added that China is not part of the study and Was therefore pleased China is co-organizing the workshop with Ghana. Nnenna thanked China for recorgnising Internet governance and Open data as the way to go and expected more openness from the Government of China in terms of its operations.

Nnenna's second submission further stated that, there is an internationally agreed upon open data charter (http://opendatacharter.net) that helps to foster greater coherence and collaboration for the increased adoption and implementation of shared open data principles, standards and good practices across sectors around the world. Nnenna also alluded that, Open by default public data should be open by default. In other words, information does not belong to the Government, It belongs to the people and if government needs to close it, then government will have to give a tangible explanations for the closure.

She further stated in her submission that data should be timely and comprehensive, if you are giving data of 2,000 this year, then in most cases the data has lost its relevance, accessibility and usability. She stated that when you put all of data under copyright, it means we cannot even use it and It is not right for government to write data in a book to sell as this practice is totally not opening and releasing data. She further explain that when talking about open data we are talking about formats that can be used; open licenses we are talking about data that is comparable and interoperable so that this year it can be used, next year it can be use and when other formats are open, they also can be interoperable.

Improved governance and citizen engagement, putting out data in itself is not of any goal unless it improves governance, unless it allows citizens to participate, unless it allows for Government accountability, unless it allows for transparency in what we do. She also stated that citizens do not really care about open data programs but it is improving governance and systems, it is improving transparency, it is improving democracy, it is for inclusive development and innovation.

We are here for Internet and Sustainable Development Goals and that we should not forget about the sustainability we are looking for in our development. We need a place like IGF to share lessons, for collaborators, and doing things together. When we talk about global goals, it does not just mean about poor and rich countries, it means the 7 billion of us.

On her final submission, When the MDG's were adopted 16 years ago, we did not have enough bandwidth, of people to connect to the internet, sharing capacities, computing capacities, but now we do. She agreed that there is still data literacy, there is still data engagement on the part of citizens, we

need to build capacity, but we should use the capacity that we have to move everybody. The Internet has multiplicity inherent in it and that we should use the Internet to share Open Government Data because government data in Brazil will help people in other countries in the world and vise-versa. She finally stated that, the Internet makes it possible for us to have a global data world and we should give all of the information that we can, we should fight for everybody to have the Internet. We should use the Internet as one single tool to help push the development goals.

Florence Toffa panelist from Ghana, touched on the importance of Open Data Projects and went ahead to state that governments should release data that would be useful to society and encourage citizens to use the data for economic empowerment growth. The releasing of government data will drive the demand side of the open data.

She has been able to use open data to train the youth through programs such as hackathons, boot-camps, workshops on data that is being published on the Ghana Open Data Initiative platform, participants through her program were able to use the data to come up with web and mobile application that Visualize Ghana Population, places of convenience, accidental prone areas etc.

Florence inquire from the audience the appropriate meaning of driving data for the benefits of citizens and how to use data? One of the aspects of the projects her organisation embarked on are training of journalists to be able to use open data for their daily reporting.

Florence also stated that, her focus, interest and passion is to be able to translate open data, its benefits and how to be able to translate Internet governance and open data to a new ecosystem where we have people talking about policies, data representation etc.

Prof. Tao of China Association of Science and Technology (CAST), stated in his closing remark how Open Government Data for the public is important and urgent and would benefit companies and also Governments. He further quoted from a speech of China's Prime Minister in China's third session of the 12th national people's Congress this year, March 6th, 2015 a government data should be open to the public as much as possible except some confidential data. This data can be used by various Cloud Computing companies to improve social services and also useful for the Government decision maker.

General Discussions: Question and Contributions from Audience

A participant from Philippines and Indonesia, shared her definition of open data and added another dimension to Nnenna (panelist) points on interoperability and format. In the case of Indonesia and Philippines, it is difficult to have good quality of open data because most data are in pdf's but was quick to add that people get the pdf data and make them into better narratives.

She is of the view that there is the need to also open the dimensions on the Global Open Data Charter because the capacity of Government in Southeast Asia in particular and the two countries she works in, open data is not yet available. They have a very big gap on capacity building. She believes there is no need to be restricted in giving meaning for open data specifically the open data format and interoperability. They need to see more of transparency and accountability from government.

Participant from Ghana, believed open data is important with regards to the numerous benefits outlined by panelists. However, he believes it comes with its own inherent risks. He explained that data quality, some of the information, for instance, if you take crime data, it can be insightful, but it can also be misleading. He then inquire that if security measures are taken to mitigate the risk.

The second question asked has to do with meaningful data. Data that is being put out there are data which are in its raw format and the citizenry have to make meaningful information out of the data. it takes skills to actually take the data and transform it into meaningful information to be used. In this case if you go to the grassroots citizens who we say are making data available too, what skill set do they have to actually take the data and transform it or convert it into meaningful information that can actually be used, What controls, how are we going to build capacity? How are we going to build the knowledge base and skills to actually take this data and convert it into meaningful decisions?

Participants from the Secretariat of transparency Joao Pessoa, His question had to do with the challenge people have to go through using data. We live in a city with a million people, and we have only at top 100 or 120 people have access public data. Those data are put under open formats and in the natural sense is only a group of people who have access to data. He said one of the biggest problem in Brazil is how to use open data to effectively transform society

Participant from Finland: Also state how we seem to be the only party in the world that specifically advocates open Government, unlike other parties. We want to change the current political system through open initiatives to change the laws and increasing the transparency of Governments through publishing the information that is used for the decision making by the political parties.

This lowers the threshold that Governments have for the citizen's participation by giving them a chance to challenge the information that the politicians have before the decisions are made. This decentralizes power which practically always change for the better. He encouraged all political parties in the world to publish the information they use or explain for each case why that cannot be done. He thanked Panelists for advocating and highlighting the principles of open data all over the world.

Participant from the youth IGF programme, CGI and ISOC and from the observatory of Latin America and Caribbean youth, asked a questions on the youth perspective of how the processes of opening up data helps to educate the youth? She is of the view that open that can help change the world effectively.

Participant from Brazil: Agreed with Nnenna (Panelist) on most of the issues raised, she believed that participation in the movement is also a huge issue we have to work on when we talk about open data and not only for government but also the question about how the citizens could use data. She further stated that it is important to engage all.

PANEL DISCUSSION.

Prof. Quaynor, before the panel discussions, set the pace by stating the following:

1. How open government data will help and benefit public services development
2. How evident based work can improved planning and development
3. How the promotion of Open government data can support the implementation of the SDG's at both the national and global level
4. How open data can improve journalism, deepen democracy and increase civil participation
5. How open data can promote and increase transparency, accountability and efficiency in government through citizen participation and feedback
6. Better understanding by civil society of the reasons for government decisions

Bonface Witaba, Kenya, stated how open government has taken root in Africa with Ghana, Kenya and South Africa being the pioneers of open data in the African region. With Kenya as an example, the passing of the right to information act, served as a catalyst to the government setting up the Kenya open data initiative and to some extent, the passing of the right to information act and the creation of the Open Data Initiative has introduced some checks and balances within government, citizens and the private sectors.

He further stated that, Government is able to be put on task to budgetary allocation and expenditure when you talk about open data initiative. According to him he doesn't believe think open data in Kenya would have been successful if not for the partnership of Open Government Partnership concepts initiatives and partners. So when you look at the perspective, it is more accountable Government which is accountable to the citizens and the citizens are able to know what the Government is up to in terms of how it's spending public funds from public coffers.

He also alluded that industry is another area where open data can be of great help because we find some of the richest countries in Africa have mineral resources but in the long run, such countries still remain poor because there is no data and no one is held accountable for the minerals. He is of the view that, when data is open citizenry will be able to trust Government in terms of its operations.

He concluded by stating how the Internet has transformed into Internet of things with over 5 billion devices connected to the Internet and that there is no reason Governments should not open data to its citizens. He concluded by saying, governments need to use innovative tools as well to engage citizens because transparency, collaboration, innovation and participation result in openness.

Sonigitu Ekpe, Nigeria, was of the view that Internet governance and Open government data would really help through sustainability, but the first thing is how to balance privacy with transparency and accountability in the context of public information. The second challenge flows from the disruption of traditional approaches to privacy based on a collapse of the distinction between public and private sector actors. He was quick to also add that, open data and open Government will have to give up everything and then we can all be able to start looking at sustainable approaches to coordinate and collaborate for a better living.

Valentina Pavel, Romania, explained how open data initiatives work in Romania and a bit of the context in Europe. She stated that Romania has signed an Open Government Partnership in 2011 and since then the Government is more focused on open data. A data portal has also been created; however, in all of these years, there are only 329 data sets hence when it comes to developing public services, they need to ask for more data in order to find out exactly what the benefits for society are.

Valentina, mention the fact that in 2013 the European Commission approved the public sector information directive which amends the public sector information. All of the European countries had to implement this text. From her point of view, fortunately Romania just did an unfortunate copy based of the text it therefore lost the opportunity to take a step further and to take advantage of public or the free use of the sector information.

She also mentioned the fact that more information on public sector use is available on a platform where different national correspondents are putting relevant information from their countries related to open data policies and public sector information. She also stated that there was a standard developed by the World Wide Web consortium which focused on explaining how different open data portals could be interoperable, and if anyone from the audience is interested in working with open data and integrating more open data platforms, participants can access the website for recordings which will be made available.

She concluded by sharing example of how civil society gather up to build some open data apps. Since 20122013, there have been two coalitions, one on open data and another on open educational resources. People from civil society, government, and the private sector meet regularly to find solutions to push the open data movement in Romania. From her point of view, some of the best examples of open data initiatives in Romania were a website with open budgets for every region. So when there are social problems, when there are issues that affect a number of people, citizens get the tendency on building something which is useful for society. She concluded by saying the human nature of all aspect of open data really brings us together to make the open data movement go further.

Nnenna Nwakanwa, Web Foundation and World Bank consultant on Open Data, elaborated on the open data barometer the Web foundation published in 2014. In addition she stated that the open data barometer is the study of over 86 countries. She further added that China is not part of the study and Was therefore pleased China is co-organizing the workshop with Ghana. Nnenna thanked China for recorgnising Internet governance and Open data as the way to go and expected more openness from the Government of China in terms of its operations.

Nnenna's second submission further stated that, there is an internationally agreed upon open data charter (http://opendatacharter.net) that helps to foster greater coherence and collaboration for the

increased adoption and implementation of shared open data principles, standards and good practices across sectors around the world. Nnenna also alluded that, Open by default public data should be open by default. In other words, information does not belong to the Government, It belongs to the people and if government needs to close it, then government will have to give a tangible explanations for the closure.

She further stated in her submission that data should be timely and comprehensive, if you are giving data of 2,000 this year, then in most cases the data has lost its relevance, accessibility and usability. She stated that when you put all of data under copyright, it means we cannot even use it and It is not right for government to write data in a book to sell as this practice is totally not opening and releasing data. She further explain that when talking about open data we are talking about formats that can be used; open licenses we are talking about data that is comparable and interoperable so that this year it can be used, next year it can be use and when other formats are open, they also can be interoperable.

Improved governance and citizen engagement, putting out data in itself is not of any goal unless it improves governance, unless it allows citizens to participate, unless it allows for Government accountability, unless it allows for transparency in what we do. She also stated that citizens do not really care about open data programs but it is improving governance and systems, it is improving transparency, it is improving democracy, it is for inclusive development and innovation.

We are here for Internet and Sustainable Development Goals and that we should not forget about the sustainability we are looking for in our development. We need a place like IGF to share lessons, for collaborators, and doing things together. When we talk about global goals, it does not just mean about poor and rich countries, it means the 7 billion of us.

On her final submission, When the MDG's were adopted 16 years ago, we did not have enough bandwidth, of people to connect to the internet, sharing capacities, computing capacities, but now we do. She agreed that there is still data literacy, there is still data engagement on the part of citizens, we need to build capacity, but we should use the capacity that we have to move everybody. The Internet has multiplicity inherent in it and that we should use the Internet to share Open Government Data because government data in Brazil will help people in other countries in the world and vise-versa. She finally stated that, the Internet makes it possible for us to have a global data world and we should give all of the information that we can, we should fight for everybody to have the Internet. We should use the Internet as one single tool to help push the development goals.

Florence Toffa panelist from Ghana, touched on the importance of Open Data Projects and went ahead to state that governments should release data that would be useful to society and encourage citizens to use the data for economic empowerment growth. The releasing of government data will drive the demand side of the open data.

She has been able to use open data to train the youth through programs such as hackathons, boot-camps, workshops on data that is being published on the Ghana Open Data Initiative platform, participants through her program were able to use the data to come up with web and mobile application that Visualize Ghana Population, places of convenience, accidental prone areas etc.

Florence inquire from the audience the appropriate meaning of driving data for the benefits of citizens and how to use data? One of the aspects of the projects her organisation embarked on are training of journalists to be able to use open data for their daily reporting.

Florence also stated that, her focus, interest and passion is to be able to translate open data, its benefits and how to be able to translate Internet governance and open data to a new ecosystem where we have people talking about policies, data representation etc.

Prof. Tao of China Association of Science and Technology (CAST), stated in his closing remark how Open Government Data for the public is important and urgent and would benefit companies and also Governments. He further quoted from a speech of China's Prime Minister in China's third session of the 12th national people's Congress this year, March 6th, 2015 a government data should be open to

the public as much as possible except some confidential data. This data can be used by various Cloud Computing companies to improve social services and also useful for the Government decision maker.

General Discussions: Question and Contributions from Audience

A participant from Philippines and Indonesia, shared her definition of open data and added another dimension to Nnenna (panelist) points on interoperability and format. In the case of Indonesia and Philippines, it is difficult to have good quality of open data because most data are in pdf's but was quick to add that people get the pdf data and make them into better narratives.

She is of the view that there is the need to also open the dimensions on the Global Open Data Charter because the capacity of Government in Southeast Asia in particular and the two countries she works in, open data is not yet available. They have a very big gap on capacity building. She believes there is no need to be restricted in giving meaning for open data specifically the open data format and interoperability. They need to see more of transparency and accountability from government.

Participant from Ghana, believed open data is important with regards to the numerous benefits outlined by panelists. However, he believes it comes with its own inherent risks. He explained that data quality, some of the information, for instance, if you take crime data, it can be insightful, but it can also be misleading. He then inquire that if security measures are taken to mitigate the risk.

The second question asked has to do with meaningful data. Data that is being put out there are data which are in its raw format and the citizenry have to make meaningful information out of the data. it takes skills to actually take the data and transform it into meaningful information to be used. In this case if you go to the grassroots citizens who we say are making data available too, what skill set do they have to actually take the data and transform it or convert it into meaningful information that can actually be used, What controls, how are we going to build capacity? How are we going to build the knowledge base and skills to actually take this data and convert it into meaningful decisions?

Participants from the Secretariat of transparency Joao Pessoa, His question had to do with the challenge people have to go through using data. We live in a city with a million people, and we have only at top 100 or 120 people have access public data. Those data are put under open formats and in the natural sense is only a group of people who have access to data. He said one of the biggest problem in Brazil is how to use open data to effectively transform society

Participant from Finland: Also state how we seem to be the only party in the world that specifically advocates open Government, unlike other parties. We want to change the current political system through open initiatives to change the laws and increasing the transparency of Governments through publishing the information that is used for the decision making by the political parties.

This lowers the threshold that Governments have for the citizen's participation by giving them a chance to challenge the information that the politicians have before the decisions are made. This decentralizes power which practically always change for the better. He encouraged all political parties in the world to publish the information they use or explain for each case why that cannot be done. He thanked Panelists for advocating and highlighting the principles of open data all over the world.

Participant from the youth IGF programme, CGI and ISOC and from the observatory of Latin America and Caribbean youth, asked a questions on the youth perspective of how the processes of opening up data helps to educate the youth? She is of the view that open that can help change the world effectively.

Participant from Brazil: Agreed with Nnenna (Panelist) on most of the issues raised, she believed that participation in the movement is also a huge issue we have to work on when we talk about open data and not only for government but also the question about how the citizens could use data. She further stated that it is important to engage all.

***WS 228. Enhancing Gender Participation within IGFs***

*Transcript*

*Video*

*Speakers: An initiative and questionnaire will be sent to the African IGF, Arab IGF, Asia Pacific IGF, Central Africa IGF, East Africa IGF, EuroDIG, LAC IGF, Persian IGF, Southern Africa IGF, West Africa IGF. Representatives from these IGFs and four selected National IGF representatives will then be invited to participate in the Roundtable.*

***WS 235. Results from Pilot Deliberative Poll @ IGF2015***

*Transcript*

*Video*

*Speakers: We will invite all members of the advisory group of the Deliberative Poll to participate in the roundtable. They will provide insight into the development of this particular DP, the multi-stakeholder process and results of the poll. We do not need assistance to invite these participants and will make them aware of the invitation prior to the event. They are: Vint Cerf, Google, technical community; Eileen Donahoe, Human Rights Watch, civil society; Urs Gasser, Harvard University, civil society; Hartmut Glaser, CGI.br, technical community; Janis Karklins, Latvia, government; Wolfgang Kleinwächter, ICANN, technical community; Jeremy Malcolm, Electronic Frontier Foundation, Civil society. We will also invite Anriette Esterhuysen, the Executive Director of the Association for Progressive Communications, and Norbert Riedel, the Federal Foreign Office's Commissioner for International Cyber Policy International Cyber Policy.*

**Summary of discussion**

The workshop focused on a presentation and discussion of results from the pilot Deliberative Poll held on day 0 and online for this year's IGF. The workshop discussed substantive results prioritizing thirteen possible policy choices that had been previously vetted by an extensive advisory committee. The workshop also discussed whether and to what degree this method of consultation could be employed in further IGF meetings or with this sort of community. A number of participants in the deliberative process attended and offered their views.

***WS 239. Bitcoin, Blockchain and Beyond: FLASH HELP!***

*Transcript*

*Video*

*Speakers: All of the Speakers have been contacted and are confirmed for video or in-person participation. Note: Unfortunately due to last minute changes many were unable to participate in person.*

*Mr. Brian Forde, Technical Community, Director of Digital Currency, MIT Media Lab*
*Policy Dimension: Experienced in navigating new Internet Policy Challenges.*

*Mr. Manu Sporny, Technical Community, Chair W3C Web Payments Community Group,*
*Technical Dimension: Experienced in deploying cutting edge W3C standards based technologies,*

*Ms. Constance Choi, Private Sector, Co-Founder of COALA (Coalition of Automated Legal Applications) and Seven Advisory.*

*Mr. Gabriel Aleixo, Civil Society, Project Lead of Bitcoin Hub and Researcher at ITSrio.org.*
*Community Dimension: Experience with Brazil's approach to cryptographic currency regulation*

*Mr. Patrick Murck, Civil Society, Co-founder Bitcoin Foundation*
*Policy Dimension: Experienced in navigating Bitcoin Policy Challenges.*

*Mr. Pindar Wong, Private Sector, VeriFi (Hong Kong) Ltd.*
*Policy Dimension: Experienced in navigating new Internet Policy Challenges*

*Ms. Primavera De Filippi, Civil Society, Harvard Berkman Center for Internet and Society*
*Legal and Civil Society Dimension: Experienced in Legal issues emerging from Blockchain and Smart Contract Technologies*

*Mr. Urs Gasser, Academic Community, Professor of Practice, Harvard Law School.*
*Legal Dimension: Experienced in Legal Issues*

*Mr. Stephan Tual, Technical Community, Ethereum.org*
*Technical Dimension: Experienced with Technical issues surrounding Blockchain and Smart Contract technologies.*

**Summary of discussion**

The session was organised by Primavera De Filippi (Harvard / CNRS), Constance Choi (SevenAdvisory) and Gabriel Aleixo (ITSrio). [ Pindar Wong and several of the other members were unfortunately unable to attend in person or contribute in time. ]

The objective was to educate, inform and disseminate information on current trends and policy developments with regard to blockchain development and regulation.

The session started with a short presentation of the Bitcoin blockchain (Bitcoin) by Gabriel Alexio, who explained the technical details of this new decentralized payment system that operates independently of any government and central bank.

At its core, the Bitcoin blockchain relies on a decentralized, append-only and immutable ledger, which makes use of cryptographic primitives in order to enable the transformative potential for P2P (Peer-to-Peer) transactions, leading to the potential disintermediation of traditional banks and other financial institutions.

Constance Choi presented the new regulatory challenges that Bitcoin has raised, most notably with regards to taxation, privacy and anti-money-laundering regulations.

Primavera De Filippi subsequently provided a more general overview of the technology underpinning Bitcoin, the blockchain, which can be applied to many other sector of activities that extend beyond financial applications. Often compared to the rise of the early Internet, this emergent technology presents revolutionary opportunities in terms of disintermediation and individual emancipation. Primavera explained, in particular, how this technology is likely to impact the way people work and organise themselves, by enabling the emergence of new governance structures that do not rely on any centralized authority or middleman.

However, the technology is not devoid of any drawbacks.

As we move into the 21st century world of ubiquitous connectivity, decentralized networks and interconnected devices, many new regulatory challenges are progressively emerging, especially when it comes to regulating the activities of autonomous software entities deployed on the blockchain (smart contracts).

The last part of the session featured an interactive discussion with the audience, to foster a reflection on the emerging challenges raised and faced by blockchain technologies.

Everyone has been given an opportunity to speak and contribute to the discussion, with a view to identify what are the most pressing issues and regulatory concerns that should be tacked in the short-term.

Given the great interest in the room, the Q&A (which was originally meant to last only 10 minutes) has been extended up to one hour, taking advantage of the fact that this was the last session of the day.

***WS 241. Revenue Streams that Grow & Sustain Internet Economies***

*Transcript*

*Video*

*Speakers: Matthew Perault, corporate, Head of Global Policy Development, Facebook, confirmed*

*Ambassador David Gross, private sector, expert on Internet Policy which includes revenue and spending areas, confirmed*

*Michael Kende, civil society, Chief Economist, ISOC, Switzerland (US) expert economist in this area, confirmed*

*Manu Bhardwaj, government, Senior Advisor on Technology and Internet Policy to the Under Secretary of State, US Dept. of State, confirmed*

*Jorge G. Infante, civil society, OECD, (US) expert in fiscal policy in this area, confirmed*

*Natasha Jackson, private sector, Head of Consumer Affairs, GSMA, confirmed*

*Clovis Baptista, private sector, former Executive Secretary-CITEL, confirmed*

*Ellen Blackler, private sector, The Walt Disney Company, confirmed*

*Nnenna Nwakanma Africa Coordinator, A4AI, confirmed*

**Summary of discussion**

David Gross opened the workshop with an observation that this workshop would be substantive, concrete and showcase best practices to grow and sustain Internet connectivity, Internet adoption and Internet economies.

Manu Bhardwaj delivered the opening or "setting the stage" remarks. This year he observed, has been an exciting year for those who have labored long in the fields of connecting the unconnected and focusing on the problems associated with the under-connected. He spoke of the new US Department of State Global Connect initiative and of the launch of IGF's Connecting the Next Billion Policy Options intercessional work. He observed how important it is to see so much attention focused on this important and challenging area. He listed as a goal of the US Global Connect initiative connecting 1.5 billion additional people to the Internet by 2020. He mentioned all the public sector and private sector partners Global Connect would be working with and the resources that had been committed to this effort. He said that at the core of the Global Connect initiative was an effort to reach out to other governments and make the case, at the very senior levels of government, that the Internet is as important and critical a national infrastructure as electricity, providing clean drinking water, or transportation. He highlighted the importance of Internet infrastructure investment as well as the importance of digital literacy and local content creation.

Jorge Infante mentioned evidence that clearly point to the fact that a robust and expanding digital economy stimulates growth in a country's GDP. He suggested strongly that competition is one of the best methods of increasing Internet penetration and adoption. He suggested that lowing taxes and fees and making some processes less complex, like right-of-ways filings and tower sighting would go a long way towards advancing Internet penetration. He mentioned how making it easier for new entrance, like those offering pre-paid options, were providing more competition and lowing the prices for those of modest means.

Additional highlights from his presentation:

- Internet consumption very sensitive to prices
- Internet should be looked at as a basic good not a luxury and taxed accordingly

• He mentioned Columbia as a good case study for taxes as they have removed the VAT for smart phones and tablets under $600 dollars
• He mentioned Afghanistan and Pakistan as heading in the wrong direction as they were both proposing to add an additional 20% tax on connectivity
• Both he and Natasha Jackson mentioned that USFs were not performing as expected and that many were holding on to huge amounts of money and not making needed investments. The money should, they both felt, be returned to the carriers and others who will put the money to work.
• Lower taxes on services and custom taxes are also advised.

Matt Perault began by highlighting Jorge's presentation as "taxes down affordability up" suggesting a tee shirt slogan. Matt suggested that to unlock the value of the Internet we need to lower taxes that will in turn lead to growth that will generate more revenue. A very healthy cycle for all stakeholders.

He also mentioned:

• The importance of a free and open Internet
• More taxes lead to less adoption
• Bringing down data costs
• The importance of providing value for coming online (digital literacy and local content)

He addressed Facebook's Free Basics program:

• The program is voluntary and a partnership with the carriers,
• Carriers are not paid
• Open platform for all to join
• On ramp to the Internet
• The program will only work if the participants migrate to a paid data service with the carrier in a reasonable length of time
• 50% of Free Basics subscribers purchase data plans in 30 days
• To experience the Internet is to want the Internet to be a part of your life

Nnenna Nwakanna opened with an example of how ministers and regulators in regions of Africa have acted collectively to significantly lower the cost of access for their people. She mentioned the huge benefits that have come from regions in Africa where regulators and policymakers have united in removing roaming fees for traffic in their countries and across neighboring boarders. You now have whole regions in Africa where there are no roaming charges. This has increased traffic by 800% and been of immense help in areas with significant numbers of displaced people. Often the cell phone is the only method of helping displaced families and communities stay in touch and for aid agencies to be able to track them and administer assistance.

Some of the key point Nnenna made:

• You might loose a little revenue at first from removing roaming fees but you will gain much more revenue due to the sizable increase in usage.
• There is a huge social benefit in removing roaming charges and allowing displaced families and communities to stay in touch
• The goal is One Africa, which would remove roaming charges for the entire continent.

Natasha Jackson said that her association's recent studies show taxes and fees on every aspect of connectivity moving in the wrong direction.

Some of the highlights of her presentation were:

• Taxes in Jordon now represent 38% of the cost of equipment and access
• Taxes in Turkey are 58% of the total costs
• Taxes this high significantly discourage investment
• Taxes are increasing in developing countries

• USFs are bureaucratic and most are holding on to huge amounts of money that need to be invested
• USFs are inefficient, often with government official picking winners and losers with their investments. They often have a negative impact on competitive markets
• Bangladesh has a success story in their "Village Phone" program. A private sector run program that involves the re-sale of phone usage and micro leasing arrangements for small start up businesses. The program has seen a penetration increase from 6.4% in 2005 to 46% in 2010. True markets lead initiative.
• On the demand side she noted that in India 50% of the population has cell phone coverage sufficient for Internet engagement but only 20% are using the mobile Internet. In the same data set 60% of non-Internet users said they did not need access to the Internet. Some of the reasons sited were lack of relevant local content and local language issues.
• USF should be phased out and the money returned to the operators for investment.

Ellen Blackler began her remarks by noting how difficult it has turned out to be to make money on the Internet. See suggested that paid content sites like the WSJ were still an oddity with most online activity sponsored by adds or to promote commerce portals and paid content like movies.

Among her other key comments:

• Lots of content online but for engagement with a company not for generating revenue directly
• She sited complication of online payment systems and advertising that requires data to validate returns on their advertising dollars. All in all a complicated ecosystem.
• Piracy is still a huge issue. Not so much for big, well-financed companies like Disney but for smaller start up that you would find in developing countries it makes it difficult for them to get financing to get started and established.
• Local content DRIVES adoption and broadband. Once you have broadband you don't want to go back!

Michael Kende noted that Internet growth has slowed. That we had "harvested the low hanging fruit" by providing access to urban and suburban areas and that the work now was going to be much more challenging as we reach further afield into the very rural areas of developing countries.

Among his important points was:

• He mentioned how availability had spread out into rural areas but issues like pricing and relevant local content were now major issue.
• He stressed the need to continue to gather data to help isolate the key reasons for slow adoption.
• He highlighted the excellent job Brazil was doing in data collection. He mentioned specifically the work being done by CETIC. He noted that CETIC not only captured data from the online community but also gathered data from non-Internet users.
• He highlighted the fact that in Brazil 90% of citizens live with 3G coverage but 50% are not connected and of those 70% don't have the skills to get online (digital literacy) while 70% don't think there is anything online they need or care about (there is overlap in for obvious reasons)
• He mentioned that Governments could help by putting data and content online. He noted how government services and information can be just the type of relevant content needed for adoption. Governments could provide incentives to get adoption up.
• He made note of ISOC's 3G coverage map vs. Internet adoption as something that should be focused on.
• To sum up he said the Internet community needs to focus on a mix of digital literacy, local content, government content and data being put online to improve relevance.

Clovis Baptista began his remarks my calling on OAS countries to invest in infrastructure and content creation. He suggested governments might consider partnering with carriers and ISPs to provide access to government programs like education and healthcare. He was very supportive of public/private partnerships. He noted the expansion of e-commerce for small and medium size businesses and used as an example the need for Internet access to facilitate "precision agriculture".

His many key point are noted bulleted below:

• Governments need to experiment with this new platform.
• Partnerships might be worked out where there is free access (no impact on data caps) to government services online in exchange for lower taxes.
• Looking ahead he advised looking for new revenue stream through new models and partnership rather than mining the old models.
• He advised flexibility and experimentation

***WS 242. The Manila Principles on Intermediary Liability***

*Transcript*

*Video*

*Speakers: Kyung Sin Park*
*Academia*
*Open Net Korea*
*Manila Principles steering committee*
*Y*

*Pranesh Prakash*
*Civil Society*
*CIS*
*Manila Principles steering committee*
*Y*

*Gabrielle Guillemin*
*Civil Society*
*Article 19*
*Manila Principles steering committee*
*Y*

*Xu Xianhong or Rebecca McKinnon on behalf of UNESCO*
*Intergovernmental*
*UNESCO*
*Complementary work on intermediary liability*
*Y*

*David Kaye*
*Intergovernmental*
*UN Special Rapporteur on FoEx*
*Complementary work on Internet governance*
*Y*

*Giancarlo Frosio*
*Academic community*
*Center for Internet and Society, Stanford Law School*
*Complementary work on Intermediary Liability*
*Y*

*Nicolo Zingales*
*Academic community*
*Tilburg University*
*Complementary work on Intermediary Liability*
*Y*

*Will Hudson*
*Business Rep*
*Google*
*Major Internet intermediary*
*Y*

**Summary of discussion**

The workshop introduced the Manila Principles on Intermediary Liablity as a civil society initiative promoting the role of laws and policies that limit the responsibility of Internet platforms for users' content, while promoting transparency and accountability of content restriction. These laws and policies have the ability to promote freedom of expression, freedom of association and innovation online, while preserving users' privacy.

Examples of how these laws could be used in practice were given in the presentation by Kelly Kim, who spoke about their application in Korea, where laws impose harsh penalties on intermediaries for content of their users. This will tend to limit the availability of platforms for hosting user speech. Gabrielle Guillemin spoke about a follow-up project under the auspices of the Manila Principles, which would be a template notice to users to be sent by intermediaries when the users' content is challenged.

During the roundtable discussion some related initiatives were outlined, including Intermediary Liability Best Practices and Platform Responsibility Guidelines. There was discussion of current challenges to intermediary liability, particularly in Europe, flowing from the decision in the Delfi decision, and a current consultation of the European Commission on platform regulation that raises the prospect of a new duty of care for intermediaries.

## ***WS 244. Digibak Bootcamp: Play. Collaborate. Change the World.***

*Transcript*

*Video*

*Speakers: 1. Micheline Rama. Civil Society. Campaign and Creative Director of Dakila from Philippines. Confirmed, Y. The speaker has been selected because of her experience in digital campaigning. She is one of the developers of the Digibak Bootcamp game and one of the module developers of the Digital Activism program. Digibak - a portmanteau of "digital" and "tibak" (Filipino slang for*
*"activist") - is an ongoing digital activism program of Dakila, designed to empower human rights defenders in using digital platforms and technologies in their work*

*2. Renee Juliene Karunungan. Civil Society. Program Manager for Advocacy and Campaigns for Dakila from Philippines. Confirmed, Y. The speaker is the spokesperson for Philippine Internet Freedom Alliance (PIFA) and has campaigned for Internet Rights and against the passage of the RA10175 which is a threat to Internet freedom in the Philippines. She is also part of the Digital Activism program of Dakila.*

*3. Leni Velasco. Civil Society. Executive Director of Dakila from Philippines. Confirmed, Y. Leni Velasco has a wide understanding of campaigning for advocacies and issues. She is one of the developers of Dakila's Digital Activism program.*

*4. Andrei Venal. Civil Society. Game developer of Dakila from Philippines. Confirmed, Y. Andrei Venal developed the Digibak Bootcamp game.*

*5. Julia Jasmine Sta. Romana. Civil Society. Internet Rights advocacy campaigner of Dakila from Philippines. Confirmed, Y. Julia Sta. Romana currently works on the issue of Violence Against Women online.*

## ***WS 245. Mexico: The National Digital Strategy and the MSH model***

*Transcript*

*Video*

*Speakers: -Name: Yolanda Martinez Mancilla*
*-Stakeholder group: Government.*
*-Organization: National Digital Strategy Coordination*
*-Why this speaker has been selected? Due to his background, Ms. Martinez has and outstanding knowledge on Internet Governance. Currently his official duties are related with these issues and she attends meetings and fora related to Internet governance, including IGF and WSIS Forum meetings.*
*-Have you contacted the speaker? Yes*

**Summary of discussion**

The workshop, as a flash session, was an explanatory presentation about the National Digital Strategy en Mexico, its have five objectives and enablers, and how it matches with multistakeholder approach on Internet Governance.
In Mexico, the National Digital Strategy includes five major objectives: 1) Government Transformation, 2) Digital Economy, 3) Quality Education, 4) Universal, Effective Health, and 5) Civic Innovation and Citizen Participation. To achieve them, the Strategy has five enablers: connectivity, inclusion and digital skills, interoperability, legal framework and open data. Every enabler has particular action lines and initiatives. In particular, the legal framework comprises an action line on Internet governance, to define the government approach and actions in this subject.
The main action is the participation on the Initiative Group on Internet Governance, a body specialised on the subject and formed by actors of all the stakeholders -persons or organizations-. The Group organizes the Dialogues on Internet Governance, an event inspired on the IGF. Also, the Group has produced the Manifest on Internet Governance, a document which summarizes the consensus reached in the local ecosystem on various topics as multistakeholder model, human rights, security, stability and resilience, intermediaries liability, network neutrality, and digital divide. The Manifest is a dynamic document, in an ongoing process.

## ***WS 253. Empowering the next billion by improving accessibility***

*Transcript*

*Video*

*Speakers: 1. Francesca Cesa Bianchi*
*Civil society*
*G3ICT*
*Ms. Bianchi has been instrumental to the development of the CRPD ICT accessibility progress report prepared jointly by G3ict and Disabled People's International provides a precise picture of the progress made by 76 countries by measuring their level of policy and programmatic activity, their capacity to implement and the actual results for persons with disabilities in terms of barrier removal.*
*Yes, she has been contacted.*

*2. Carlos Lauria*
*Industry*
*Microsoft Brazil*
*The speaker will review some of the key societal, business and technical benefits of mainstreaming accessibility across all ICT platforms. He will emphasize the most recent developments that occurred in the field of public procurement which constitute a unique opportunity to accelerate better global harmonization, lower costs as well as global interoperability.*
*Yes, he has been contacted.*

*3. Sunil Abraham*
*Civil Society*
*Centre for Internet Society(CIS), India*
*A joint report of ITU, G3ict and CIS examines in detail the role that traditional and new forms of ICTs can be used for making*

*the disaster management cycle more inclusive so that persons with disabilities have access to communication, facilities and services.*
*Yes, he has been contacted.*

*4.Derrick L. Cogburn*
*Civil Society*
*Institute on Disability and Public Policy (IDPP) for the ASEAN(Association of Southeast Asian Nations) Region*
*His presentation will explore 'Breaking the Barriers and Expanding Opportunities for Education: Accelerating ASEAN Community with Accessible Cyberlearning in Disability Policy'*
*Yes, he has been contacted.*
*5.Fernando H. F. Botelho*
*Private Sector and Civil Society*
*F123 Consulting*
*Fernando has published and spoken on trade, open source software, public policy, and disability topics in over 20 countries in four continents. He has degrees from Georgetown University and Cornell University. Fernando also has over two decades of first-hand experience with blindness.*
*Yes, he has been contacted.*

*6.Gunela Astbrink*
*Civil Society*
*GSA InfoComm*
*Gunela Astbrink is from the Oceania region and will be discussing perspectives from the usually under-represented region of Pacific Island countries. She has been active in disability issues for the past 25 years. She has the lived experience of disability.*
*Yes, she has been contacted.*

**Summary of discussion**

The session examined the technological and programmatic solutions available today for an effective removal of barriers (such as language diversity), potentially bringing a considerable number of new users to the Internet. It provided a detailed benchmark and statistical overview of the progress made by countries around the world in implementing those solutions.
Examples in Education, Emergency services, Assistive Technologies for work and independent living in a variety of economic and geographic environments were covered.

***WS 259. An Observatory of Web Accessibility - the case of Portugal***

*Transcript*

*Video*

***WS 261. Big Data for Development: Privacy Risks and Opportunities***

*Transcript*

*Video*

*Speakers: Rohan Samarajiva, Founding Co-Chair, LirneAsia*
*Drudeisha Madhub, Data Protection Commissioner, Republic of Mauritius*
*Natasha Jackson, Head of Content Policy, GSMA*
*Danilo Doneda, National Consumer Secretariat of the Ministry of Justice of Brazil*
*Pupilo Lorenzo, Executive Director in the Public & Regulatory Affairs Unit of Telecom Italia*
*Mila Romanoff, Data Privacy & Legal Specialist United Nations Global Pulse*

**Summary of discussion**

Big data has tremendous potential applications for development and humanitarian purposes - for example, for monitoring and measuring social phenomenon including disease outbreaks, food security, or migration.

However, the opportunities presented by big data simultaneously raise serious concerns about privacy, especially when it comes to use of personal data. To realize the benefits of "Big Data for Development" it is important to find solutions for how to protect fundamental rights and values, including the right to privacy as recognized by the UDHR and ICCPR. The recent UN Resolutions and June 2013 report of the UN HCHR stressed the importance of considering the risks that uncontrolled use of personal information poses to human rights.

This workshop engaged participants from multiple sectors from various regions of the world in a dialogue on critical topics related to data protection and privacy to strengthen the overall understanding of how privacy protected analysis of big data, along with the assessment of risks and benefits, could contribute to sustainable development and humanitarian action. The panelists shared examples of how big data has been used in research and applications to date, and offered strategies on how to risks to privacy could be reduced.

Questions were raised related to importance of transparency and security; establishment of global big data framework or regulation; risk – benefit approach to using big data; movement of data across boarders; importance of consent and data accuracy; retention of telecom data by telecommunication companies.

***WS 263. Digital economy in LATAM and its sustainable development***

*Transcript*

*Video*

*Speakers: JUAN JUNG,*
*Private Sector*
*ASIET, Regulatory Issues and Studies Coordinator*
*Policy experience on the topic and on LATAM telecom sector*
*Y CONFIRMED*

*RAUL KATZ*
*Academia*
*Director, Business Strategy Research at Columbia Institute for Tele-Information*
*Deep knowledge on digital ecosystem economy with particular emphasis in developing economies*
*Y CONFIRMED*

*ALEJANDRO PATIÑO*
*Intergovernmental Organizations*
*CEPAL/ECLAC, Researcher in the Innovation and New Technologies Unit (CEPAL Production, productivity and management Division)*
*Direct Experience on the topic*
*Y CONFIRMED*

*HELANI GALPAYA*
*Civil Society*
*LIRNEasia, CEO*
*LIRNEasia has direct experience in catalyzing policy changes to improve peoples' lives by facilitating investments in ICTs in the Asia-Pacific region. This experience can be very useful for Latam region*
*Y CONFIRMED*

*MIRIAM WIMMER*
*Government*
*Diretora do Departamento de Serviços e de Universalização de Telecomunicações do Ministério das Comunicações, Government of Brazil*
*Policy Experience on the topic*
*Y CONFIRMED*

*MICHAEL KENDE*

*Technical Community*
*ISOC, Chief Economist*
*Michael has direct field experience on expanding digital economy in emerging economies*
*Y CONFIRMED*

*PHILIPE MOURA*
*Private sector*
*GSM Association, Regulatory Policy Manager for Latam*
*GSMA has published studies and reports on the subject*
*Y CONFIRMED*

**Summary of discussion**

Latinamerica has two big challenges ahead: one is increasing connectivity, the other allowing a fast development of the digital economy.

There have been major advances in connectivity. Access prices are affordable (around 3% of average income in the region, well below the 5% indicated by the ITU/UNESCO Broadband Commission as an access barrier) even if there might be problems in the lowest side of the pyramid, but still some 400 billion dollars of investment are required to close the digital divide by 2020.

Regarding the development of the digital economy, the main barriers are the lack of local content and the transfer of wealth towards the developed countries due to the imbalances in Internet traffic.
The panel members were asked to describe, from their perspective, what are the characteristics of the digital economy in Latinamerica, its main strengths and weaknesses and what kind of policies should be developed to create an enabling environment for its full development.

Regarding digital economy, the consensus was to define it as a value chain where a combination of players (developers and content aggregators, infrastructure players and equipment manufacturers) contribute with a certain set of inputs: direct inputs in form of taxes paid, investments made or employment created at regional level (mostly by infrastructure and manufacturers) and indirect input in form of creation of content and platforms that attract new Internet users.

There are imbalances and asymmetries among the different players. All speakers agreed on the need to create a level playing field for all actors while preserving an environment where innovation and fair competition can flourish. A case by case approach is perceived as the best policy to follow, keeping always in mind that the final objective should be having less regulation for all rather than subjecting OTTs to the classical telecoms regulatory regime.

On the imbalances in Internet traffic, it was underlined the need to set up local IXPs. This not only increases quality for users and balances traffic, but also creates a spin over effect of innovative creation in nearby communities. New submarine cables between Brazil, Europe and Africa and a new Latinamerican fiber ring will help in rebalancing international Internet traffic.

Other barriers to the digital economy where individuated by the speakers, namely lack of digital literacy and skills, creation of relevant local content, creation of a Latinamerican digital single market, an extremely high level of taxation to the telecom industry, a rigid regulatory model that doesn't allow for mobility along the whole digital value chain, puts barriers to new business models and center its action on certain technologies rather than on functionality and some rules from the financial sector that don't permit App developers to receive payments from App stores based abroad.

Governments in the region are trying to coordinate policies. Special mention was made to the need to lower barriers to data traffic among countries while preserving privacy, security and protection. Civil society can help by drawing attention to unserved groups of users and by offering spaces and connectivity to developers. All industries must try to digitalize, it is not only an issue for the ICT sector.
It was also underlined that mobile infrastructure in the region is the only one infrastructure that can be compared with the equivalent in the developed world. The issues of the lack of openness in the mobile

Internet world based on applications running on proprietary App stores and operating system was raised. A possible solution was envisaged in the use of HTML5 language.
Finally, it was suggested that while it is not possible to create a regional aggregation industry due to the network economy of scale effects, there are opportunities for other sectors such as social messaging, video streaming digitization of production processes and e-commerce, where there are clear examples of very competitive regional platforms already in function.

# Open Forum Reports

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## APNIC. The Regional Internet Registry for Asia-Pacific. - The Internet Number Community and their Related Organizations

## Transcript

## Video

**FINAL REPORT: OPEN FORUM – INTERNET NUMBER COMMUNITY**

**Background:**

The Numbering Community has been actively working in bottom-up processes even before ICANN and WSIS existed. It has worked well to coordinate IP addressing resources, at the regional and at the global levels. This has been a key element for the Internet to work well over many years. This Open Forum talked about the history of community involvement in the Internet Numbers space. This Open Forum was designed to talk about the Numbering Community and not about specific organizations, such as the Regional Internet Registries.

Main topics were: how the number community has developed policies for the management and distribution of IP resources; how it has lead the deployment of technologies that use such resources, i.e. IPv6; and also introduced some of their efforts in producing a proposal for the transition of the stewardship of the IANA numbers function.

**Outline:**

This was a 60 minutes session. This session was moderated by Axel Pawlik, current Chair of the Number Resource Organisation and Managing Director of RIPE NCC.

The first speaker was Aaron Hughes, CEO of 6connect, from North America. He talked about community-led policy development processes, at the regional and global levels. Then Nicolás Antoniello, Advisor to a Ministry in Uruguay, from Latin America, talked about the policy forum of Lacnic and examples of policies in this region, such as IPv4 exhaustion and return of unused space to IANA. Saskia Kleine-Tebbe, from the Federal Ministry of the Interior in Germany, talked about how governments are taking active part in the Number Community, proposing policies at the RIR level and gave examples of their participation in the RIPE-NCC policy process.

Mike Blanche, from Google, talked about the multistakeholder nature of the RIPE community and organisation. Lito Ibarra, Member of the Board of ICANN and Lacnic, from El Salvador, talked about the role of the Internet Number Community in Internet Governance processes, such as the IANA transition. Izumi Okutani, from JPNIC in Japan, talked about the work to develop the Numbers Proposal for the IANA stewardship transition.

Finally Janvier Ngnoulaye, Lecturer in the ICT- University of Yaounde from Cameroon and former Afrinic Board Member talked about community involvement in Internet development and how IP addresses are progressing in Africa. It was a good session.

## Association for Progressive Communications (APC) - Networking Globally and Acting Locally: 25 years of the Association for Progressive Communication (APC) working for an Internet for all

### Transcript

### Video

**Chairperson/Moderator and main presenter:** Anriette Esterhuysen (APC)
**Remote moderator:** Emilar Vushe (APC)
**List of Speakers and their institutional affiliations:**
Representatives of APC member organisations:
- Julián Casasbuenas (Colnodo), Colombia
- Valentina Pellizer (One World Platform), Bosnia and Herzegovina
- Chim Manavy (Open Institute), Cambodia
- Liz Probert (GreenNet), UK
- Lillian Nalwoga (CIPESA), Uganda
- Paz Peña (Derechos Digitales), Chile
- Nica Dumlao (Foundation for Media Alternatives), Philippines
- Michael Lambert (Alternatives), Canada
- Jac sm Kee, manager of the Women's Rights Programme (APC)
- Valeria Betancourt, manager of the Communication and Information Policy Programme (APC)
- Emilar Vushe, Africa policy coordinator (APC)

Key Issues raised (1 sentence per issue):
- History of APC
- APC's structure
- APC's governance
- APC's key areas of work and the way APC works
- Member's experience and the value of the network
- How to become a member

**Anriette Esterhuysen:**
Between 1982 and 1987 several independent, national, non-profit computer networks emerged as viable information and communication resources for activists and NGOs. APC was created in 1990 to co-ordinate the operation and development of the emerging global network of networks. Key milestones, the evolution of the network and the organisation, its current structure and governance were explained.

APC's strategic priorities are identified by its members: organisations from 31 countries around the world, most of them in the global south. Through a multipart consultative process within the network, analysis of current challenges in mobilising ICTs for social justice, and input from close partners, APC agreed on five strategic priorities to guide its work through 2016:

- Securing and defending Internet access and rights
- Fostering good Internet governance
- Strengthening use and development of transformative technology
- Ending technology-based violence against women and girls
- Strengthening APC community networks

**Jac sm Kee:**

APC Women's Rights Programme focuses on 4 areas of work: ending technology related violence, sexual rights and internet rights, access and gender and diverse participation, especially by women, in internet governance. We employ 4 strategies for this: capacity building (strategic use, digital storytelling, internet safety and gender and internet governance exchanges); knowledge building & analysis; policy engagement and network and movement building. Especially important in our work is to bring in perspectives from diverse women from Asia, Latin America and Africa into the area of internet rights and governance, from feminist perspectives.

**Valeria Betancourt:**

Access, human rights online and internet governance are the current areas of work of the Communication and Information Policy Programme. CIPP approaches those areas through an integrated approach that combines research, advocacy, networking, and capacity building. In the area of access, the main emphasis are around:

- Raising awareness of innovative use of radio spectrum for providing connectivity, such as helping regulators and communities understand the role of digital TV migration and the potential of TV White Space, Wifi and mesh networking for addressing needs for broadband, especially among rural and marginalised communities
- Promoting support for public access facilities which APC sees ascontinuing to play an important role in the access ecosystem despite the growth of personal, workplace and domestic internet access
- Encouraging the adoption of infrastructure sharing policies tomassively reduce the cost of broadband roll out through use of shared telecom facilities and use of other utility infrastructure for deploying optic fibre links, such as roads, rail, gas and electric power lines In the area of access, CIPP explores the potential of the internet to reinforce the enjoyment of human rights online, including civil, political, economic, social and cultural rights. In the area of internet governance, APC contributes to regionalise the debates and political multistakeholder dialogue, promote and propose ways to achieve democratic, inclusive and transparent internet governance aligned with human rights standards and oriented to serve the public interest. APC seeks to contribute to the development of a Global South agenda on internet governance.

**Emilar Vushe:**

Mechanisms and application process to become an APC member organisation.
Representatives of APC's member organisations. Members explained their own motivations to engage with internet governance issues, processes and spaces and shared highlights of their work around ICTs for development, human rights online, and internet governance. Members also shared their view about the value to be part of a global network and how to use it to bring up national concerns and priorities to the regional and global levels.

## Commonwealth Telecommunications Organisation - Commonwealth Internet Governance Forum

### Transcript

### Video

**Report of workshop held on 11 November 2015**
**Session title: COMMONWEALTH OPEN FORUM**
**Date: 12 November 2015 Time: 11:00 – 12:00**
**Workshop Organiser: Commonwealth Telecommunications Organisation (CTO)**

**Chairperson/Moderator:** Mr Shola TAYLOR, CTO Secretary-General **Rapporteur/Note Taker:** Mr Mark CARVELL, Senior Policy Advisor, Department for Culture, Media and Sport, United Kingdom Government
**List of Speakers and their institutional affiliations:** In addition to Shola Taylor and Mark Carvell: Tracy Hackshaw – Dy Chief Information Officer, Ministry of Public Information, Government of Trinidad & Tobago
**Key Issues raised:**
i. Ensuring multi-stakeholder approach to Cybergovernance;
ii. The need to engage more governments (especially in Africa) in multistakeholder Internet governance initiatives (including Cybersecurity and child protection) at the national and sub-national level.
iii. Critical importance of ministers setting broadband targets in view of its economic multiplier effects (including for rural areas and for education and health sectors, and e-government);
iv. Governmental support for capacity building to ensure universal access that promotes online digital economy;
v. Promoting awareness of and addressing Cybersecurity threats and Cybercriminals that are spread across many national borders;
vi. Transparency and accountability of Universal Service Provision Fund (USPF) in Nigeria and elsewhere;
vii. Importance of increasing CTO collaboration with the business community;
viii. CTO joint working with the GSMA's capacity building programme and related training courses (e.g. on child online protection);
ix. Consideration of CTO cooperation with African Union Commission on Cybersecurity, with the Free Trade Area of the Americas (ALCA) and with United Nations Economic Commission for Africa (UNECA).

**Background:** The CTO has five priority areas: i. Cybersecurity (including online child protection); ii. Broadband policy implementation; iii. Regulatory frameworks (including spectrum licensing); iv. Use of ICTs in economic sectors such education and heath; v) engagement in global ICTs including capacity building. This follows adoption by Commonwealth ICT ministers of a Cybergovernance model which can be adapted to different national situations (see separate report of IGF10 Workshop 131 "Commonwealth Approach on National Cyber-Security Strategies" and http://www.cto.int/media/pre/Commonwealth%20Cybergovernance%20Model.pdf)

**Main Discussions:** i. Updates on CTO activities relating to Internet governance - 20 October 2015, Dublin: CTO chaired meeting of Commonwealth members of ICANN's Governmental Advisory Committee (GAC). Agenda included progress on IANA stewardship transition, Commonwealth Cybercrime Initiative and CTO work on IPv6 transition. 7-9 October 2015, London: preparatory co-ordination meeting for ITU World Radio Conference (WRC-15). 2-4 December 2015, Abuja: Nigeria National Cybercrime workshop. ii. IGF output document "Policy Options for Connecting the Next Billion" - Mark Carvell. The Commonwealth IGF website which is due to be re-launched by the CTO, creates a platform for a) promoting awareness of and disseminating this important IGF outcome document from IGF10 to Commonwealth stakeholders (including policymakers); and b) for Commonwealth stakeholders to contribute inputs into the next round of inter-sessional IGF work during 2015-2016. Discussions are also being held with a prospective host of a physical meeting of the Commonwealth IGF during 2016 when this initiative could be discussed. Stakeholders at the meeting were invited to submit views and other proposals for the Commonwealth stakeholder community to contribute to this key effort related to sustainable development. iii. Commonwealth Cybercrime Initiative (CCI) – Tracy Hackshaw. The CCI is multi-stakeholder consultation initiative supported by the Commonwealth Secretariat which coordinates the contributions of 14 organisations (including the AUC, Caribbean Telecommunications Organisation, Council of Europe, ICANN, ITU, UN Office of Drugs and Crime (UNODC), scoping missions and implementation of action plans to address cybercrime. The CCI's Steering Committee includes representatives from Canada, Fiji, Trinidad & Tobago, Uganda and United Kingdom. Commonwealth Member States with CCI assessments and project implementation currently under way include Antigua & Barbuda, Botswana, Ghana, Grenada, Trinidad & Tobago. The CCI was also represented at the India Conference on Cybersecurity and Internet Governance – CyFy 2015 – on 14-16 October 2015 when "bitcoin" virtual currencies as a driver of Cybercrime was one of the key issues discussed. CCI projects are currently under way in Ghana and Botswana and assessments have been conducted in Antigua & Barbuda and Grenada, with more to follow in the Caribbean. CCI is also contributing to the East Africa Cybercrime Network which brings together prosecutors, police academics and other stakeholders. A review will be conducted in 2016 of the Commonwealth model on which the CCI is based. Next steps: Early 2016: Re-launch

of the Commonwealth IGF website. March 2016: meeting with Commonwealth GAC representatives during the ICANN meeting in Marrakech.

## DINL, Digital Infrastructure Association - The Public Core of the Internet - Towards a Framework for Sustainable Interaction between Governments and the Internet Ecosystem

### Transcript

### Video

**Report on Open Forum "Protecting the public core of the Internet" Towards a framework for sustainable Interaction of Governments with the Internet ecosystem**

**Organiser:** DINL - the Digital Infrastructure Association Netherlands

**Chair:** Mr. Michiel Steltman, Director of DINL

**Speakers/Panelists:**

• Mr. Bastiaan Goslings, Governance and Policy Officer at AMS-IX, Netherlands • Mr. Pranesh Prakash , Policy Director, CIS, India • Mrs. Marília Maciel , Researcher and Internet policy analyst - Coordinator of the Center for Technology and Society - FGV, Brasil • Mr. Dennis Broeders, Professor of Technology and Society at Erasmus University Rotterdam; and Senior Research Fellow and Project coordinator at the Scientific Council for Government Policy; Netherlands**.**

**Forum report**:
The forum started with a presentation of the DINL association by the chair, followed by a presentation of the key principles and conclusions of the 2015 Report of Netherlands Scientific Council for Government Policy 'The public core of the internet. An international agenda for internet Governance' by Professor Dennis Broeders. Next, AMS-IX's Bastiaan Goslings gave additional insight in de exact scope of the concept of the Public Core, by mentioning the key roles and protocols which constitute the elements to be protected. The third presentation was by Mr. Pranesh Prakesh, who outlined the Manilla Principles, a set of guidelines and principles for the interaction between public authorities and internet intermediaries. Pranesh made the link between the concept of Intermediaries and companies and other key stakeholders operating in the public core of the internet, and explained how Intermediaries should be treated by Governments with respect to dealing with unlawful activities on the Internet. Mrs Marília Maciel illustrated the Public Core protection concept by explaining why the DNS system should get an internationally recognized diplomatic status.

**Conclusions**:
The key conclusion of this session are the following:
• The concept of "the Public core of the Internet" : a collection of key roles and key protocols, should be considered as an International, public good. It should therefore be protected from unwarranted interventions by governments.
Key Protocols such as DNS, BGP ; and Key functions that affect the stability and safety of the whole Internet, such as Internet exchanges , root zones etcetera – and perhaps also Encryption, should be protected from unwarranted government interventions. • Interactions between such entities and national or international law enforcement, for information requests or takedown purposes, should follow clear policies, guidelines and procedures – as to be agreed upon in an International setting. • Companies and other entities operating in the Core of the Internet who can be considered as Intermediaries , must be protected from liability for activities that are not under their control; as described in the Manilla principles • Key Internet protocols, and entities responsible / or appointed to operating the technical mechanisms that may affect the stability and safety of these protocols on a global scale, should be protected, perhaps by granting them diplomatic status.

**Next steps:**
First, there is a need to refine definitions core protocols and of Intermediaries and their roles that are within the Public Core. This can be achieved by creating an internationally recognized Taxonomy. Such an initiative for the interaction between public authorities and intermediaries is underway within the scope of the Manilla Principles project. DINL will connect to this initiative. Second, the exact nature and scope of protection of such Intermediaries and protocols must be defined in more detail. Such an initiative may follow the line of thought of assigning diplomatic status to DNS, as presented by Center for Technology and Society - FGV, Brasil. Perhaps other legal protection mechanisms can be inventoried, researched, designed. DINL will initiate contacts with these institutions to start this process up. Third, there is a need to define generic principles, policies and perhaps even procedures, for interaction by Governments with such Intermediaries. Such a generic solution would ultimately facilitate law enforcement interactions for the purpose of lawful takedowns or lawful information requests – as described by the Manilla principles. This can be achieved by combining the Manilla principles with successful practical solutions for Takedown and other actions, such as the NTD (Notice and Takedown) policy designed in the Netherlands, and the initiatives of "Internet & Jurisdiction" on transnational due process and transparency. DINL will, again, reach out to seek cooperation on this ambition DINL proposes to report on the proceedings of these three next steps and the concrete results on the 2016 IGF; where these can be presented by aforementioned stakeholders.

## DiploFoundation and Geneva Internet Platform - Geneva Internet Platform and DiploFoundation: ideas, words and actions

## Transcript

## Video

**Open Forum: DiploFoundation and the Geneva Internet Platform: Ideas, words, and actions**

**Report:** DiploFoundation hosted an open forum where it highlighted the Geneva Internet Platform (GIP), an Internet governance (IG) initiative supported by the Swiss government. Dr Tereza Horejsova, Coordinator of Geneva Internet Platform, presented the three pillars of the GIP: 1. A physical platform in Geneva 2. An online platform and observatory 3. An innovation lab She explained how the GIP is a one-stop-shop for diplomats and all IG issues. Every month, there are 60 minute briefings in the office in Geneva with remote participation that covers all aspects of the month's IG issues. Every month, they publish the Digital Watch newsletter, which is curated in partnership with the Internet Society (ISOC). The newsletter is an unbiased summary of the latest IG developments — including a monthly barometer on IG issues in terms of relevance. The GIP is also providing a comprehensive coverage of the 2015 Internet Governance Forum (IGF) via daily briefings, both online and in print, and includes data mining. GIp Digital Watch content is curated by individuals, not by algorithms compiling information. Dr Horejsova discussed that GIP also includes prefix monitors that examines the use of a prefix at IGFs and compares it across the years. She stressed that the GIP monitors 42 IG issues organised under 7 umbrella categories, known as baskets, and further analysis of all of these issues is available on the GIP website. It also lists IG actors and instruments, such as treaties and IG-related documents.

Thomas Schneider, Head of the Department of Culture and Education for the Swiss government, then spoke about the Swiss government's support of the GIP, as it was started as an outlet for neutral reporting of facts related to IG and digital politics. GIP works strongly with governments as well as providing training to diplomats and other forms of cooperation. When Dr Horejsova was asked about DiploFoundation offering a doctorate in IG and diplomacy, she said: 'Supporting research on internet and diplomacy is extremely close to our heart.' However, currently they only offer a Masters of Arts in diplomacy with a concentration in IG. Responding to the question of what they would do if they had more funding, Tereza said: 'Diplo is a project financed organisation, so our projects and plans are not entirely in our hands. We always need to have funding support for the work that we are doing. So, this directs our future in a way while still insisting on being very neutral and committed to our mission.' She underscored that if they had more resources, scaling up would be the next step as 'it's a new-born baby'. Expanding and strengthening their curators and adding more multilingual content is also high on their list. Responding to a question, Tereza also affirmed that GIP works with the Council of Europe. In response to another, she stressed that DiploFoundation and GIP

would like to work more in the Asia-Pacific region, and also described current projects that are ongoing in the region.

## European Broadcasting Union in partnership with EuroDIG organizers - Messages from Europe

## Transcript

## Video

**EBU / EuroDIG Open Forum**
**Rapporteur:** Lorena Jaume-Palasi, Giacomo Mazzone, Sandra Hoferichter

**Session description:** Giacomo Mazzone in his capacity as an EBU representative introduced this Open Forum, explaining EBU's decision to devote this year their Forum space to the EuroDIG initiative and its future enhancement perspectives, since EBU's main activity in the IG field conducted in 2015 has been the co-organization of the EuroDIG event in Sofia. Europe has the biggest concentration of national IGF's worldwide, with more than 20 national IG initiatives . However, the collaboration between national, (sub) regional's and the global IGF could be improved. Taking into account the limited resources available, we have to find easy ways for collaboration without creating additional work. The inter sessional work (initiated by the global IGF) or the joint approach of SEEDIG and EuroDIG (conducting a joint call for issues and aligning the processes) could be a starting point for such improvements.

**Topics for discussion**: During the Open Forum the following questions were discussed focusing on Europe: 1. Is there a minimum set of common rules needed to define a national IGF? such as - public list of coordinators and participants - public website - stakeholder diversity 2. Is there a need for common global goals? Is there a need to include global IGF goals in each national / regional agenda? 3. How to identify common goals across Europe? - piling up the calls (if any) - piling up the agenda of various IGF - producing list of priorities with points 4. Is there a need for sub regional IGF such as SEEDIG (or Nordic, or Baltic)? If so can we proceed in Brussels at EuroDIG 2016?

**Session Report**: Premise: Whilst there are 18 European IG initiatives recognized by the IGF, the EuroDIG website maps 24 IG initiatives. This discrepancy is based on the global IGF principles to recognise a national IGF: http://www.intgovforum.org/cms/igf-initiatives. One of the reasons for this exclusion is the fact that no report was submitted or that in some countries the process has just started, or that the initiative, in a way or another, doesn't match with the global established IGF criteria's.

**Question 1:** Is there a minimum set of common rules needed to define a national IGF? An international debate opened with a huge variety of different responses. - Norway, considers the "UN rules" not a must. It's certainly useful to have a frame, but it needs to be very flexible. The most important issue is the realisation of a dialogue. There are constraints about the costs and other aspects that need to be considered. - EBU / CoE: accountability and transparency as common standards to all national IG initiatives are crucial - while still acknowledging the particularities of the countries. CoE is in support for the creation of culturally diverse IG initiatives all across the region. They are supporting the IGF gathering in Ukraine, Azerbaijan, Georgia, Moldova, Armenia, Bosnia and Herzegovina and the sub-regional SEEDIG. But these initiatives sometimes don't have all stakeholders participating in the process. - UK / Nominet: rules are a sensible thing, guidelines or framework might be the better option. - Russia: A basic principle should be equal footed discussion. Moreover, the financing of the national initiatives can be an issue in some countries, although it is not the case for Russia. - EBU: We should perhaps better talk about best practices instead of rules. - Austria: global IGF rules may be too strict. On the other side national IGFs are all part of an overall global framework, hence some common standard / format may be needed.

Each step influences the next one, especially if we ensure the circulation of information across all levels (pyramid model). - Bosnia-Herzegovina reminded the audience of the need for more diversity: without the support from international organisations the Bosnian' IGF would have been not possible. Although this could conflict with global IGF rules. - Finland stressed that the national IGFs have no contractual

relationship, neither with EuroDIG, nor with the UN IGF. So it's impossible to talk about "rules". Finland suggests using the term "guidelines". It has been also underlined that in some countries (as in Finland) national regulation may prohibit certain elements / conventions (like the publication of the names of the participants) which may drive to the exclusion of some IGF from the list of the globally acknowledged IG initiatives.

**Question 2 / 3:** Is there a need for common global goals? Is there a need to include global IGF goals in each national / regional agenda? / How to identify common goals across Europe? Premise: As a preparation for this open forum the EuroDIG secretariat invited all European IG initiatives to send 3 hot topics from their 2015 agenda. These topics have been clustered according to the EuroDIG 2015 categories and 2 new categories were added. This mapping provides a good overview about the issues discussed across Europe (see table enclosed). - Various: there was a general agreement among the participants that this exercise of mapping the topics discussed across Europe is very interesting and especially useful to identify common grounds and differences nationally and sub regionally. - Subi Chaturvedi / MAG argumented against the idea of a global IGF defining the agenda of a national IGF. - Various: to ensure equal footing there is a need for funding for the civil society - Finland doesn't see an interest in discussing global issues at the national level. The problem of access for the next 2 billion is not a priority in Finland. It would be better having a proper process of connecting the national with the global IGF. In any case the IGF Finland will still take place between February and April and thus always before the global IGF decides its final topic for the year. - Switzerland: also the priorities of the Swiss IGF will focus on the national topics and not on those of the global IGF. - Denmark: for practical reasons the national IGF in Denmark starts its preparations in January - even though the event takes place in September. There is a need to start early in order to ensure an inclusive process.

This time difference in the process makes it impossible to wait for the global IGF agenda. - EuroDIG: National IGFs face trouble aligning the process to the global IGF and would rather bring national issues to the global IGF. - EBU: some national European issues are very specific and may have no interest at the global level. - UK disagrees: many issues are relevant at the global level and at the national level. - The CoE is hesitant about a pyramidal approach within the IGF (global-regionalnational initiatives) - Armenia: topic categories (as proposed by EuroDIG) may be an inspiration at the national level, but Armenia does not want to use the EuroDIG website as a platform for the national IGF - Finland: quite positive about having a common call for proposals, but having in mind that national processes vary a lot. - Austria: all IGFs (regional and national) are interrelated. We need to establish ways in which input from national IGFs can be heard by EuroDIG and vice versa. The same applies to the global IGF. - ICANN: the chart presented (with the categories and topics) is a resource for inspiration. It would be very useful to make this sort of information available at the global level (it could be used for the agenda planning). - EuroDIG: secretariat could start asking for the main 3 topics of the national IGFs each year as soon as possibles - Switzerland: wishes as less coordination as possible; only as a facultative possibility - ISOC: there is a need to think about the format not only about the topics. As a general rule, ISOC always supports a bottom-up approach. - UK suggests using this process also the other way round. Reach out later in the agenda / programme process to demand for speakers within the corresponding national IGFs. For instance with regards to EuroDIG, once the agenda topics are chosen, to share immediately with national IGFs in order to favour reciprocal interaction.

**Question 4:** Is there a need for sub regional IGF such as SEEDIG (or Nordic, or Baltic)? If so, can we proceed in Brussels at EuroDIG 2016? Premise: This year a new sub regional initiative was established on the occasion of EuroDIG taking place in Sofia. Due to the location of the EuroDIG event in Bulgaria stakeholders from the South Eastern European and neighbouring countries met for the first SEEDIG on the day before EuroDIG 2015. Both initiatives SEEDIG, as well as EuroDIG, benefited in terms of logistical support and participation from each other (a second SEEDIG is planned for 2016 in Belgrade). In order to create further synergies SEEDIG and EuroDIG are conducting a joint call for issues. SEEDIG will be an integral part (milestone) for EuroDIG. - SEEDIG: We saw that there is a need for SEEDIG and had the opportunity to make people more aware of Internet Governance and its importance for our region. A regional IGF is more economic / feasible for instance in terms of travel costs. - In this sense, SEEDIG has decided to have a joint call for issues with EuroDIG - CoE: much value on the idea of regional IGFs to identify common issues / goals. It may stimulate the creation of IGFs in countries that do not have an IGF yet - Denmark: resources are scarce and there is a risk that funds could not be enough to finance multiple events (a national and a regional). - Finland: a regional meeting after the national IGFs and before the global

IGF would be both meaningful and helpful to coordinate within the region. Gathering the Nordic region together in Brussels during EuroDIG may be a way to raise more awareness among MEPs. More sub regional IGFs could be also interesting and needed. - EBU: would be good to use the opportunity of Brussels' EuroDIG to attract the attention of national MEPs using the sub-regional initiatives. This regional awareness effort would have a positive effect and could consolidate also national IGFs. - A special effort needs to be made to foster the creations of sub regional initiatives among the European countries still lacking of a national initiative.

**Outcomes, recommendations and possible next steps**:
Question 1 / Conclusion: A set of guidelines and best practices shall be published at the EuroDIG website http://www.eurodig.org/other-ig-initiatives/. These guidelines should be developed together with existing European IG initiatives, taking into account the existing particularities and the flexibility needed in each country. These guidelines (not rules) will mainly serve to help new initiatives to develop.
Question 2; 3 / Conclusion: European national IGF's are invited to draw part of their agendas from the EuroDIG call for issues and use the suggested categories. The EuroDIG secretariat will include input from the national IG initiatives based on these categories in the EuroDIG programme. The use of the EuroDIG platform is left open to those national IGF willing to join.
Question 4 / Conclusion: New regional IGFs are invited to do a side- or pre-event at EuroDIG 2016 in Brussels and in conjunction with subsequent EuroDIG's (for instance a Baltic sub regional meeting in preparation of EuroDIG 2017 in Estonia).

## European Commission & Global Internet Policy Observatory (GIPO) - Progress of Global Internet Policy Observatory - Open debate on usability and inclusivity of the platform

## Transcript

## Video

**Summary of the discussion:**
The objective of the Global Internet Policy Observatory (GIPO) is to provide technical tools that will make information on Internet policy and governance widely accessible for interested communities (in particular for countries, NGOs and interest groups, which so far may have been marginalised in Internet debates and decisions). GIPO is an automated tool that compiles and analyses the information on Internet governance related topics, from a variety of online sources, and makes it available for further usage.

**The Observatory Tool (will) provide to users:**
- User interface enabling to search, view, comment, share items.
- Visualisation dashboard of the data gathered (eg. Treemap).
- System to add and curate content.
- System to evaluate and rate content.
- System to retrieve content for reuse by others (incl. API).

During this forum the GIPO team invited Internet Governance stakeholders and technological experts involved in the development of similar platforms to open debate about:
1. A collaborative approach to GIPO where the community can help in translating and shaping any cultural or even technical issue (accessibility)
2. A design / configuration of the user dashboard - user case scenarios (usability)
3. An interoperability of the platform with other initiatives

Cristina Monti explained the purpose and objectives that the Global Internet Policy Observatory intends to fulfill. She also briefly explained the role of Advisory Group and invited the community to take part in the open nomination process.
Then, Luis Meijueiro explained how the GIPO tool can be useful for the Internet Governance community and what is unique about it. He presented the demo of the beta version of the GIPO tool focusing on 5 areas:

- General interface
- Content classification
- Content filtering and automatic scoring
- Content evaluation and sharing
- Interoperability with other systems

He stressed that the Observatory Tool is NOT an RSS reader. It ANALYSES and CLASSIFIES the information for a maximum RELEVANCY and gives it back for FURTHER RE-USE.

Stefaan Verhulst focused on how the GIPO tool can be used by other initiatives as an information engine, using the NetMundial Solution Map as a practical example. He stressed that using GIPO as an information provider would allow other initiatives to enrich collected content and to focus on value-added content curation, without having to invest in the technology.

Finally, Kasia Jakimowicz presented first results of the survey Towards Federation Roadmap, in which 16 initiatives (out of 33 contacted) expressed interest in collaboration with GIPO. The GIPO federation roadmap is aimed at analysing the possible scenarios of collaboration between GIPO and other initiatives. The results of the analysis will be published by the end of 2015. The survey allowed to draw interesting conclusions on the general picture of Internet governance observatories/ mapping landscape and main characteristics of IG stakeholders:

- Stakeholders representing broad range of organisations (NGOs, academia / universities, industry, national and international authorities)
- Various types of initiatives (observatories, repositories, mapping efforts, networks of centres and scholars, research reports)
- Broad geographical and thematic coverage
- The majority of initiatives expressed interest in partial integration of services/ collaboration, with 4 of them considering full integration with the GIPO engine
- Initiatives were interested in following collaboration: Re-sindication of content (12), Common events/trainings and courses (3), Common conceptual cooperation (3), Cross-communication /common promotional activities (6)
- Most of the initiatives are recent (launched after 2012) and small (< 5 people) – 75%, very often with people working on a voluntary basis or assigned part-time to the project from home institution. As a result: financial sustainability of initiatives and lack of resources are the biggest concerns.
- Main lessons learnt from other initiatives: RESOURCES are a challenge, RELEVANCE of information is a challenge, there is NEED for MULTILINGUALISM, TAXONOMY/ SEMANTICS is a challenge:

**Main questions / conclusions and next steps:**
The Beta version of the GIPO tool was welcomed with interest and was acknowledged as a development in the right direction. Nevertheless the final user interface is still to be developed. The main questions raised concerned the procedure to recruit new sources to the tool - how can initiatives join the collaboration, as well as become the source itself, and how to safeguard safe and transparent process of adding sources,safeguarding high quality of unbiased information without influencing the neutrality of the platform. Participants also discussed about the filtering of the content and on possible governance mechanisms for the tool.

## Freedom Online Coalition – Protecting Human Rights Online: the Freedom Online Coalition

### Transcript

### Video

**Report:** The Freedom Online Coalition (FOC) held an Open Forum at the 2015 IGF in João Pessoa. The aim of the Open Forum was to draw attention to the inter-sessional work of the FOC and inform the wider IGF community of the FOC's efforts to promote online freedoms. The Forum began with an introduction by the moderator and then Frerieke van Bree from the Digital Defenders Partnership, a joint initiative of several FOC members, talked about their work in support of human rights defenders over the year. The next part of the

meeting focused on the substantive work of the three FOC working groups (WG1-An Internet Free and Secure; WG2-Digital Development and Openness; WG3- Privacy and Transparency Online ). Lead representatives from each of the FOC's three working groups (WGs) gave updates on the work to date.

Michael Walma, cyber coordinator from the government of Canada set out WG1's progress in developing a rights-based approach to cybersecurity. The working group has now developed a high level normative framework, which was to be presented later in the IGF at a separate workshop. The framework has thirteen recommendations, developed through year-long consultations among WG members and external experts. James Losey, co-chair of WG2 with the government of Sweden set out the plans of the group to look at the application of rule of law principles to internet development. Katharine Kendrick, co-chair of WG3 set out progress on the groups' work, which focuses on the relationship between companies and governments. The group had just completed a major report investigating transparency processes in government requests to ICT companies for user information and content restriction. The report analyses how both actors disclose information about law enforcement and national security requests.

Gigi Alford from the US State Department then explained that the Coalition was undertaking an internal review of its processes, conducted by an external evaluator, former head of the Global Network Initiative Susan Morgan. Susan introduced herself and welcomed comments from participants. Piret Urb from the Estonian Ministry of Foreign Affairs then spoke about the FOC's diplomatic networks active in Geneva, Paris and New York. Estonia is particularly active in the Geneva network, and Piret reported how the networks provide an avenue for governments to connect who are not always present at big events, and that they are also an opportunity for governments to engage with civil society through network-organized events.

Finally Carla Valverde from Costa Rica (Ministry of Science Technology and Communication), the current Chair of the Coalition, set out plans to host the next FOC conference in Costa Rica. Ricardo Mor Solá the cyber policy lead from the Spanish government attended and spoke of his hope that Spain would be joining the Freedom Online Coalition this year.

The subsequent panel discussion focused on the importance of the Coalition engaging in promoting online freedoms externally more vigorously, the benefits of multi-stakeholder policy development and the challenges of balancing security and human rights. However it should be noted that the ability to hold an interactive conversation was hindered by the room, which was open to the conference so required all participants to wear a headphone set. Future events would be better located in a room that facilitated better interaction.

## Institute of Electrical and Electronics Engineers, Inc. – IEEE@IGF Advancing Technology for an Open Internet

### Transcript

### Video

**Brief Summary of Forum:**
This Open Forum introduced IEEE and its mission to advance technology for the benefit of humanity. It described how the technical communities of IEEE work to develop technology solutions to support an open Internet and sustainable development across technology domains and industry sectors, and it discussed how IEEE works with partners on a global scale on issues related to open standards, Internet governance, cybersecurity, and privacy.
• IEEE's goals are to:
o Expand and enable dynamic, nimble, flexible, diverse, communities to help individuals from around the world to share, collaborate, network, debate, and engage with one another.
o Provide technically vital forums for the discussion, development, and dissemination of authoritative knowledge related to traditional technologies while focusing more of IEEE's resources towards serving the professionals working on emerging and disruptive technologies.
o Lead humanitarian efforts around the world to use technology to solve the world's most challenging problems.

o Leverage IEEE's technology-related insight to provide governments, NGOs, and other organizations and the public with innovative, practical recommendations to address public policy issues.
• IEEE represents a set of values that are common to engineering practices and that are used by IEEE members in their technical contributions to develop the Internet and related technologies, such as transparency, open discussion, protection of privacy, bottom-up development, transnational cooperation and consensus standards.
• IEEE is uniquely suited as a neutral, credible forum for information exchange, knowledge growth and capacity building at the intersection of public policy and technology.
• IEEE has a proven standards process that is rooted in consensus, due process, openness, right to appeal and balance.
• IEEE has communities of thousands of engineers, scientists, and industry leaders globally, across an unmatched array of technology and industry domains
• The footprint of IEEE extends into the areas of education, humanitarian outreach, and professional development
• The IEEE Internet Initiative connects the technical community to global policymaking for Internet governance, cybersecurity and privacy—to inform debate and decisions, and to help ensure trustworthy technology solutions and best practices.

o Policy experts need reliable guidance to make informed Internet publicpolicy decisions, and the IEEE Internet Initiative delivers a neutral, credible forum to help ensure trustworthy technology solutions and best practices in Internet policymaking. o Technologists need an understanding of the Internet public-policy landscape to help drive proactive technology design, and the IEEE Internet Initiative brings technologists into Internet public-policy discussions— both boosting their awareness of issues and processes and increasing their influence. o Industry needs sound Internet policy because it helps fuel Internet innovation, sustainability and market growth, and the IEEE Internet Initiative encourages sound policy informed by the technical community in Internet governance, cybersecurity and privacy discussions. o From across varied technology domains and industry sectors, technical experts have worked through IEEE to expend Internet interoperability, fuel innovation and hone solutions that support an open Internet and sustainable development.

• IEEE has facilitated development of standards for the Internet that span wired and wireless connectivity, encryption, data security, etc.: o IEEE 802.3™ (Ethernet), IEEE 802.11® ("Wi-Fi®") and a host of other complementary, foundational standards support simple and universal connectivity to the Internet, for example. o IEEE has a number of security-related standards that address specific technical areas, such as IEEE 1363™ for encryption, IEEE 1619™ and IEEE 1667™ for fixed and removable storage, IEEE 2600™ for devices such as printers and copiers, IEEE 802.1AE™ for data integrity and user data confidentiality and IEEE 802.1Xbx™ for MAC security key agreement protocol data elements and procedures. o IEEE has consensus activities in cybersecurity areas such as anti-malware and anti-phishing.
• IEEE has many initiatives directed to new and emerging technologies, such as smart cities, cybersecurity, and big data.
• IEEE highlighted one of its new technology initiatives on the Internet of Things, sharing details of the program and the potential opportunities it offers.
Panelists: Karen McCabe, Mary Lynne Nielsen, and Jim Wendorf, IEEE; Roberto Minerva, IEEE/Telecom Italia
Reported out by: Karen McCabe, IEEE

## International Telecommunications Union (ITU) – ITU Open Forum: Fostering SMEs in the ICT Sector – The new global ICT Entrepreneurship Initiative

### Transcript

### Video

**1. Background information**
Small and medium enterprises (SMEs) play a key role in both industry disruption and economic growth in developed and developing markets. Whether fresh startups or established microbusinesses already operating at

optimal capacity to fill a specific niche, or with a high-growth potential to scale, replicate and move from local to national or international, SMEs are a major economic force – representing the majority of private enterprises and a major source of jobs. The fundamental shift in technologies, user behavior and business models in the ICT sector, in particular the significant growth of mobile, open source culture and the universal platform provided by the Internet, have fed into and enabled the rise of SMEs developing and delivering ICT products and services. Recognizing the importance of fostering ICT entrepreneurship and local innovation in driving job creation and the digital economy, many national governments have created and facilitated initiatives such as innovation hubs, accelerators, incubators and tech parks. But a huge gap in skills, funding, tools and knowledge remains – a gap between good ideas and willing investors, between local solutions and established players eager to uncover unexplored potential. In many countries these businesses face significant obstacles to access finance, expertise and fulfill their potential to innovate, grow and create jobs.

In this context, ITU and key stakeholders came together in October 2015 to launch the EMERGE Partnership aimed at unlocking the potential of ICT-related innovators, entrepreneurs, startups, SMEs, and technology hubs as drivers of innovative (but practical) solutions for catalyzing progress to achieve the sustainable development goals. This open forum presented the background of the partnership to participants at the IGF, focusing on some of the key questions the partnership seeks to address, in particular, how to empower ICT-related SMEs in emerging economies.

**Content and format of discussions**
**Objective**: The objective of the session was to introduce the EMERGE Initiative (http://www.EMERGEpartnership.org/) to the participants at the IGF and receive feedback to better to encourage SMEs and startups to participate in the Initiative and discuss ways that their participation could be facilitated.

**About the EMERGE partnership:**
The EMERGE Partnership is a multi-stakeholder initiative that aims at contributing to the development of rich innovation ecosystems which include small, young, and small firms with high gross potential in the ICT technology and Internet sectors. The initiative, launched in October 2015 in the context of ITU Telecom World 2015 (http://telecomworld.itu.int/).
**Key areas of focus of EMERGE:** The ICT system across the world is vastly changing. It is no longer just about established players or about big companies, but it's about a multitude of players that are innovating across industries and countries. SMEs are key actors, which are creating jobs and developing innovations. A closer look at the sector allows us to see that a lot of various solutions in parts of the world are coming from startups, entrepreneurs, and emerging companies. Moreover, many countries, including developing countries, do not have many large companies. In most of the cases these are multinationals, with headquarters in a developed country. This places lack of participation developing countries in the development of successful businesses and technological solutions. This is particularly evident in emerging economies, as well as specific regions. To support SMEs and start-ups, it has been noted that there is a huge gap of what is needed and what can be offered in terms of funding, skills, education, knowledge, and also links and networks. These are the areas in which EMERGE will be focusing.

The Partnership will also work to establish key elements needed for robust ecosystems, and especially empowering SMEs and micro enterprises in these sectors, including firms addressing special areas including connectivity challenges and encouraging deployment of electronic and mobile public services. Helping to find investment and financing for SMEs and start-ups transition into high-growth firms, and also help to build a human capacity in this regard. This has started by mobilizing a group of key partners who are supporting these entrepreneurial ecosystems from their own organizations, and have dialogue among them and other stakeholders. The active involvement of these organizations will help define how to enable innovation entrepreneurship through public policies, identify what funding and investment models are needed and help with knowledge building. In summary, the Partnership will focus in intelligence gathering, research and analysis in this area, support of existing networks, and raising awareness of importance of innovation entrepreneurship to address challenges for development. The Partnership so far includes 8 organizations, form organizations supporting accelerators, incubators, private-sector companies, International organizations, regional initiatives and industry alliances around the world. Current support organizations of EMERGE are Emerging Crowd,

Intel Corporation, ITU, Seedstars, Silicon Cape Initiative, Startup Europe Projects, UNICEF Innovation and WITSA, although further organizations are considering joining the partnership.

**Upcoming initiatives:**
The first initiatives of the Partnership included and will include:

- An event in October where EMERGE was launched,
- An event in March 2016, together with a summit that encourages and features awards for the entrepreneurs and also helps them develop via sustainable business models,
- The first EMERGE Partnerships publication: Developed with all the partners will draw on grass-roots, local, national, and international perspectives of how we could encourage entrepreneurship and innovation in all the markets, especially emerging markets. Some topics of the publication will be why we need to support SMEs, what the role of ICTs in that ecosystem is, how SMEs could help innovate for achieving global good and achieving development goals and what the role of social entrepreneurship is. The Initiative received a very good response from the audience, with many organizations interested in learning more about how they can help and join.

**ITU's plans to increase participation of SMEs in technological development:**
Besides the EMERGE initiative, ITU is also looking to increase the level of participation of SMEs and start-ups in the work of ITU. This will be done through the introduction of a new small membership fee, similar to the current fees charged universities to participate in ITU. In exchange these companies will benefit from the large membership including 193 governments and around 700 private-sector entities. SMEs and start-ups will have the opportunity to link with some of the larger ICT companies, which are ITU members, but also with Academia and state members, and have a platform to get their products recognized in what could become the basis for an ITU standard. Other measures being undertaken include promoting remote participation in meetings, to reduce the cost of engaging with ITU. Remote participation has proved to provide very good results to increase geographic diversity in meetings, and ITU hopes that next group to benefit will be SMEs and startups.

**Issues raised at the Q&A session:**

- Internet Association of Argentina, covers all the new SMEs and startups and entrepreneurs that develop applications in Argentina and also run the IX piece in all country. They recognized the challenges that small companies face and the highlighted the importance of the smaller fee. This was presented as a good way to start the relationship with ITU.
- United Kingdom Government, This is a very valuable step for ITU to take within the context of advancing the contribution of ICTs to sustainable development and enlisting capacity-building support for new entrepreneurs, and emerging companies in a very dynamic sector worldwide, which is going to have an important role for many developing countries and small island developing states in the future as their economies develop and their digital strategies start to crystallize with the support of governments and sector meetings of the ITU.
- International telecommunications Bureau, very strong focus on inclusiveness, and finding ways to include persons with disabilities, especially students, because most people do not really think about the fact that probably one of the most untapped resources are students who have disabilities who can listen remotely, who can actually come and be accommodated by our organization. This initiative is useful because it involves young people and will support them. It is important for young people to be a part of international standards.
- University of Oxford, their interest is cyber-security capacity-building, so any initiative that is going to support the development of SMEs is a very positive initiative because these work very closely with governments and drive the actual capacity-building activity. An important part of the capacity-building reviews that they have conducted, let them see that there is a skills development of those that come out of university that does not necessarily reflect the industrial environment in which they operate. They are not enabled to be able to use the skills that they have founded in university and apply them in a very productive way. Therefore this sort of initiative would provide that springboard to be able to really become a positive contributing member of the industrial base.
- Open Group Trusted Technology Forum, it is really important to consider partnerships, especially with standards. They have just created the Open Group Trusted Technology Provider standard and put it through ISO as 20243, that is all about supply chain security, best practices for ICT providers. Looking at the SMEs that are providing the ICT there is a real need to bring them up to speed with what the big companies are

doing. Normal standards organizations are the big vendors, and so to get them up to speed, adopting what they have created as a standard and as best practice is really very important. There was a mention of the needs of helping identify appropriate mentors, both national and internationally, and also bring other stakeholders to the table. The Partnership should encourage 4 support for young people, especially by promoting a culture of sharing experiences with the new generation. A concern was raised that many universities are currently disconnected with the industry, and the curricula is outdated in terms of what is needed in the industry. This explains in many ways why when young people graduate, they don't find a job in the market. Another issue raised was that there are no mechanisms available for SMEs and start-ups to access some seed funding for which they can start. In some countries there are no venture capitalists and no investors. Instead there are banks, which have very complicated mechanism of providing loans. With these comments the session was brought to an end.

## Internet Corporation for Assigned Names and Numbers (ICANN) – ICANN Open Forum

### Transcript

### Video

**Report:** The objective of this session was to provide an update on ICANN's progress since the last IGF meeting in Istanbul, highlight key projects and initiatives underway, and engage in an open dialogue with participations on any ICANN related issues. Rinalia Abdul Rahim, ICANN Board Director, moderated the session.

Steve Crocker, Chairman of the ICANN Board, began by praising the WSIS+10 review draft UN resolution for calling for an extension of the IGF for another 10 years, and for recognizing the need for all stakeholders to engage in the process. He reiterated ICANN's strong support of the IGF as a platform for stimulating constructive dialogue on Internet issues in an open and multistakeholder fashion. He also noted ICANN's increased support to the global as well as regional and national IGFs, and its active participation in these forums. Steve then talked about the IANA stewardship transition and the ICANN accountability process and noted with actual figures the amount of work that had been done. An estimated 860 events around the world were organized on this topic between March 2014 and October 2015. Of these events, roughly 520 were joined through global webinars or calls, while an additional 345 were attended in person, spanning over 87 countries around the world. Roughly 300 people have been involved with the working groups, and there have been 25,000 or so email exchanges just on the accountability mailing list. The working groups – the IANA coordination group (ICG) and the Cross Community Working Group (CCWG) on accountability, have both reached significant results. The ICG has finalized its IANA stewardship proposal dependent upon the outstanding dependencies on the naming working group and CCWG. The CCWG has also made real progress on many of their outstanding recommendations, notably deciding to focus on developing the sole designator as the legal enforcement mechanism for their new community powers. The CCWG aims to submit its final proposal to the ICANN Board by mid January 2016.

Fadi Chehadé, ICANN President and CEO, explained that globalization at ICANN worked on four levels. First level is the operational level that includes:
• Opening of headquarters in Istanbul and Singapore and splitting the main operational functions across the three headquarters in Los Angeles, Istanbul and Singapore.
• The 24/5 ICANN phone support service offered in all UN languages plus Portuguese and Turkish.
• Partnerships with stakeholders around the world; two recent examples include the localization of ICANN materials in South Korea, and the DNS Entrepreneurship Center in Egypt.

The next level of globalization is geopolitical whereby ICANN would be accepted as an organization serving the global community. Over the past two years countries such as Brazil, China and India have publicly expressed support of the multistakeholder model, and of ICANN as the coordinator of the unique identifiers. In addition, ICANN has signed tens of MOUs in the last four years recognizing its role as the coordinator of those functions. The third level of globalization is to make sure that ICANN is independent. The community has been working hard to complete the transition and to give ICANN the global independence so that the

whole world can see ICANN serving everyone without the particular influence of any one group or one party or one government or anyone, but serving the public interest. The fourth element to globalization is the DNA of ICANN as an organization and as a community. It is easy to build offices around the world and hire people around the world. The difficult part is to make ICANN – staff, Board and community – change its DNA and understand its global role in serving billions of people around the world. This is a non-stop mission and ICANN is committed to it.

Rodrigo de la Parra, ICANN Vice President, Stakeholder Engagement for Latin America and the Caribbean, talked to ICANN's engagement efforts in Latin America and the Caribbean region, the engagement center of Montevideo that is shared with other Internet organizations, as well as staff members based in different countries in the region. Rodrigo touched upon ICANN regional strategies in Africa and the Middle East and talked in more detail to the ICANN LAC strategy. He highlighted key projects that are being implemented as part of this strategy in areas such as capacity building, strengthening participation in ICANN, domain name industry development, and communications.

Q&A session was quite interactive and discussion revolved around a range of different issues including priorities for ICANN in the coming three years; strengthening institutional trust within ICANN; the different review processes and how to manage timelines of such processes as community participation continues to increase; fellowship and NextGen programs. Upcoming news that was shared by Fadi during the Q&A session included opening of an engagement center in Africa, and launching an internship program where fellows can come into ICANN offices and work from there.

## Internet Society (ISOC) – Internet Soceity: Bringing People Together around the World

### Transcript

### Video

**Report:** The Internet Society has held Open Forums at IGFs in order to connect with IGF participants that shares the common goal of promoting an open, resilient, trusted internet, and engaging with our own ISOC community comprised of chapters, organizational and individual members. This year's focus has been on sharing successful experiences about community building and empowering people under the vision of "The Internet is for Everyone", with an overview of ISOC's activities around the globe to understand how our organization concretely strives to achieve this vision to bring the Internet of opportunities to all. The agenda has been structured into three parts: (i) an introduction to Internet Society; (ii) the Internet Society activities around the world, its challenges on the ground for community building and empowering people; and (iii) global Internet policy challenges.

The Board of Trustees Chair, Mr Bob Hinden and the CEO, Mrs. Kathy Brown have provided an introduction to Internet Society history and priorities. ISOC has almost 80,000 individual members, 146 organizational members and 112 chapters around the world. The recent approved 2016 Action Plan has pointed on two clear priorities, connect the unconnected and restore the trust on the Internet. It was also highlighted the importance of the youth engagement on the discussions to shape the future of the Internet. Mr Raul Echeberria, Vice-President of Global Engagement has noted the evolution of Internet Society into a distributed organization: internally with staff from 30 different countries, and in the community by organizing a distributed event (Intercommunity 2015) with 63 different locations connecting. He has also highlighted the work on IXPs and interconnection, especially in Africa and Latin America, and the support in providing grants to local community projects through ISOC`s Beyond the Net program and by recently joining the Seed Alliance program. and Mrs Ayesha Hassan, Senior Director for Stakeholder Engagement has reminded that ISOC network is comprised of civil society, technical community and business representatives, as well as our relationships with policymakers and many other organizations. The focus now is to keep building an effective and vibrant network, which includes reaching out the new stakeholders that are affected by the Internet issues.

Mr Frederick Donck European Regional Bureau has mentioned the expansion of the community building activities towards a broader geographical scope to include Central and Eastern European (CES) countries. He

has also highlighted that the community plays an important role in helping to react fairly rapidly in cases we need to position beyond policymakers and government representatives, such as the UK and France. Mr Sebastian Bellagamba has shared the activities in LAC and Africa. Both are working in the intersection between technology, policy and development, focusing on: strengthening security and stability of the Internet, improving and enhancing the capabilities of the Internet itself, engaging with intergovernmental bodies and regulators, promoting national dialogues on Internet Governance and providing technical capacity building. He has also highlighted that the upcoming IETF meeting on April 2016 will be in Buenos Aires, Argentina, and it is the first time an IETF meeting is held in Latin America. Mr Niel Harper, Senior Manager for Next Generation Leaders programmes has indicated that more than 3,000 people have been trained in the online course for Internet Governance. There are also other online trainings being delivered for network operations and wireless networks, in partnership with organizations such as IEEE. This year ISOC brought 21 ambassadors representing 14 countries.

Mr Nicolas Seidler has explained that based on the recent membership survey that indicated a need for more resources on Internet Governance, ISOC has develop a number of activities in this direction, such as: (i) the launch of Digital Watch, in partnership with Geneva Internet platform to provide reliable content on Internet issues and use the community expertise to bring local examples; (ii) the release of 10 policy briefs which are 2-3 pages with background on core issues: spam, local content, IXPs etc; and (iii) the partnership with Freedom House to provide data on online freedoms. Mrs. Sanja Kelly, Project Director for Freedom on the Net report has presented some of their key findings: a large range of topics are being censored in many countries, from criticism of authorities to satire, blasphemy, social commentaries etc; surveillance is growing exponentially; and an increase in government targeting encryption and anonymity. An interactive session with the audience has been opened.

Mr. Vint Cerf has reminded that Internet Society received its name because they believe that a society would emerge out of the Internet. Moreover he stressed the need to make a distinction between the potential for everything to connect from the ability to decide when you don't want or to decide which things you want to be connected to or to interact with you. Mrs. Narelle Clark has added that we are part of creating the new norms that our society is building using the Internet. Mrs. Gunella Astbrink has mentioned the need to include people with disabilities issues while looking for connect the unconnected.

## Ministry of Education of Cuba: Internet as a Pathway from School to Exercise the Human Right of Access to Information

## Transcript

## Video

**Report:** Cuba's delegation participated in the 10th IGF, representing the Ministry of Education. The Cuban open forum, titled "Internet as a pathway from school to exercising the human right of access to information", discussed the power and knowledge potential of future generations communicating through the Internet, the "network of networks". The forum was about how a country with low connectivity is setting out to put all the content, resources and possibilities offered by the Internet in the hands of students, and enabling students, teachers, and parents to access it, so as to contribute to the formation of new citizens who can exercise democracy on the Internet. Through the project "Putting Classrooms together", the Ministry of Education of Cuba has managed to empower schools with Internet possibilities. A new generation will be at the forefront of attaining our policy objectives and strategies, so countries should think about governance in terms of facilitating education and the progress of knowledge. We have to see educational development as a phenomenon transversal to the issues involving the whole of society. And today education remains one of the key elements for achieving the MDGs.

## Office of the United Nations High Commissioner for Human Rights, jointly with the Council of Europe – The Right to Privacy in the Digital Age

## Transcript

## Video

**Summary of discussions and main issues:** Mass surveillance continues to be a serious problem. Concern was raised about national initiatives which support mass surveillance. It was suggested that the risks of mass surveillance necessitate greater public awareness (media and digital literacy) and "mass encryption" possibilities for those who use mobile phones and SMS to communicate.

Mr. Cannataci, UN Special Rapporteur on the right to privacy, referred to a 10-point plan of action that could guide his future work:
1. Working towards a global definition of privacy in view of the fact that there was no universal understanding of the right to privacy;
2. Building public awareness of privacy and mass surveillance;
3. The need for a more structured and on-going dialogue among stakeholders;
4. More effective safeguards to prevent infringements of privacy and mass surveillance; and more effective sanctions when infringements occur;
5. More effective technical safeguards, including encryption;
6. More effective dialogue with the corporate world.;
7. Recognising the value of regional and national developments in privacy protection mechanisms (evaluate the impact of those regional solutions such as Convention 108 or the EU Directive);
8. Harness the energy and influence of civil society;
9. Highlight the differences between law enforcement and national security (only a minority of countries perform mass surveillance);
10. Work towards the further development of international law);

Mr. Schirmer, referred to the Report on Mass Surveillance by the Parliamentarian, Peter Omzigt, of the Parliamentary Assembly of the Council of Europe. In particular, Mr Schermer underlined:
- Freedom of expression and freedom of equal treatment before the law;
- Reference to multilateral intelligence codex i.e. mutual engagement to apply the same rules to the citizens from fellow signatory countries. No surveillance for political, diplomatic purposes;
- The need for whistle-blower protection, including the granting of asylum - Opposition in the Parliamentary Assembly of the Council of Europe to "Backdoors" (since they are also a security threat);
- The importance of parliamentary and judiciary oversight
- The promotion of self-encryption is an informational self-defence. "Mass encryption in response to mass surveillance" could be a way forward.
- The Parliamentary Assembly of the Council of Europe referred to mass surveillance as a danger to several human rights, not just the right to privacy.

Mr. Ghisleni, Ministry of Foreign Affairs of Brazil, stated that a solid foundation was needed to tackle privacy challenges in the longer term. He recalled that the right to privacy was recognised in binding international law, including the International Covenant on Civil and Political Rights and the Universal Declaration of Human Rights. He considered that it was an achievement to have put the right to privacy at the centre of global debate. He underscored the importance of consensus and involvement of all stakeholders in discussions on privacy in the digital age.

Ms Nyst, an independent consultant on human rights, expressed concern about recent national initiatives to legitimise mass surveillance. Offensive tactics were needed to prevent States from justifying mass surveillance on the basis of international law. She argued that the public at large did not have enough information to grasp of the problem. She underscored that mass surveillance could never be considered a proportionate measure. Mr Sesan from the Paradigm Initiative in Nigeria stated that countries in his region were "making up laws on mass surveillance as they go". In the case of one country, he said that there were seven government agencies collecting personal data but that there was no personal data protection law. He referred to the need to have a personal data digital rights bill. Outcomes, recommendations and possible next steps: There was agreement on the need for action on different levels: government actor level; regulatory level (international common understanding of privacy / harmonisation of safeguards on privacy regulation / a multilateral surveillance codex); enforcement level (oversight / accountability mechanisms); civil society level (awareness raising and media literacy). There is also a need for more dialogue between all stakeholders on the notion of privacy and its

components, on what constitutes legitimate security concerns, as well as a need for adequate and effective oversight and safeguards

## Organization for Economic Cooperation and Development (OECD) – Digital Economy for Innovation, Growth and Social Prosperity: Towards the 2016 OECD Ministerial

### Transcript

### Video

**Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:**

The forum focused on informing the IGF and consulting with the global stakeholder community on the preparations for the upcoming OECD Ministerial meeting on the Digital Economy in Cancun, Mexico, on 22-23 June 2016. The objective of the Ministerial meeting will be to foster a common understanding on how to maximise the growth, innovation and social prosperity potential of the digital economy. This event will bring together the 34 OECD members plus 19 non-members and they stakeholders who work on a regular basis with the OECD - the business community, trade unions, civil society and the Internet technical communities. Discussions will centre on the four main themes of the Ministerial: 1) The Internet Openness; 2) Building Global connectivity; 3) Trust in the Digital Economy; and 4) Jobs and Skills in the Digital Economy.

**Key issues highlighted by the panelists included:**

The need for trust frameworks and to manage risk across all stakeholder groups, the challenges faced by SMEs in becoming more digital, the role of civil society and that they will likely focus on human rights and fundamental freedoms, digital convergence and the Internet of Things, the work already the OECD has already done in areas like data driven innovation, internet policy making. Audience interventions reinforced some of these issues. There were additional comments around the OECD's first Ministerial in Ottawa as an incredibly important scene setting event and the unique thing about Ministerials is the Ministers can all come together and say at a very high level "this is our goal."

**Conclusions drawn from the workshop and possible follow up actions:**

Audience members and panellists concluded that there is a need: to address data localization issues, for transparency, to address intermediary liability, for national privacy strategies, for a strong framework to promote trans-border data flows based on OECD guidelines, to understand the growing significance of individualizing workers in the workforce and a need to send invitations to African Ministers. There was also reference to the value in a multi-stakeholder approach to digital economy policy development. Follow up actions could include developing key messages/"bumper stickers" for the Ministerial and identifying African associations or Ministers to invite.

## United Nations Conference on Trade and Development (UNCTAD) – UNCTAD Open Forum

### Transcript

### Video

**Key Issues raised:** Harnessing the potential of ICTs for social and economic development lies at the core of the WSIS, and is inseparable from the talks on the future of the WSIS process. It is crucial that the overall review should comprehend the implications of the very rapid changes taking place in ICT technology and services, including their impact on society, and that goals and strategies should be adjusted to take advantage of today's technologies. As well as contributing to the formal WSIS review process, it was important to stimulate

ongoing discussion among stakeholders concerning the evolution of the Information Society after 2015, including its implications for sustainable development and governance. We need to embrace open, inclusive, transparent and democratic approaches to all aspects of the information society, particularly Internet governance, with the meaningful participation of all stakeholders. While there are different views on some issues, one of the strongest points of consensus in the overall review of WSIS is that governments and non-governmental stakeholders should both have a place at the table.

**If there are Presentations during the workshop session, please provide a 1-paragraph summary for each Presentation**:

Ambassador Jānis Mažeiks explained the process and the progress made to date on the preparations for the overall review of WSIS. He explained that the negotiations on the outcome of the review are entering a critical stage and invited participants to contribute their views and ideas towards the the General Assembly's deliberations. He highlighted two themes that are have gained prominence in the review: harnessing the potential of ICTs for economic and social progress in the context of the 2030 Agenda for Sustainable Development; and Internet Governance.

Ms Mervi Kultamaa gave an overview of the main observations in the CSTD secretariat's report "Implementing WSIS Outcomes: A Ten-Year Review", highlighting the need for the review to be undertaken in the context of the evolving Information Society. She also stressed that the objectives for implementing WSIS outcomes today should reach beyond those set at the time of the Summit, not least because of the growing importance of Internet to all aspects of economy, society and culture. She pointed out that the report called for renewed efforts to resolve differences and achieve consensus, and to find solutions that will enable all stakeholders to play their roles and be involved in the development and in addressing challenges raised by the Internet.

Dr David Souter discussed the relationship between the General Assembly´s review of WSIS outcomes and the dynamic evolution of the Information Society, including likely developments during the next decade. He explored the challenge of ensuring that the review outcome document addresses past developments and anticipates future challenges in a way that remains relevant in the context of the rapidly changing Information Society. Alongside this, he emphasised the need for stakeholders in the WSIS, IGF and other ICT processes to think beyond the formal WSIS review process itself, to understand the changes which ICTs have wrought in the underlying parameters of economy, society and culture, address new issues of Internet governance which have arisen as a result of the Internet's evolution since WSIS, anticipate likely future developments and develop adaptive approaches towards addressing them. The interaction of these developments would be crucial to implementation of WSIS' vision of a people-centred, inclusive and sustainable development-oriented Information Society.

Ms Valeria Betancourt emphasized APC´s commitment to the vision for a people-centred, inclusive and development-oriented Information society which should permeate the outcome of the overall review. Emphasizing access and rights based development in the context of the WSIS review, she urged governments and other actors to invest in human development, institutional capacity, human rights, and democratic, transparent, and accountable governance. She also stressed the importance of women empowerment and ending ICT-based violence on women. Supporting the continuation of the IGF, she hoped that the forum could play a more effective role in informing other Internet governance and Internet policy processes.

**Please describe the Discussions that took place during the workshop session:**

Several participants commended the CSTD review for its throrough and valuable analysis of the many facets of Information Society development and WSIS implementation. The value of harnessing ICTs for development was stressed during the discussion as a priority theme in the overall review. Participants urged that the review should give strong emphasis to the social dimensions of the Infomation society, alongside technological developments. Issues discussed in this context included inclusive access for persons with disabilities, the need for greater emphasis on the impact of ICTs on education, and their impact on employment. There was also a call for renewed attention to financial mechanisms, including innovative approaches that could leverage ICTs for social development.

In this context, reference was made by one participant to social bonds which focus on training different segments of societies in the effective use of ICTs for employment. Participants urged those involved in the WSIS review process to build on the evidence base provided by the report "Implementing WSIS Outcomes: A Ten-Year Review", and other relevant documents and outcomes of WSIS+10 processes. They recognised the complex nature of the issues involved, both in the review and over the longer term. They looked forward to the continued discussion of these issues in the IGF, following extension of its mandate, and in other fora.

## United Nations Educational, Scientific and Cultural Organization (UNESCO) - Keystones to Foster Inclusive Knowledge Societies: Launching UNESCO's Comprehensive Study on the Internet

### Transcript

### Video

**Report:** UNESCO launched its comprehensive study Keystones to Foster Inclusive Knowledge Societies at the 10th IGF. "We congratulate UNESCO for conducting such valuable research and engaging all stakeholders in the process", was the sentiment of several speakers at UNESCO Open Forum 13th November at the 10th IGF. UNESCO took the occasion to launch its comprehensive Internet Study titled "Keystones to Foster Inclusive Knowledge Societies: Access to information and knowledge, Freedom of Expression, Privacy and Ethics on a Global Internet", as mandated by its 37th General Conference Resolution 52 in 2013. The Open Forum, chaired by Ms Lidia Brito, UNESCO Director for Montvideo Office, was kicked off by a short presentation on the Study by Ms Xianhong Hu. She explained that the CONNECTing-the-dots conference had enabled the study to be finalised, and that its Outcome Document was mirrored in the study's options for the way forward. This major global study explores global perspectives on the new and emerging trends that are shaping the Internet space.

Among the options for future action by UNESCO is support for the Internet Universality principles that promote a Human Rights-based, Open Internet, which is Accessible to all and characterized by Multi-stakeholder participation (R.O.A.M). Ms Hu informed that the Study is being validated by UNESCO Member States, and that the Communication and Information Commission of the ongoing 38th General Conference of UNESCO, had recommended the Internet Study and the options for endorsement by the full 195 Member States next week. Panelists acknowledged the significance of the study in promoting a comprehensive and inclusive approach to envision four key stones of access, freedom of expression, privacy and ethics for building knowledge society. They said that UNESCO was highly expected by stakeholders to use its institutional power to move forward on multi-stakeholderism, and to play a role of a trust broker so as to promote dialogue and harmonize different values and frameworks on Internet governance. Participants also suggested a list of emerging issues for UNESCO to consider actions for future such as network neutrality, algorithms and encryption and how these impact fundamental human rights.

## World Intellectual Property Organization (WIPO) – WIPO Open Forum

### Transcript

### Video

**Main messages:** WIPO and its Member States are engaged in the process of adapting the international intellectual property (IP) framework to the evolving needs of the Information Society by addressing issues at the intersection between IP and the digital environment at the international level using a multi-stakeholder approach. The session examined the suite of the Intergovernmental Organization Creative Commons (IGO CC) licenses and the broader topic of open access policies. It was highlighted that the IGO CC license has enabled international organizations such as the World Health Organization (WHO), the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the European Space Agency (ESA), among others, to standardize their licensing practices and to effectively implement open access policies across different digital platforms in an interoperable way.

It was mentioned that the increased awareness of the licenses and the implications of their use would greatly benefit both the potential licensors and the users. The session also focused on the growing video games industry which has today become a widely popular form of mass entertainment and a powerful platform for innovative art. It was emphasized that the video games sector is changing at a fast pace, largely driven by technological development and increased access to broadband Internet. It was also recognized that there is a need to tackle a number of unanswered legal questions such as who are the main stakeholders involved in the value chain; who is keeping the economic rights; and what is the legal status of the contributions by players involved in interactive online gaming.

The speakers provided an overview of two WIPO studies on the subject, namely "The Legal Status of Video Games: Comparative Analysis in National Approaches"3 and "Mastering the Game: Business and Legal issues for Video Game Developers"

# Dynamic Coalition Reports

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## Dynamic Coalition on Accessibility and Disability

## Transcript

## Video

**DCAD Meeting Report**
**Tuesday 10 November 2015, at Tenth Annual Meeting of the Internet Governance Forum (IGF), João Pessoa, Brazil**

**Chairman of this DCAD meeting: Andrea Saks,** DCAD Coordinator and Chairman of the ITU Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF), USA
**Vice Chairman of this DCAD meeting: Francesca Cesa Bianchi**, Vice President of the Global Initiative for Inclusive ICTs (G3ict), USA
**Remote moderator of this DCAD meeting: Derrik Cogburn,** American University at the School of International Service and Executive Director of The Institute on Disability and Public policy, Washington DC, USA
**Participants:**
**Geetha Hariharn**, Center for the Internet and Society in India, India
**Elaine Araujo**, Teacher for the Federal Technology de Brazil, Campina Grande Brazil
**Haley Slafer**, Internews NGO, Washington DC, USA
**Magda Berhe Johnson**, Spider (Swedish Program for ICTs in Developing Regions), Sweden
**Patricia**, Communications Converged Regulator of Broadcasting, Kenya
**George Fernandez**, Ministry of Education and Science, Portugal
**Fernando Botelho**, F123 Consulting, Brazil
**Gunela Astbrink**, ISOC and the Principal of GSA Infocomm, Australia
**Moedjiono**, Civil Society, Indonesia
**Tracy Weisler**, Federal Communications Commission (FCC), Washington DC, USA

**Apologies:**
**Judy Okite**, Free Software and Open Source foundation for Africa (FOSSFA), Kenya
**Ginger Paque**, Diplo Foundation USA

MEETING SUMMARY
Ms Andrea Saks who chaired this face to face DCAD meeting pointed out before the actually meeting started to the attendees, that the meeting started a full half hour late because of the fact that no one in the IGF secretariat has read and properly used the DCAD Accessibility Guidelines of 2014.
She stated that the same problems occur every year and which is why the Guidelines were written in the first place. Also the lack of continuity of staff from year to year made is vital that there be a focal point for accessibility within the IGF secretariat who is responsible for knowing how remote participation works for persons with disabilities. Once the requirements were explained the person in charge who then explained to the volunteers the meeting went well technically and persons with disabilities were able to participate remotely. The student volunteers did a good job and learned what need to be done. These repetitive problems could have been avoided if also as requested year after year, that there should be at least 15 to 20 minute time gap before any DCAD or accessibility workshop meeting to resolves any technical difficulties and to connect persons who are blind to WebEx. There should be no meetings in front of these meetings to prevent delays from taking away from the time allocated to the meetings. This was promised by the technical head in Bali. DCAD meetings should also not be on the first day so that DCAD members can evaluate the accessibility accommodation throughout the IGF meetings for feedback to the IGF secretariat. It was noticed that there wasn't any captioning for persons with disabilites in day zero. It was found out later that though the secretariat had requested captioning for those meetings of the Host, an arbitrary decision was made by the Host country not to provide it. There should be someone in the secretariat to check that this does not happen again. Though there was only one sign language interpreter present in day Zero using Brazilian sign language. Unfortunately she was in the dark located in the middle of the audience and not in the fully lighted stage area. The other area that was difficult was the insistence of the Host that persons with Disabilites pay for any transportation that was not a part of the regular transportation even though that the transportation provided

was inaccessible. This matter was cleared before the meeting started. This is again emphasizes why the DCAD Accessibility guidelines must become the standard to be followed by all Hosts and the secretariat for any future meetings.

**MEETING REPORT**

The Chair then welcomed all participants to the meetings after all technical difficulties were resolved. After the self-introductions by the meeting participants, the chair introduced the mandate of DCAD, stressing its mission to make the IGF more accessible (both on premises and remotely) and to highlight the importance of accessibility within internet governance, the agenda was presented and accepted. The meeting then mainly focused on discussing the accessibility of the IGF 2015 remote participation, and the revised DCAD Accessibility Guidelines which were to be submitted to the IGF Secretariat as an output of DCAD.

**Review of IGF 2015 remote participation**

Though Cisco generously gives the license to use the basic form of WebEx to IGF as sponsorship, some accessibility problems have been reported, including, the dual audio channel problem which makes remote participants who are blind unable to access the meeting room through WebEx. After discussion, DCAD agreed three points: 1) Mr Derrick Cogburn to make Blackboard Collaborate available to DCAD for free as it is accessible for those who use open source screen readers, such as JAWS, NVDA, according to him, 2) DCAD to communicate the accessibility problems of the current remote participation with IGF, 3) DCAD to communicate with WebEx and Cisco in order to ask to accelerate their work to make WebEx accessible. The last point was strengthened by the argument made by Mr Gunela Astbrink that Cisco has highlighted its work on accessibility at a recent huge conference in Australia on the national disability insurance scheme.

**Review of the DCAD Accessibility Guidelines (Lead editor: Ms Francesca Cesi Bianchi)**

The latest version of the DCAD Accessibility Guidelines has been posted for a public review. Ms Francesca Cesi Bianchi presented the document introducing comments made. This is a living document and the 2014 edition and the 2015 edition are available at the ITU website. Topics and comments reviewed at the meeting are below and those agreed upon would be added to the current draft of the DCAD Accessibility Guidelines:

**Medical emergency information:** In reply to a comment on whether DCAD addressed the points of having trained medical emergency team, Ms Francesca Cesi Bianchi introduced that the program for the IGF2015 included useful information on, such as, the number for emergency call, medical center and ambulance. Ms Andrea Saks highlighted that DCAD doesn't go into how medical profession handles medical emergencies, regardless of person with/without disabilities.

**Meeting registration form:** In reply to a comment on what 'reasonable accommodation' stated at 2.1 of the guidelines was, it was agreed to refer to Article 2 of UN Convention on the Rights of Persons with Disabilities (CRPD). It was also suggested by Mr Derrik Cogburn to refer to Article 9 of CRPD for 'accessible format' at the same section.

It was also suggested by a commentator to include transportation issues, and Ms Andrea Saks gave an example of unacceptable possible extra charges for extra transport for persons with disabilities in the past IGF, and she suggested to include contact details of an accessibility focal point on the form so that persons with disabilities can discuss their specific situation including transportation.

Ms Gunela Astbrink suggested to include examples in the future edition so that those who are not very familiar with accessibility issues can understand what the issue is. Ms Andrea Saks agreed and also added that reference ITU documents on accessible meetings would be useful. They are listed here and are free to download.

- FSTP-ACC-RemPart "Guidelines for supporting remote participation in meetings for all"
- FSTP-AM "Guidelines for accessible meetings"

**Meeting venue accessibility:** Ms Francesca Cesi Bianchi gave an example of problem of meeting venue accessibility for people using wheelchairs. Availability of and accessibility to lifts without using stairs is important.

**Technical accessibility:** Ms Francesca Cesi Bianchi suggested to keep the sentence about an example of participants who have to switch back and forth from the audio of the meeting when they navigate the webpage with a screen reader. This suggestion was agreed by DCAD.

**Meeting materials accessibility:** Ms Francesca Cesi Bianchi raised a question if IGF could provide Braille displays and/or screen readers on loan for those who need them. Mr. Fernando Bothelho said it would be a nice option to get more local participation depending on the country of persons with disabilities. It was also agreed to include in the registration form a mention of an email or a contact for accessibility accommodation.

**Make presentations accessible:** It was suggested that speakers and presenters be briefed about using the DCAD guidelines on accessibility prior to an event. Ms Andrea Saks highlighted the importance of identifying oneself each time one takes the floor, so that captioners and sign language interpreters can identify who is speaking

**Sign language:** Ms Andrea Saks suggested to reference WFD and IHOH, as they use "International Sign" ("International Sign Language" does not exist) for large groups of persons who use different sign languages. This enables persons with different sign languages as their native sign languages to be able to communicate with each other. Its vocabulary is small and not detailed enough and thus it is not recommended or used for technical work at the ITU standards meetings. She emphasized that it is called "International Sign", but not called International Sign Language because unfortunately among persons who do not have a disability often think that there is such a sign language.

She also shared her experience at the meeting of the day before that an interpreter were in the dark, not on the stage during a meeting, and that deaf participants were not insured to sit in the front row. There was no public announcement or signage clearly stating where the sign interpreter would be. It was also suggested to book sign language interpreters as early as possible because of the shortage of qualified sign language interpreters and that there needs to be more than one to insure proper breaks.

**The degree of acceptance and use of the DCAD Accessibility Guidelines**. It was discussed whether the document becomes a requirement to all Hosts and recognized recommendation to the IGF. While many host countries may consider certain accessibility requirements when they decide to host an international conference, they need guidance to provide full accessibility in line with the UNCRPD. While it was said that certain additional requirements may discourage potential hosts on their decision to become a host accessibility can't be ignored. Ms Andrea Saks suggested the DCAD Guidelines to be used in the spirit of the UNCRPD and that there be a person in the IGF secretariat be available for subsequent explanations for the Host's responsibility. Mr Fernando Botelho suggested to have two levels, such as basic requirements and suggestions, in the document. Mr Derrick Cogburn stated that it was quite likely that host countries had signed and ratified therefore had committed themselves to the UNCRPD. Therefore certain accessibility requirements, should already be built-in to the contractual arrangement between the host and IGF. Ms Gunela Astbrink suggested to use 'must ensure' as standard language for the accessibility considerations which are absolute requirements, and summarize them at the top of the document. Ms Andrea Saks appreciated all the suggestions but she suggested to keep the document as it was at this moment as the document had to be submitted to IGF main session on Dynamic Coalitions IGF shortly. Due the fact of the lost half hour of the meeting it was not possible at this time. Since the DCAD Guidelines was a living document it could be updated and revision could be done for 2016.

Ms Andrea Saks also suggested to include a sentence that "all host agreements must provide accessibility and/or equivalent accommodation for persons with disabilities in all meeting arrangements. This should include interpretation access and ICTs in line with the UN CRPD".

**Other comments on the guidelines**

Ms Francesca Cesi Bianchi also introduced comments which had been made at a meeting in Colombia a week before. Firstly, it would be nice to include sign language interpreters on some part of the big screen of meetings. Secondly, anonymous feedback on accessibility should be used as part of learning process. Then, a checklist to validate equipment should be provided by the organizers, and lastly, ground rules should be agreed and posted publicly beforehand.

**Further DCAD activities at IGF 2015**

During the 15-min slot given to all Dynamic Coalitions (DCs) at the IGF main session on Dynamic Coalitions on Wednesday 11, Ms Andrea Saks presented the DCAD Accessibility Guidelines. It was also agreed to acknowledge all the efforts on accessibility made by the host for this meeting, and to ask for a focal point in IGF who would be responsible for and can reply accessibility issues.

It was announced that there would be a workshop on "Empowering the next billion by improving accessibility" co-hosted by DCAD and Digital ICT Global Initiative for Inclusive Technology on Friday 13, as well as a workshop on "Mobile and IoT Expand Inclusion for Persons with Disabilities" on Wednesday 11 where several DCAD members would give talks.

Unfortunately this was in direct conflict with the DC main session meeting and therefore many who needed to attend both sessions on accessibility and the Main DC session meeting could not do so. This conflict was noted and expressed well in advance of the IGF meeting in Brazil by email from the Coordinator of DCAD to Secretariat but no response was received.

**Any other business**

Ms Andrea Saks quickly went though the other agenda items. She highlighted that she would be open to discuss with all participants and DCAD members any details that needed updating in future meetings. DCAD will continue updating the guidelines by email reflector communicating and at future meetings via captioned conference calls. Mr Geetha Hariharn expressed his expectation to see additional item on the agenda to discuss and propose stronger language of WSIS+10 document for persons with disabilities, and Ms Andrea Saks agreed to try and see if this could be done.
Consideration of having a nomination to the MAG for a person with disabilities was suggested, as it would allow to keep making inputs on accessibility to that level. This was well received and future action was agreed to be taken with regard to this suggestion
The meeting was then out of time. It was agreed that Francesca Cesi Bianchi would amend and add all suggestions to the DCAD Guidelines as agreed at the meeting for presenting to the Main session on Dynamic Coalitions.
Future meetings would be decided by reflector and would be by captioned Conference calls.
The meeting was then closed by the chairman.

## Dynamic Coalition on Accountability of Internet Governance Venues

## Transcript

## Video

**Report For The First Meeting of The Dynamic Coalition On Accountability of Internet Governance Organizations**

**Thursday 13 November 2015**

**Description**
Dynamic coalition on the accountability of Internet governance organizations had its first meeting at IGF2015, in Brazil, organized by Farzaneh Badiei and Robin Gross. The DC is tasked to look at
the accountability mechanisms of Internet governance organizations. As Internet governance organizations are transnational and more or less not in the shadow of law, their accountability mechanisms is very important. Accountability is a complex issue it consists of principles and mechanisms. According to Scholte when we consider accountability we need to understand accountability to whom. Accountability is also based on four mechanisms consultation, evaluation,

Internet governance organizations have somehow similar but also distinct processes for accountability. It varies from membership model, multistakeholder governance, transparency during the consultations and accessibility of the processes for decision making.

Accountability is of importance for different stakeholder groups, it provides effectiveness for civil society requests, it brings stability for business and provides the government with the chance to protect their people's rights.

**Conclusion and Outcome**

The importance of dynamic coalition on accountability was recognized and it will continue its activities by looking at various Internet governance organizations such as IGF, WSIS , ICANN, RIRs and other IG organizations. it looks specifically into their mechanisms and will formulate groups to discuss the mechanisms and shortcomings of the IG organizations

**Agenda and Speakers**

1. Setting the agenda for DC and the focus (Robin Gross, Robin talked briefly about the objectives of accountability dynamic coalition and abit of background, 4 minutes)
2. Importance of accountability in IG organizations (Jeanette Hofmann, 2 minutes)
3. The criteria that should be implemented for accountability (here Jan discussed the normative criteria of accountability and other matters , 4 minutes )
4. Different accountability mechanisms existing in IG organizations ( Farzaneh Badiei, Farzaneh talked about general mechanisms ( what general what are the mechanisms , access to court, arbitration, internal dispute resolution and conflict resolution processes) 1 minute
6. ICANN and its accountability mechanisms (Erika Mann, Erika talked about ICANN's current accountability mechanisms, to whom they are accountable, 6 minutes )
7. Numbers (APNIC, Paul Wilson, Paul talked about APNIC accountability mechanisms and their relation to ICANN, 6 minutes)
8. National NIR, Izumi Okutani: Raising a community issue Language difficulties and accountability, 6 minutes
9. Different stakeholder groups viewpoints (based on personal views and their experience in their stakeholdergroups)
Business, Keith Drazek , Verisign, why accountability is important from the viewpoint of business (5 minutes)
Civil Society , Jyoti, CIS, Why civil society cares about accountability (5 minutes)
Government (Jorge), Why governments require accountability from IG venues.(5 minutes)
10. The future of the dynamic coalition: Participants discussion, what should be added and what should be the focus, 45 minutes)

**Estimated number of people**: 10 to 15

## Dynamic Coalition on Blockchain Technologies

### Transcript

### Video

**Report for the 1st Meeting of the**
**Dynamic Coalition on Blockchain Technology**

**13 November, 15:00-15:30 (Workshop room 3)**

The first meeting of the Dynamic Coalition on Blockchain Technology was organised by Primavera De Filippi (Harvard / CNRS), Constance Choi (SevenAdvisory) with a view to foster a reflection on the emerging challenges raised and faced by these new technologies, so as to better under the current regulatory debate and ideally elaborate a concrete set of guidelines for regulators and policy-makers.

After a short presentation of the newly created Dynamic Coalition on Blockchain Technology, and a description of the work which has already been done under the framework of the global Coalition on Automated Legal Applications (http://coala.global), Primavera De Filippi and Constance Choi provided a general overview of the state of the art in the blockchain space. It was stressed that the rapid emergence of blockchain technologies, often compared to the rise of the early Internet, presents revolutionary opportunities and challenges to the future of modern society as we face the 21st century world of ubiquitous connectivity, decentralized networks and interconnected devices. This is particularly relevant when it comes to the issues surrounding the regulation of these technologies. Indeed, many legislators around the globe are currently scrutinising the opportunity to elaborate and adopt legislation on blockchain technologies such as Bitcoin, most notably.

Primavera De Filippi (Harvard / CNRS) and Constance Choi (SevenAdvisory) then moderated an interactive discussion with the audience, with a view to identify what are the most pressing issues and regulatory concerns that should be tacked in the short-term. Everyone was given an opportunity to speak and contribute to the

discussion, and all intervention have been taken into account in order to elaborate the roadmap for the Dynamic Coalition.

**Meeting Agenda**

15:00 - 15:05 Introduction to COALA and the Dynamic Coalition on Blockchain Technology
15:05 - 15:20 Open and interactive discussion with the audience
15:20 - 15:30 Elaboration of the roadmap for the Dynamic Coalition

**Estimated number of participants**: 15 people

## Dynamic Coalition on Child Online Safety

## Transcript

## Video

Speakers and moderators

- John Carr, Senior Advisor, European NGO Alliance for Child Online Safety;
- Carolyn Nguyen, Director of Technology Policy, Microsoft;
- Susie Hargreaves, CEO, Internet Watch Foundation;
- Katia Dantas, Policy Director for Latin America, International Centre for Missing and Exploited Children;
- Marie-laure Lemineur, Head of Programme Combating Sexual Exploitation of Children Online, ECPAT International, moderator;

Jim Prendergast, the Galway Strategy Group, Inc., Remote moderator.

**Session title**:
Databases, a tool to disrupt the dissemination of child abuse images in digital environments

The session addressed the types and purposes of the wide range of existing databases – image, hash value, etc. – and the role those repositories of data play in disrupting the circulation of child abuse images in digital environments. Examples were shared on how law enforcement, online reporting mechanisms for illegal content and private companies such as Microsoft use these databases to track, detect, block or store data for criminal investigation purposes. The session also explored existing challenges such as data sharing between data repositories, data corruption, and categorization of videos and images of child abuse.

It has been conducted as a Q&A session. No presentation were made. The following questions were asked to the presenters:

- The link between data repositories and child sexual exploitation might not be obvious to all, therefore could we start by describing the type of databases available on the market and how they operate?
- What purpose do they serve? From a law enforcement perspective ? From the private sector perspective ?

✓ Saving time for LE by screening automatically pre-existing images;
✓ Identify non unidentified victims among the collections seized;
✓ Avoid having to touch or manipulate the data in other words reduces possibilities of data corruption;
✓ Prevents the analyst and/or LE officers from watching manually the images with the consequences that this could imply in term of saving time, avoiding psychological impact for the analyst, etc.;
✓ Filter and block and report images.

- So would you agree with the statement that those DB bring victim´s identification to the Forefront of the work done by individual agencies and organizations?

**CHALLENGES**
**DATA SHARING**

- On the one hand, we have individual agencies-organizations retaining silos of similar data that would be far more useful in the aggregate and on the other, we have agencies- organization using different tools with different standards which makes it difficult to share the fingerprints and as a results, makes it difficult to ensure consistency. Could you provide examples of best practices/initiatives promoting cross feeding-data integration and the adoption of common hash standards?

**GREATER TAKE UP FOR PHOTODNA**

- A great deal is known about how PhotoDNA works in principle but what do we know about the rate of its take up by third parties? Is everybody who should be using it in fact using it? What can we do to encourage greater take up?

**BUSINESS LIABILITY**

- If tools like these are available what reason could an online platform or online business have for not using them? Might this increase a business liability?

**SECURITY STANDARDS**

- Those repositories gather sensitive information. Could you describe the type of measures taken to ensure that the systems where this information is seating won´t be hacked?

**GENERATING MORE AND MORE DATA**

- We are generating a great deal of extra data for law enforcement and others to use.
- Could we provide an idea of the quantity of images a DB can handle? Project VIC currently encompasses 3 millions unique child abuse images and videos. How about IWF?
- Is there any evidence that it is in fact being used and having an effect?

**COSTS**

- While it is true that Photo DNA and Google's equivalent are given away free we all know that there are set up costs, training costs and costs associated with sustaining the programmes: these would be measured in terms of the additional costs of computing/processing power and the staff costs for running the systems.
- These costs can be applied both to public agencies such as the police and to private businesses.
- Now of course the costs will in the end largely be determined by the pre-existing architecture and systems within any given organizations but the absence of ANY illustrative information is definitely acting as a barrier.

END OF QUESTIONS

**Summary of comments made by presenters and participants**:

-Increasingly databases are developed for specialised use by some of the partners fighting sexual abuse online;
-In terms of value chain, different partners are doing different things with those databases. Such is the case of law enforcement which will have a victim ID database and of a hotline which will have a database to block and remove the content from the Internet. All partners have a very specialised approach to it all;
-Historically, the database that has been used has been a database of URLs. Even of the URLs will remain, we are moving towards a trend where databases of hashes are going to be perhaps the essential database technology;
-The International Association of Hotlines (INHOPE) is developing a new tool for content categorization and hash values using INTERPOL's international standard called baseline. The baseline categorization is known as classifying a category of images, also known as the worst of the worst, since they are child sexual images of real victims of 13 years old or younger, portraying an explicit sexual act or focusing on the genitalia of the child. This type of images is deemed to be labelled as child pornography in all countries where there is legislation criminalizing such conducts; This category of images, will then be passed on to INTERPOL for potential further investigation where appropriate;
-It is important to notice that the vast majority of child abuse images circulating are duplicates – The core issue here is that the scale makes it impossible for law enforcement or anybody else to look at ever image because the numbers are just too big. A system they relies on human being to look at images will not work- That is why those databases are so vitally important;

-So the issue of scaling is one and to be able to develop technologies allowing first identifications of the victims and than the removal of the child abuse images;
-Microsoft estimates that globally approximately 1.8 billion photos are uploaded every day and about 720.000 of them are child abuse images (child pornography). According to children's rights organization in the UK, an estimated 360 million images of child abuse are circulating in England and Wales;
-PhotoDNA is a technology developed by Microsoft with Dartmouth University. It contains information about the photo itself and not the content. The tool creates what is called a unique hash value of each image and than this value is shared;
-Microsoft has donated this technology to law enforcement agencies and it is used by approximately 70 companies around the world;
-Recently this tool has been made available in the cloud and later this year it will available for videos of child abuse images since so far it can only produce hash values of still images;
-It is key to produce hash values that can not be altered;
-It is key to have consolidated hash values this is why the International Center for Missing and Exploited Children (ICMEC) has developed Project VIC. This Project ensures that those databases of has values are integrated and are peer- reviewed. Law enforcement is trained on victim identification processes;
-These technologies have brought victim identification to the Forefront of the work done by law enforcement agencies and other partners;
-Historically, law enforcement has focused on offenders rather than on the victims of child abuse images;
-Those technologies not only minimize the job of law enforcement having to go though thousands and thousands of terabytes of information but it also allow them to identify both the victim and the suspect faster through an automated process of gathering information;
-Another end result of databases of hash values of child abuse images is that analysts do not have to view the images again and again. It minimizes human exposure to the child abuse images. Even if organizations like the Internet Watch Foundation have a good welfare system in place for its analysts. Services like mental health assistance, social attention are made available to the analysts depending on the organizations. Last year IWF analysts graded 160,000 images for the UK police as part of the new national image database. IWF analysts are adding to the IWF hash list thousands new hashes per week. In order to add to the IWF hash list, an analyst has first to view the photo, assess and grade it. Than it goes on the list. This can not be reverse engineered;
-In relation to the human element, another aspect to take into account is that a bad quality assessment made by the analysts (law enforcement or otherwise) could undermine the confidence in the quality of the database;
-One of the mechanism to ensure this quality is by doing peer review such as in Project VIC;
-Another example of law enforcement database is the Interpol International Child Sexual Exploitation Database known as ICSE;
-Project VIC is promoting the cross feeding of different databases to avoid duplication of databases retaining similar silos of information;
-There is a need for mass repositories of hash values of child abuse images to ensure that industry are able to remove access to the images/avoid duplication of images known and where necessary confirmed by law enforcement to be illegal under the relevant jurisdiction and there is a need for specialised set of images-specialised repositories for victim identification purpose. So there is a need for different list o hash values with different purpose to be available to attend different needs; We need to recognize that we can not have one list of hash values i.e. different type of hash list;
-With regards to business liability, there is under European legislation a concept called the mere conduit for those companies who just provide infrastructure for data to go through their systems without looking at the content. They can not be hold liable for illegal content they did not know where located on their servers. It is a fair way of dealing with the problem for data that is just transiting;
- *"In fact companies like hosting services can be held liable once they have got knowledge from illegal content on their servers. Paradoxical when they apply monitoring technologies it is assumed that they have liability. Including the so called good samaritan rule in the law could exempt liability when the monitoring is done for the good purpose of protection of children from abuse and sexual exploitation."* – comment made by Jutta Croll, Managing Director, German Center for child Protection on the Internet;
-IWF and Microsoft have databases of URLS for blocking access and of keywords when an internet user searches or tries to access a URL on the URLs database, a splash page appear to the user warning him to seek help, or that the content he wished to access is illegal. The message displayed vary from one company to another and from one country to another but sometimes it has taken years before finding the right wording to try and reach a balance between warning the user and wanting to make an impact to avoid further exploitation of the children;

-But beyond business liability, the issue is more about image and corporate social responsibility. Those companies who are aware that inappropriate content is traveling through there systems, it is very much their obligation, to develop or use the right technology and identify the content and block it;
-There are costs associated with running databases such as PhotoDNA on the systems of a company. Even if the tool if donated for free by Microsoft, and other tools are also licenced for free, there are unknown costs associated to running these tools and training the staff who will be using them. In some part of the world, like for example in the Arab world, these costs are unknown and stakeholders interested in using them are wondering what those costs might be;
-In relation to security standards and now the sensitive data located in the databases are handled, it must be highlighted that this is also for companies a reputational matter. The IWF for example applies very tight security standards such as for example, doing regular penetrating tests, having hashed that can not be reverse engineered, tight security around analysts who are viewing the images, etc. In the case of Microsoft, both the data at rest and in transit is encrypted between end points.
EN.

**Gender**
38 participants: 15 women and 23 men

**Brief Description/Objective**

After 9 years of letting Dynamic Coalitions evolve in the margins of the IGF, the MAG agreed to bring their work into the mainstream and let them present their findings with a view to producing IGF outputs.

This is in line with the recommendations of the CSTD Working Group on IGF improvements which called for more tangible IGF output. The primary objective of this Main Session is to give an opportunity for the DCs to present and showcase their work to the broader community in a formal manner, during a main session at the IGF annual meeting. Many of the DC's have undertaken and achieved significant work in their respective fields and allowing them to present working outputs for broad community feedback at the IGF will help increase and strengthen IGF outputs for use of other relevant IG fora and bodies. This session will also be a good chance to highlight the work of the DCs in general and hopes to encourage increased participation in the DCs by those attending the IGF in Brazil in person and following remotely.

The structure of the Main Session, split into two days, will reflect the progress of respective DCs' working outputs, as determined and declared by those same DC's. The first part of the session on Day 3 will devote speaking slots to those DCs with final, complete outputs, who are actively seeking feedback from the community. Participants will be encouraged to complete rating sheets on the output documents, which will be broken down into the main issues under discussion.

Statement delivered by attending representative of DC COP (Marie-laure Lemineur) during the session (Friday 13 November - II part – 3 minutes) :

"The Dynamic Coalition on Child Online Safety welcome the initiative to stimulate further interactions with the broad IGF community as well as to seek ways to better inform about the nature and scope of our work as Dynamic Coalitions which should be mutually beneficial.

The Dynamic Coalition on Child Online Safety was created in 2007 and currently has 24 member organizations as well as 55 individuals affiliated to it mailing list, some representing those organizations, others active in their personal capacity.

Provided that an estimated one in three internet user worldwide is under 18 year old, rising to one in two in parts of the developing world, the members of the Dynamic Coalition on Child Online Safety, believe in the importance of advocating for and positioning issues around the rights of the children within the agenda of the internet Governance Forum by providing an open platform for discussion ensuring dialogue among representatives from children's organizations, government, industry, academia and other civil society groups, including those made up of young people themselves. Children´s rights and in particular the issues about the link between those rights and internet governance should be in the remit of all actors across sectors, it is not the sole responsibility of children's organizations. This is reflected by the wide variety of our membership and

through concrete outcomes which were inputted by a large number of our coalition such as the UNICEF -ITU Industry guidelines for COP.

The Internet Governance Forum (IGF) is one of the main actor in the Internet governance ecosystem. This is why we would welcome to hear the views of those attending today whether remotely or in person, on how Internet governance stakeholders should embed the issues concerning the rights of children in the digital age in Internet governance policies and structures

We encourage all interest party in joining our coalition to contact us and we also look forward to further cross-collaboration with other coalitions.

Thank you for your kind attention."
END

Statement delivered by attending representative of DC COP (Jutta Croll):

"The position of the Dynamic Coalition on Child Online Safety is that children have the same right as any other group in society, but due to the vulnerability there are certain rights given to especially to this group and we do not think that freedom of expression and protection of children are in contradiction but we see a need to balance the Rights of freedom of expression to the right of children's privacy and the right of children to their physical integrity. And we should also not think of children as a minority group. Recent research shows that soon to be 1 in 3 Internet users worldwide are children, and when it comes to developing countries, it is 1 in 2 Internet users. Let's not think of children as a minority but a very important group that's got the same rights."

## Dynamic Coalition on Core Internet Values

## Transcript

## Video

**The Dynamic Coalition on Core Internet Values**

http://coreinternetvalues.org/

**Report on the proceedings of the Coalition Meeting held during IGF Joao Pessoa, Brazil**

The sixth IGF meeting of the Dynamic Coalition on Core Internet Values was held on 11th November 2015, Wednesday at Workshop Room 3 during the 10th Internet Governance Forum, Joao Pessoa, Brazil.

Estimated Number of Participants: 20 in the room, about 30 remote participants through various platforms.

Panelists: Olivier Crepin Leblond, Past Chair of the ICANN At-Large Advisory Committee, as Chair. Kathryn Brown, President and CEO of the Internet Society Paul Wilson, Director General of APNIC Erika Mann, Member, Board of Directors, ICANN (apologies) Carlton Anthony Samuels, former Member of the At-Large Advisory Committee Mark Carvell, Representative of the United Kingdom at Governmental Advisory Committee ICANN Joly MacFie, Remote Coordination

About the Dynamic Coalition: The dynamic coalition on Core Internet Values was formed following the "Workshop on Fundamentals: Core Internet Values" held during the 2009 IGF at Egypt, chaired by the Internet Society Past President Lynn St.Amour. The Coalition has met during the five IGFs that followed Egypt and its sixth meeting was at Brazil, chaired by Olivier Crepin Le-Blond. The pursuit of the Coalition in general is to work towards causing the Internet to evolve in such a manner that its Core Values are not compromised. The stakeholders to Internet Governance might share the view that the Internet remains Global

as One Internet, Open, Free, end to end so as to foster Global Access, Permission-less Innovation and Global Prosperity. The sub-theme of the 6th meeting in particular was : "Core Internet Values as a Reference Standard for Global Internet Policy". This has been be to discuss the thought that the organizations responsible for components of Internet Governance including large Internet Organizations, Governments and Civil Society organizations could formulate/contribute to formulate Internet policy in a manner that the Internet does not slip away from Core Internet Values. The organizations responsible for components of Internet governance including large internet organizations, governments, and civil society organizations could formulate or contribute to formulate Internet policy in a manner that the Internet does not slip away from core internet values.

Main Messages/ Deliberations from the meeting at Joao Pessoa, Brazil

● The Core Internet Values Coalition is engaged in a discussion on the set of values that are primarily technical in scope, but extend to the societal sphere as Social Values, though not extending the scope of discussions as far as freedom of speech or Human Rights.

● The technical values result in a larger sociological benefits. The architectural values of the Internet including openness and interoperability result in the Internet being a global network of networks [that connects people globally].

● On the notion of Core Internet Values, there are two points of view: One view is that there are values that the Internet ought to not slip away from, hence unlaterable. The other view is that some changes are inevitable on some of the values, for example, compromises to the end to end principle were made when NAT was widely adopted.

● Network Address Translation (NAT), for instance, or various types of network filtering in a way overwrite the end-to-end principle, but with the introduction of the new IPv6 protocols, this compromise would be unnecessary.

● The RIR policies have always had an absolute concern with the routability of addresses that are allocated. It would be possible to manage or mismanage addresses to the extent that a small number or a large number became unroutable in parts of the Internet or globally. Transition to IPv6 could ensure that every point on the Internet reachable.

● The global nature of the Internet is dependent upon and linked to policy choices.

● Internet is a network of networks that are interoperable and that there are agreements between these networks for the transit of bits that are distributed across the network and identified by unique identifiers in very, very different ways than traditional telecommunications networks that regulators grew up with; it is a very different architecture which requires a different kind of understanding of how one builds on it ● Some governments find adjusting to this New World of a single globally interoperable communication medium so difficult - they wish to exert some sort of sovereign control over Internet activity and the ability of their citizens to access the Internet

● Some other governments are known not be particularly conducive to defend those core principles. And then yet others have been very positively vocal about preserving Core Internet Values.

● Most governments would consider a wholly governmental approach to certain issues to be inappropriate, as it would lead to fundamental mistakes. It would be a slow process if Governments do not take account of the need to engage with the technical community and other constituencies in the Internet ecosystem

● UK Government had to reassess its approach to Internet Policy and its responses, given that the Internet is essentially borderless and the classic government approach to define within its country laws and rules that would apply, that approach will simply not work.

● Security is one of the major concerns of Governments. Internet Society has developed and recommends an approach called collaborative security ( http://goo.gl/7wsB9b )to understand the problem areas, and identify the problems to be solved. And then to bring the legitimate stakeholders and experts to the table to solve it.

● Many governments are recognizing this, and they are instituting changes to the way in which they do develop their policy responses to threats. It involves a lot of coordination now across administrations that never used to happen.

● Business on the Internet is very different, because of the nature of the global reach and distributed nature of the Internet itself which enables the business to get anywhere, from anywhere, to many. Many businesses find it actually an exciting new way to think about business, but some have been very threatened by it.

● For example, the old style telecoms conglomerates viewed the Internet and voice over IP as the biggest threat to threat to their businesses. The revenues of telecommunication companies declined on account of voice services. At the same time, connectivity and bandwidth became new services. The revenue models have changed, and they [are still slow] to adapt to the opportunities for Telcos for innovation and for expansion of economic and social activity.

● They see threats to their livelihood and so they think they should intervene. Increasingly they are trying to get governments to use their role as policy maker. Governments are not to make that decision by themselves alone.

● The Coalition fully supports permissionless innovation, the user doesn't need to ask anyone for a license before creating an application on the Internet.

● The threats of fragmentation are still very much present. On a National level, fragmentation is about different Internet islands that are separated with "moats and drawbridges" ( http://goo.gl/hQeDHG )

● The threat is also from artificial borders raised by walled gardens and the zero-rating services.

● Zero-rating service is an application of the Internet. It's clearly an Internet service, an application, could be a step that enables access and enables connectivity. The application is not the Internet.

● An alternate point of view is that any service that enables a user to get online then reduces the cost to get online is useful. One needs to be adamantly clear that such a service is not to be advertised as "the Internet", nor lock in a user so the user cannot go anywhere [else]. In other words, there must be a path to graduation from the service offered.

● Advertisements and even spam are content, any regulation would require that the content be inspected first. But, content regulation is a very slippery slope.

Questions and Answers

● The idea of a borderless nature of the Internet is something which has been quite difficult for some countries to grasp and for some stakeholders to grasp. Content providers and the Entertainment industry were used to a market over which were very much in control. Are we looking at a radical change of the overall nature of business and nature of the way one has to look at the Internet issues and intellectual property in the way that countries regulate services? Business on the Internet is very different, because of the nature of the global reach and distributed nature of the Internet itself, which enables the business to get anywhere, from

anywhere, to many. Many businesses find it actually an exciting new way to think about business, but some have been very threatened by it.

● What are the dangers of not receiving multi stakeholder inputs for government-led set of decisions? The risk is of adopting wholly contradictory approach to the Internet, one that impairs the development of it in a truly innovative, user-centric way that reflects what citizens want from it and also what governments can actually get out of the Internet themselves

● Would the Internet Society consider inspiring its organisational members to articulate and commit to core Internet values and inspire them to consider formulating their business policy in a manner that the core Internet values are respected? That is what Internet Society's conversation [has always been] about with its members, chapters and organizational members.

● Are these values actually enforceable? The Core Internet Values as articulated are not "enforceable" We could stand for a set of values in principle that is meaningful and real. It is the permissionless, liberal and permissive approach that we want to take rather than one of requiring compliance and sanctions.

● Would governments be interested or agree to be signatories for adhering to core values? Such a process would be very difficult to manage. It would be a complex and lengthy process of negotiation [that would be immensely difficult]. It is useful to define and articulate core values which should inform government policy making. Those elements that are defined here are recognized by most governments as essential determinants for maximizing the social and economic benefits of Internet technologies and applications, using a wholly neutral Internet infrastructure. These values could be considered aspirational values.

● As earlier users of the Internet and first participants of the Internet revolution, Europe and USA have a deeper understanding of the core Internet values and about the multistakeholder process. As governments who respect these Values, what work is being done by the UK and European governments and the United States multilaterally to disseminate the merits of the multistakeholder process of Internet Governance and Core Internet Values, on a ministerial or even at higher level? In ICANN, we engage with the community alongside many other governments. We are all advocating how the multistakeholder model, as demonstrated by ICANN, can evolve and improve and build on success. We do this multilaterally with other governments at ministerial level and at official level, to discuss how we can advance the multistakeholder model, ensure that governments have the capacity to engage effectively. Also, there's a lot of dialogue going on, at official level, at international level. We have a European group on Internet Governance where the officials meet from all the Member States of the EU.

Observations/Comments of a recommendatory nature from the deliberations of the Dynamic Coalition on Core Internet Values meeting during IGF Joao Pessoa, Brazil:

The coalition could articulate the values, identifying values that are not yet enumerated.

Core Internet Values could be considered aspirational values and could inform government policy making. The values articulated (and to be articulated) could be [acknowledged] / recognized by governments as essential determinants for maximizing the social and economic benefits of a Global, neutral and Open Internet. Governments need to develop their policy in with greater understanding and in an informed way ( https://www.cigionline.org/publications/nature-of-internet ) taking into account the technical evolution of the Internet, the dynamics of it and the Core Internet Values, without a top-down approach that simply does not recognize the dynamics of the Internet.

It is important to connect every user to all users; It is important to ensure the availability of all services are available across the Internet, allowing users to access all applications without discrimination against applications and services; It is necessary to ensure that all participants are treated fairly and with equity

Spectrum policies need to allow for access to the spectrum on an equitable basis and enable community networks to participate

Any form of content regulation requires a lot more introspection and a lot more collaboration.

It is to be emphasized that [Internet] governance should be multistakeholder, this means adapting to a whole new approach to policy development.

Governments need to fully embrace the multi stakeholder process for Internet Governance. It might require increased efforts in multilateral fora to promote a better understanding of the multistakeholder process

The major concern of Governments related to Security could be addressed by an approach called "collaborative security" as developed by the Internet Society. This approach would be to understand the problem areas, and identify the problems to be solved and then to bring the legitimate stakeholders and experts to the table to solve it.

The values already articulated and to be articulated could be embedded in the outcome documents of IGF and other events. It's always important to reassert these core values in that way.

Link to Transcript: http://goo.gl/vWJs7p Link to Webcast: https://goo.gl/OBd4DA Link to the Blog : http://coreinternetvalues.org/

(Report drafted by Sivasubramanian M, email 6.Internet@gmail.com This report is a summary drafted from the transcript, there may be a corrected version based on any finer corrections to be made by the panelists or the members of the Coalition )

## Dynamic Coalition on Freedom of Expression and Freedom of the Media

## Transcript

## Video

### 1. 2 Report of Freedom of Expression and Freedom of the Media on the Internet Dynamic Coalition

The meeting of the Freedom of Expression and Freedom of the Media on the Internet Dynamic Coalition took place from 1**6 pm on Wednesday 11. November at the 2015 Internet Governance Forum in Joao Pessoa, Brazil.** Invitation that was disseminated on spot and in the mailing list is attached hereto (*Appendix 1*)
The meeting was well attended by broad range of stakeholders representing both long term members of the coalition, together with many new faces. The meeting provided a valuable space for people with similar interests to gather, network and get up-to-date information about the most pressing issues relating to freedom of expression and freedom of the media on the internet. This time the underlying theme was wider substance of censorship.
The **aim of the meeting** was to contour the institute of censorship online. This is a hard task, since it can be in many forms – starting from algorithms used on internet, courting self-censorship by diluting privacy principles or enforcing untargeted surveillance measures; ending with widening the scope in responsibilities and liabilities of content hosts. There was a call to participants beforehand (in mailing-list) to think of an issue, a case, initiative or law in your country or region that one wished to share with the coalition.
**As a result, we aimed to set a goal** to produce an outcome on the matter as a recommendation or report by the next IGF in Mexico.
Workshop was **organized to have a panel and discussion**. Panel was comprised of:

- **Karmen Turk**, attorney and doctoral student in internet and human rights related fields; A co-coordinator of dynamic coalition with Ben Wagner and Angela Daly; an expert attached to the Council of Europe committee on Cross-border flow of Internet traffic and Internet Freedoms.

- **Courtney Radsch,** PhD, Dr. Radsch has been interested in the nexus of technology, media and politics with a particular focus on the Middle East since her first research trip to the region in 2006. As an academic, her research has focused on cyberactivism and citizen journalism, including the gender dimensions thereof, while her experience working as a journalist in both the United States and the Middle East has given her first-hand experience working in countries with a range of press freedom environments. Dr. Radsch hold a PhD in international relations from American University and is turning her dissertation, "Digital Dissidence and Political Change: Cyberactivism and Citizen Journalism in Egypt," into a book.
- **Two guest panelists were:**
    - **Dominic Bellone** from Freedom House.
    - **Francisco Carvalho de Brito Cruz**, director acting director of Internet Lab

**Workshop was planned** as follows:

**Opening the meeting**, welcoming and giving introduction of which meeting it is - discussion on wider substance of censorship, dynamic discussion and reaching a conclusion of the outcome for the next IGF — 5 min

**Wrap up of preceding years**: — 5 min

- Last years DC had meeting on intermediary liability isuses, with focus on Delfi v Estonia which has no come to its end.
- … thus - the case sets clear threats for privatized censorship for 47 MS-s of Council of Europe and this is only one angle of censorship

**Issue:** — 5 min

*Dynamics of Censorship.*

- Public;
- Private;
- Self;
- Algorithmic etc

*Major issues*:

- privatization of censorship;
- anti-terrorism and countering violent extremism online;
- blocking;
- surveillance;
- hate speech

**Freedom House** shares the substance of the report „Freedom on the Net" — 5 min

**Internet Lab** representative here in Brazil gave overview of perspective from Brazil in terms of censorship — 5 min

**DISCUSSION** — 35min

- we had fruitful discussion on site (http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2958-2015-11-11-dynamic-coalition-on-freedom-of-expression-and-freedom-of-the-media-on-the-internet-workshop-room-6-finished);
- we also had a conversation flowing in Twitter with hashtag **#DCFoE**

**CONCLUSION**: — 5min

- We agreed that it is worth gathering these ideas to dilute best practices and/or recommendation on fighting direct and subtle forms of censorship emerging online…
- DC will prepare a template which we ask all to contribute to with a issue/case/initiative/legal draft/case study(solution.
- DC would then try, with the help of all the members to see, whether it is possible to draft best practices or recommendation how to tackle these issues
- The goal is to lead to a position paper outlining the variety of censorship online, best and

worst practices, and solutions. We would also like to get other Dynamic Coalitions working on issues that could touch on online censorship, such as Violence Against Women, Child Pornography, and Platform Responsibility, involved and contribute to thsoe processes since FOE touches on all of these.

**Remote participation**

Remote participants did not use remote participation possibilities of IGF, but used Twitter instead – the session, as well as Twitter dialogue was interactive.

**Dynamic Coalition**

The coordination team continues as of in 2016, i.e. Ben Wagner, Karmen Turk, Courtney Radsch.

The coalition would like to invite all interested stakeholders to participate in these discussions via the coalition mailing list at the group's new networking site,http://dcexpression.ning.com, and via the coalition mailing list which can be joined athttp://mailman.ipjustice.org/listinfo/expression.

### 1.2.1 Appendix 1

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## Dynamic Coalition on Gender and Internet Governance

**Transcript**

**Video**

**Dynamic Coalition on Gender and Internet Governance**
**Workshop Report**
**IGF 2015, Joao Pessoa**

**Workshop format**
Panel + discussion

**Duration of workshop**
90 minutes

**Description**
Gender is an integral aspect of internet governance. Given this, the Annual Meeting of the Dynamic Coalition discusses gender issues, concerns and ways to strengthen this aspect of internet governance.

**Co-moderators**
Bishakha Datta, Point of View, India – Civil society
Lisa Garcia, Foundation for Media Alternatives, Philippines – Civil society

**Speakers**
Dafne S Plou, Association for Progressive Communications – Civil society
Aida Mahmutović, One World Platform – Civil society; member of MAG

**Agenda**
Introduction to the Gender DC – Bishakha Datta
Gender Report Cards in Regional IGFs – Daphne S Plou
The Need for a Sexual Harassment Policy – Aida Mahmutovic
Next steps, Annual Plan – Lisa Garcia

**Substantive Summary**
At its annual meeting, the Dynamic Coalition affirmed that:

- Gender is an integral aspect of internet governance. All genders - women, men, trans - must shape and define internet governance.
- Not just women, but individuals with varied gender identities must be considered as stakeholders in internet governance. It is important to include trans and alternative gender expressions when thinking about internet governance.
- Gender Report Cards are an effective accountability mechanism to ensure that enough women and trans persons participate as speakers and moderators in IGF sessions and that gender concerns are raised.
- It is important to have diversity within the 'gender' category itself. Women and trans persons who are present in internet governance spaces must represent different geographies, languages, ethnicities and so forth.
- It is crucial to ensure that internet governance is free from harassment based on gender. We propose an anti-sexual harassment policy for the IGF as a concrete next step.

**Conclusion**
In conclusion, the Dynamic Coalition agreed on the following next steps:

- Setting up a small committee to work on drafting a sexual harassment policy/friendly space policy for presentation to the next Gender DC annual meeting for approval. This would also include mechanisms for reporting and addressing any cases that come up. The policy could possibly be included in the IGF code of conduct. Five women from different geographies volunteered to work on this.
- Recommending to the IGF that the registration process record all genders, not just women and men. This could be done either via the addition of a third category, or by changing the question to an open-ended one: What gender do you identify with? The final method must allow for data analysis along gender lines.
- Strengthening the participation of other genders – trans women, trans men, intersex persons – in future IGFs.

**Total no of participants**
75 – the room was full

**No of women present**
A majority of those present were women
**To what extent did the session discuss gender equality or women's empowerment?**
The whole session was dedicated to gender.

## Dynamic Coalition on the Internet of Things

**Transcript**

**Video**

**The Internet Governance Forum**
**Meeting of the Dynamic coalition on the Internet of Things**
**Meeting report, Thursday, 12 November 2015, 09:00 – 10:30**

Since the 3rd Internet Governance Forum (IGF) meeting in Hydrabad (2008), IoT has been on the agenda for multi-stakeholder discussions of all IGFs, We came to understand that the way forward is to be found in taking ethical considerations into account from the outset, both in the development, deployment and use phases of the life cycle, thus to find a sustainable way ahead using IoT helping to create a free, secure and enabling rights based environment. In 2015, this has resulted in a draft Statement of IoT Good Practice that has been put out for public comment during August 2015, and can be found at http://review.intgovforum.org/igf-2015/dynamic-coalitions/dynamic-coalition-on-the-internet-of-things-dc-iot-4/. Earlier reports on the work can be found the DC IoT website at http://www.iot-dynamic-coalition.org/.

The DC IoT workshop focused on 5 key ideas that are reflecting our current thinking behind the IoT good practice paper, working towards a common appreciation in 2016. The session explored what "ethical" actually means in this global context, how we could come to a commitment to such an ethical approach, and what else may be important in this.

**DC IoT Chair:** Maarten Botterman

**Moderator:** Avri Doria

**Remote moderator:** Sandra Hofenrichter

**Contributors (in order of speaking):**

- Maarten Botterman, Netherlands, Chairman Public Interest Registry (technical community)
  Introducing the draft IoT good practice declaration
- Wolfgang Kleinwaechter, Germany, Professor Arhus University (civil society)
  History of DC IoT and thoughts on ways forward

Panelists:

- Carlos A. Afonso, Brazil, Boardmember CGI (civil society)
- Megan Richards, Belgium, Principle Advisor European Commission (government)
- Jari Arkko, Finland, Chairman IETF (technical community)
- Max Senges, USA, Google lead on IoT policy (business)
- Joe Aldaheff, USA, VP Global Public Policy and Chief Privacy Officer ORACLE, Chairman ICC Digital Economy Commission (business)
- Sergio Paulo Gallindo, Brazil, President of BRASSCOM (business)
- Olga Cavalli, Argentina, representative of ITU-T WS 20 on IoT (government)
- Sebastian Bellagamba, Regional Director for Latin America of ISOC (technical community)

### 1. 3 Summary

With about 80 people in the room, the discussion on the draft IoT good governance paper was well received, and whereas it was made clear that the paper was indeed a starting point requiring more dialogue, it was seen as a useful starting point.

A number of observations were made across the board, and in particular it was made clear that it is important to distinguish the specific IoT application, before becoming more specific than "generic". IoT applications can vary in terms of:

- Privacy sensitivity;
- Security level required, not only for protecting data but also for avoiding unauthorized tampering;
- Safety level required, much depending on the type of application and sector.

Overall, IoT was seen as "coming" and "promising", also important to ensure developing countries can and will benefit from IoT applications, such as in agriculture and disaster warning systems. It was proposed to develop an annex to the declaration with examples of good practice in a variety of applications.

In terms of networking, it was recognized that IoT functionality should not be fully dependent on networks working, as networks are not fully fail proof, by definition. So it is important not to become totally dependent on on-line systems, all the time.

In terms of "ethical" it was remarked that this is a concept that needs to get better explained. IN the end, a proposed "ethical approach" should be "sufficient" from a civil society point of view, and "do-able" from a business point of view. This requires an active multistakeholder dialogue.
In terms of "making people aware" it was pointed out that "meaningful transparency" also met that people should not be expected to be technical experts. One way of dealing with this is using simplified codes (like washing labels), and clear language reference sites, like a "Wikipedia for IoT". Another important factor is for users to have choice, and ownership, and where this is not possible for business to commit to "fairness" – again a concept to be further developed over the coming year.

Overall, all participants seem to agree that IoT is coming, and that law alone will not be sufficient to "guide" responsible development of IoT products and services. It will need action from all stakeholders, and the dialogue facilitated by the dynamic coalition will help find a way forward that will help create "a future we want".

### 1. 4 Panel – issues discussed

>> MAARTEN BOTTERMAN: Going back to the 3rd IGF in Hydrabad (2008), the Internet of Things has been subject to debate during the IGF, as it was considered by multiple stakeholders as one of the "game changers" towards the future of the Internet. With the formal inauguration of the Dynamic Coalition during the IGF in Nairobi (2011) this relevance was confirmed, and the discussions between a wide range of stakeholders has continued, since.

Today, we are at a point where the Internet of Things (or: IoT) is increasingly impacting our society by collecting and sharing data as input to services, as well as acting based on feedback from sensors and/or instructions provided by users.

For the first time, DC IoT has tabled a (draft) IoT global good practice paper, with the intent to further develop this with the IGF multistakeholder community towards a IoT good practice declaration, aiming at rough consensus towards the end of 2016. Ideas behind this declaration have also been presented for feedback.

Subtitle of the session is: "How to prevent needing more regulation". As developments go very fast, it is impossible to pre-empt outcomes and legislation may stifle innovation in ways that are contrary to the interest of society or unnecessarily hindering business. It is noted that legislation is already there, and even if not designed for IoT it does apply to society, thus also to IoT. As legislation today is not reflecting an increasing digitization of society as happens with a wealth of connected objects, observing, sharing data and taking action, the ways implementation of specific legislation has been foreseen may unnecessarily hinder innovation, development and deployment. Now: it is clear that IoT as such can be intrusive, and in order to "protect" society it is therefore important we can find a way forward in which business commits to self-police by "acting ethically from the outset" and civil society helps defining how a sufficient ethical commitment would look like, and how keeping to such a commitment can be assured. Governments and the technical community play an important role in implementing this. We need to find a sustainable way ahead using IoT helping to create a free, secure and rights enabling environment and to stay close to the sustainable development goals it's about a future we want.

It is clear we need to to establish a framework on transparency and accountability with respect to current legislation but also preempting changes in values and needs of citizens in such a way we can move ahead responsibly, together.

>> WOLFGANG KLEINWAECHTER: We see a wave of discussions on Internet of Things since one or two years. It's really exploding now the debate, but it's not new. So the first discussion around the Internet of Things emerged from the discussion about the ID chips in the year 2000, 2001, 2002.

Initially the question was: "If we link objects to the Internet, what does this mean? Is this a new Internet, or is this just on top of the existing DNS system a new application, new services?" In the year 2006, 2007, 2008, 2009, the discussions developed further, growing towards the understanding that the Internet of Things if it comes to the issues of governance or regulation is nothing else than another service on top of the existing Internet, just like search engines or social networks.

And the question was then with regard to regulation: "Do we need a special mechanism, special regulation for Internet of Things like we have for the DNS." Some people proposed to introduce something like an ICANN for the Internet of Things dealing with the ONS, Object Naming System, others proposed to just use the existing mechanism and existing regulations to identify what is needed and then to find arrangements, guidelines or whatever that are based on the existing mechanism and the existing regulations. The dynamic coalition has been instrumental in this discussion.

The second main contribution this dynamic coalition made to the debate is having put the discussion in the multistakeholder context. Even today, we still find a lot of discussions to find place within silos and from individual perspectives. All stakeholders discuss the issues within their own circles, or their own sector, and more needs to be done to truly make this a multistakeholder dialogue, up and beyond the discussions in the dynamic coalition itself.

Stakeholders come together when discussing smart cities, yet these circles do not connect to the global Internet Governance debate. Same it true for the debate in Internet of Things in transportation and traffic, and on industry 4.0: all in isolation.

The challenge for the future is to pull the people not only out of their stakeholder silos, but also out of their sector silos and to organize a debate which is integrated both horizontally and vertically brings the stakeholders into debate which is base the on existing mechanisms, so the basic question do we he need new regulation. The basing answer is no, but we have to double check existing legislation and identify where we have probably to bridge some elements and the final point is the so called ethical dimension, which is our discussion tomorrow morning.

With regards to Human Rights we can learn something from the debate in ICANN on whether Human Rights is relevant for names and numbers. And the answer is, yes, it is relevant, but ICANN is not a Human Rights organization, nevertheless whatever ICANN does, it has to respect Human Rights. This seems a good guideline also for the Internet of Things. Whatever is introduced in new technologies, services and applications, Human Rights have to be respected. We operate in an existing body of international Human Rights legislation, and nobody has the right to violate Human Rights. This will be an important new area for discussion which needs more clarification and the dynamic coalition is very well positioned to facilitate this discussion.

>> AVRI DORIA (Moderator for panel and participants' discussion): The five questions that we have sent to the panelists for their initial contributions are (for the record):

1. In order to develop the Internet of Things in a sustainable way, developers and deployers need to commit to an ethical approach taking into consideration that the IoT is really about people and how it affects people.

2. Good practice in IoT products, ecosystems and services requires meaningful transparency to users and user control of data produced by and associated with an application, insuring security and respect for privacy.
3. Products that can be connected to the Internet should come with a clear indication of what data gets collected, where the data is stored and what are the conditions, what the conditions for access are.
4. Stakeholders should work together to insure consumers, citizens have a choice when wanting to obtain current and popular services.
5. In order to establish a long-term relevance of IoT products and services, it will be key to establish a clear framework on transparency and accountability and preempting changes in values and needs of citizens.

We have asked each panelist to speak three maximum five minutes. Find below the core messages from the speakers:

>> CARLOS AFONSO (Board Member of CGI, Brazil) pointed out that with the abundance of unique address space in IPv6 a small provider potentially can address anything in the world. This makes it possible that all objects have public addresses, rather than being behind one public address or carrier grade network. This has consequences for privacy and data protection. He suggested that the issues arising are similar to those we started asking when the Cloud appears. The same questions which might be asked from Cloud providers, and in the past, from Internet service providers as well, is that that we are on the verge of another big bang. Hence we really have a big challenge in this dynamic coalition.

>> OLGA CAVALLI: (Member, ITU Study Group 20 on IoT) Olga is participating in the ITU Study Group 20 on IoT, representing Argentina. The work of ITU SG20 is the development of standards that refer to Internet of Things technologies to address urban development challenges. Commending the work of the dynamic coalition for their work and documents produced Olga supported the proposal that the ethical approach should be inclusive in the sense that knowledge and technology should be developed including interest and industries from Developing Countries. Developing Countries should not just be consumers in, but should be encouraged to produce knowledge, products and services locally so we enhance the knowledge of our own companies, also about the good practice related with where the data is stored. That is something that it's important. Information about where the information is stored, how is it managed, the local security and privacy regulations should be taken in consideration and respected, about the products that could be connected in the end, in the Internet that could come with a clear indication about the data that gets collected. It should be important to consider the language barriers for many small or medium enterprises in Developing Countries, especially those who are not English speaking countries, the language can be a huge barrier, so all of this information and manuals and codes should be available in several languages. Last but not least: stakeholders should work together to insure consumer citizens to have a choice when wanting to obtain current public services. The challenge in Developing Countries is helping the ecosystem of the industry is to develop locally, to create knowledge and value added at the local level, at the local companies. Latin American countries run their economies mainly through small and medium enterprises and for a small or medium enterprises it's not so easy to participate in this global definition of standards. The clear framework of transparency and accountability should have all of this considerations.

>> MEGAN RICHARDS (Principal Advisor to the European Commission, DG CNECT):

The European Commission is actively developing the Digital Single Market strategy, which Vice President Ansip responsible for, along with Commissioner Oettinger. Development of the Internet of Things will be an important aspect in developing the digital single market and its environment should be supportive for IoT development.

An important step in this was the creation of the Alliance for Internet Of Things Innovation (AIOTI), launched by Commissioner Oetinger (responsible for "Digital Economy and Society") in March this year (2015). AIOTI brings together a group of experts from all different areas looking at issues relating to the Internet of Things, divided in a number of working groups.

WG 1: IoT European research cluster

WG 2: Innovation Ecosystems

WG 3: IoT Standardisation

WG 4: Policy issues

WG 5: Smart living environment for ageing well

WG 6: Smart farming and food security

WG 7: Wearables

WG 8: Smart cities

WG 9: Smart mobility

WG 10: Smart environment (smart water management)

WG 11: Smart manufacturing

These working groups are looking at a number of issues relating to the Internet of Things, particularly in in Europe, and in a global context. And they are looking in particular at issues relating to numbering, standards, spectrum, Net Neutrality, and the influence and impact of those issues.

There are also different EU fora looking at ethical issues relating not only to Internet of Things but also research, and ethical issues are very important and taken very seriously.

In terms of the IoT research activities, in the last call for proposals under the Horizon 2020 programme nine projects related to Internet of Things were selected and will be starting in January 2016, with EU funding of $50 million and some of these include aspects relating to ethics impact on people, et cetera. In the work programme for 2016 2017, there is 100 million Euros allocated to research in these areas as well. The European Commission is interested in working with other parts of the world, and supports this actively.

>> JARI ARKKO (Chairman IETF): The standards organisations have done work to standardize various protocols in the IoT space. However, at the application and data format layers we have far less interoperability than we should have so there is still much work to be done there. Also we obviously need good answers with regard to security and privacy. If we do not get this right, we are risking another Snowden moment or Snowden on steroids moment later. The latter is well covered in the principles. The former requires some aspects of user control such as practical ability to store data in a specific location. Items 13 and 14 talk about transparency, about terms of use not only to what gets tracked and by whom and user control. This is good, yet it stops short of covering some challenges that we may actually be facing as well: we may need to transforming the optics around us and move towards something completely new. In particular we will see a change in the concept of ownership. Do you own the control software in your joint attracter or are you licensing it? Can you modify your car (John Deere tractor), are you buying the service, physical object, both, what. If the object consists physical parts and services that run on the network, under what conditions did you buy those things or good you buy those things and how long will they be available? This aspect needs to be fleshed out more, as it is currently underserved in a paper that talks mostly about data and tracking right now. There may also need to be attention for, for instance, ownership, control, composition of the thing that you own, and service agreement.

>> MAX SENGES (Google Internet Policy and IoT research programme): Google has high interest in IoT, and is working on developing it - exploring and boot strapping like everybody else. Google is large, and especially Alphabet, so the disclaimer is that Max is only talking from his position within Google – not on "all positions within Google".

Google and Carnegy Mellon university, Cornell University, the University of Illinois and Standford are working together on the preparation of an IoT expedition and open innovation programme. It is the intent to bring in potential industry partners from around the ICT spectrum from 20 November 2015, onwards, to join and build a coalition that is set on openness principles. The initiative is intended to create a basis that brings us together for the Internet of Things, Systems and protocols and especially interoperability amongst these different pieces is one of the key goals, the expedition set its bill to develop something like a LAMP stack for IoT, meaning we don't want to set the system, but at least a system in which you can have modules that can be interchanged. It's important that you have a standard you can deploy easily and to address the point of making the IoT applicable to developing and emerging countries.

The idea is to develop a package "IoT in a box" that you can bring to universities and hacker spaces around the world. Having that said, we are just one year into the operations, so we invite everybody to come and speak to me and to the colleagues from the universities, but it is early stage. Systems and protocols especially and schema to address and speak between the different things are one of the research and development areas. Another priority is that there a lot of things and ensembles of things that don't have screens and key boards yet do require a human computer interface that is fairly universal as the second aspect. Third, or maybe first priority, is privacy and security

And the third, or maybe the first if we wouldn't have stressed it already so much is privacy and security which really needs to be thought of from the very beginning (including identity management). This may not have been up front when originally developing the Internet, yet it needs to be up front right now.

Last but not least is the need to address safety. Now, the Internet of Things comes into the physical realm and our cars, our houses, all of that add a new component that is safety – also key to the success of IoT.

>> JOE ALDAHEFF: For IoT, we do not need new regulation but we may need to check and see whether current regulation is implemented in a way that serves the purpose of the law. From a business point of view, there is really no objection with the concepts related to ethics, privacy and security. They are logical extensions of the current conversation. The challenge is to make ethical values practically applicable, as ethical values are abstract, as such. It is important to consider the specific application: it makes a huge difference considering wearables or industry logistic applications.We need to rethink the principles in the terms of the application in their construct.

The other challenge is that a one to many or many to many process may not be susceptible to complete individual control or even to multiple individual control. So fairness models may need to be developed in those contexts as the level of the individual preference cannot always be honored, especially in IoT like street sensors et cetera.

Another distinction that is important to make is whether specific IoT applications deal with personally identifiable information. Large chunks of IoT that have no personally identifiable information. So whereas certain practices are applicable in cases where personally identifiable information is implicated, they may be unnecessary in other application and may add overhead and constrain innovation needlessly.

It is also important to be careful with specifying technology as opposed to just using technology as an example. So highlighting PKI without saying including PKI is problematic because five years from now PKI may not be the flavor of the day and we don't want to lock ourselves into a practice that is limited to a technology. This will need to be reflected in a good practice document, carefully.

Very important is to also not to expect people to be experts: applications for consumers should be easily understandable, both in their working and impact. Don't confuse people with excessive information they cannot deal with – offer comprehensible info only. Again: as simple as can be, and not simpler. Use fairness models to supplement it.

Disclosure and control should be reasonable and useful both from an individual and a commercial perspective. A multistakeholder process would allow to have all of the points of view factored in so you can figure out what is commercially practicable while still actually managing and maintaining fundamental rights related to privacy and issues related to security.

Finally, it is good to talk about "good practice" rather than "best practice" as there may not be one single best way forward, because this may not be a one size fits all environment. Frameworks are to be consistent to the same set of principles, but how they get articulated at the next level of detail may have to vary across uses and that's something we should probably consider how to address in the practice framework, which may be the set of the principles that is the binder, not going to the specific implementation scenarios.

>> SERGIO PAULO GALLINDO (President BRASSCOM): Brasscom is an association of ICT companies the largest operating in Brazil. I am going to address the accountability issue and it's a mixture of the discussions we are having in the ocean as well as my own thoughts.

IoT is a new technological and business wave that promises to integrate individuals in the physical way into a digital and reactive reality through the Internet. To achieve this a promise massive amounts of data will be gathered by sensors, stored and processed by Cloud based infrastructure, using big data techniques to produce meaningful information for wide variety of purposes. Specialized software or expert individuals should be able to affects the physical world or the biological world through actuators or several mechanisms. Ethics in this can be seen as high level values or law principles not necessarily attached to any jurisdiction that should be observed as a minimum standard by all actors involved in IoT and should hopefully influence expected and desirable upcoming legislation in various countries.

As much as new technologies and business models are desirable, both from an economic point of view as well as for the sake of public welfare, protection of individual rights shall be promoted by companies and Governments. Such a balancing act evokes a notion of civil responsibility in law condition or law of torts in common law, accidents or damage, whether material or moral shall be avoided in the first place and compensated in case of occurrence.

A great deal of discussion is being undertaken in Brazil these days about protection of personal data, consent relative to processing of such data, and consent. As I see it, consent is embedded with an underlying contractual relationship in which data is relinquished by its owner as a quid pro quo for a service of some sort or benefit of some sort.

In line to such understanding, consent is given for a purpose, and can be explicit or tacit or implied. In the latter case, interpretation of implied consent purpose shall be very narrow given its context, it is context based. The relationship between the data subject or the owner of the personal data and the data controller is a consumer to enterprise relationship.

Under Brazilian life the objective of product liability in common law system and the data controller shall respond for deviation of purpose in using the data as well as failure to protect the data in light of unauthorized leakages. The data controller might contract other data processors. Given the level of expertise of various companies it is conceivable that chains of subcontractors will emerge in collaboration to deliver IoT systems and applications.

Relationship through the chain of subcontractors is an enterprise based contractor one. Hence, contractors shall respond in accordance with the terms and conditions under which they are contracted for as well as for the duty to protect the data. A traditional subjective civil responsibility or the negligence status seems adequate principle for such relationships, however, such assessment might be argued in light of possible application of objective civil responsibility or strict liability standard relative to duty or protecting data.

Relative to IoT, one is questioning how such concepts can be applied over things, and the reality is they cannot. A thing is not able to autonomously respond for any damage, however, IoT is a kind of system and application, most likely delivered as a service. Behind the collection of connected things there ought to be a company or interpreter responsible for it, and hence the responsible party.

What is new in IoT is a possibility to interfere in the physical or biological world through actuators commanded by experts or even by commands automatically generated by software. Under such circumstances emerges civil responsibility for damages caused by wrong actuations or emissions,that is when a particular needed expected action is not taken.

We shall welcome IoT given the enormous benefits it will bring and the potential for further economic development and growth. It is thus recommended that companies take a preventive approach adopting principles such as privacy by design and safety by design.

>> SEBASTIAN BELLAGAMBA: The ethical approach makes sense, and to work towards the world we like our children to live in puts the user in the centre of the discussion of IoT which is important.

IoT holds promise as a tool in achieving the United Nations Sustainable Development Goals and it's a very key part of that. In order to unleash all of the potential of IoT, we identify some challenges that have to be worked in order to get it right. Information Society has put out a document on this that can be found at www.informationsociety.org/iot.

Security is important, and it is really about trust. One of the things that we identify as a big challenge for the Internet in the coming years is not only to get people on line, I mean, the rest of the world that is not online, but how we work with this undermining of trust that some privacy challenges are bringing to the people that are already connected. We should avoid this becomes a big issue for IoT in the future, as we could be facing a "Snowden on steroids" and that's something that we are desperate to prevent. So users need to be able to trust that IoT devices and related data services are secure from vulnerabilities, especially as this technology becomes more pervasive and integrated into our daily lives.

The interconnected nature of IoT devices means that every secured device connected on line potentially affects the security and resilience of the Internet global, and that's another thing that we have to consider. In privacy, the Internet of Things is redefining the debate about privacy issues. Implementations can change the way personal data is collected, analyzed, used and protected so something has to be done in this regard.

Interoperability and standards is another key challenge. A fragmented environment of proprietary implementations will inhibit values for users in the try, and I the use of generic open and widely available standards as technical building blocks for IoT devices and services such as the Internet Protocol will support greater benefits innovation and economic opportunity. There is a lot of legal regulatory and rights issues that has to be considered.

The emerging economy in Developing Countries can and should realize the potential benefits of IoTs. The unique needs and challenges in implementation in less developed regions will need to be addressed including infrastructure readiness, market incentives, technical skill requirements and policy resources.

Last, but not least: no stakeholder can achieve all this by itself: we need a collaborative multistakeholder approach.

>> AVRI DORIA: Thank you very much. I want to thank all of the panelists for not only the contribution they brought to the discussion, but for actually sticking to the time limits we had because it was really important that we get the contributions from the other participants in the room. First questions?

>> AUDIENCE: (Joseph Amadu from Ghana):

Question 1: how would the IoT inch challenged our lives, especially in Developing Countries?
Question 2: what impact will IoT have on sustainability?
Question 3: How safe is IoT?

>> AUDIENCE: (Sana Gitu from Nigeria):

I'm trying to find out the choices between rights, access, quality of education because when you are talking about having a whole lot of things to do with Internet of Things with unique identifiers. Can we now use IPV6 to create global registry for both machines and human beings?

>> AUDIENCE: (Peter Dengate Thrush, New Zealand):

What will be the intermediation between the IP addresses and devices? Are we going to see domain names used in the IoT? Are we going to see it just machine to machine using IP address to other systems to that stack? Or are we going to have a multiple system where some domain names are used and if we are using domain names, one assumes they will be largely machine readable ones rather than human readable ones. How do you see that developing?

>> AVRI DORIA: Responses from the panel?

>> JARI ARKKO: There is no "one side fits all" answer on the question of the identifiers, so obviously for technical reasons we need IP addresses and in some cases we need domain names, but IoT is far larger than addressing a host either through an address or domain name. You will have databases that keep track of which things belong to which persons.

There will be various kinds of tabulation of information: IoT will probably be considered mostly in terms of that database which probably will be somewhere in the Cloud, depending on the specific application. And underneath the machinery, we will somehow figure out what addresses or domain names to use, but the user will not need to type your sensor's name on a browser.

>> MAX SENGES: How is IoT going to change our lives? This is really about how we are going to use it, and the impact it has on society is the ethical dimension. The current framing on this in the DC IoT draft document is not good enough, yet. The discussion would merit from being informed by the work by Michael L. Dertouzos called "The Unfinished Revolution: Human-Centered Computers and What They Can Do For Us" from January 9, 2001 in which he asks for a new technology design paradigm, necessarily with an ethical perspective.

The way ethics are framed right now seems to focus privacy and data ownership yet should also include openness and making the technology accessible to people and really give them a right to work with it. Data ownership will ultimately need to be addressed. And right now it would be too early for the request for a report by the privacy rapporteur of the UN.

On the question re: safety: no technology or service is completely safe, but in Internet of Things what we are going to have to deal with is with level of safety, right, levels of safety, different safety levels. An application that just gathers data, let's say, from a vehicle and send that data for post processing relative to the quality or maintenance of the car is one level of commercial safety which has to be reasonable.

But what Internet of Things is bringing towards us is the possibility for actuation in the physical world. So if in the same car the sensors send the information to a data centre and that data centre processes the way the car is being driven, and sends a command to try to avoid a crash that is imminent, or the algorithm is wrong, the crash may be precipitated and the driver will suffer the consequences.

So what we need to actually consider is that there will be different levels of safety to be imposed on the types of applications that will be coming up. And that's the real value of the discussions about ethical principles because we have to differentiate from application to application the levels of commitments that the future providers will have to take with their consumers and they have to actually embed this from the inception of their designs to the delivery and operation of such applications.

So in short, is Internet of Things safe? No. But we have to strive to make it as safe as possible for the sake of us individuals.

>> OLGA CAVALLI: With regards to the connection with the physical world, IoT will have a major impact on traffic management and distribution of water and other goods in the city. In Latin America, there are huge cities with more than 10 million people gathering together every day for work and interacting, so the impact is expected to be substantive. In developing countries, agriculture is an important element of the economy, and it would be an interesting area to see how the Internet of Things can contribute to and empower that industry, yet the main "gain" for developing countries is in development of the knowledge and empowerment of cities, local SMEs and communities, learning and getting know how to do things on their own.

>> JOE ALDAHEFF: Let's not apply personal information restrictions where personal information doesn't exist. And cars already have antilock brakes which actually process information on board. So we already have a learning curve here. This is not a new topic, just a topic we have to consider, and many problems that come up here have already been solved somewhere else.

There are huge potential benefits to a developing country. Here it's perhaps less about wearables and sensors as "toys" yet more about the how you might use a sensor in farming, because low cost sensors can tell what the water flow is in the river near the farm. A sensor can be put in the ground to better understand what the level of water table is, what the level of rainfall is, tying that to remote systems which can be fed through a non-Smart phone to tell you about what the weather patterns have been, what the possible crop benefits are, what the soil needs. A number of countries have already started putting these in place to help farmers increase the yields to improve food safety and security, in combination with other sensors and other information that is blended because we can't think of sensors in a vacuum. Sensors work with analytics and with other services, also allow them to know which markets are near them that may actually need the products they are growing to allow them to gain the economic benefit from their effort and industry.

In some ways we are only limited by our imagination. You can see this in terms of putting sensors on buses, so rural routes where the bus service is highly irregular, people can start to know when the bus is going to come by. Things like that can be small things that can transform lives significantly. We might want to consider adding an annex to the document to also help us flesh out our thinking on opportunities.

>> CARLOS AFONSO: It is clear that we are at the starting of a big bang in IoT, hence the expectations vary wildly. A good report from the European Parliament explores the issues from a societal perspective, and also highlights the importance of addressing the bandwidth issue. Sensors usually use bits per second only and don't need to be connected all of the time, yet with masses of things connected we will need to look into this. Also on other topics we need to do more, and we are only beginning to scratch the surface. This is true for "IoT going ethical" as well as for more concrete subjects like the role of PKI etc. The challenge is big.

>> AUDIENCE: (Mary Lynne Nielsen, IEEE).

IEEE is right now working on architectural frameworks for the IoT. If you haven't seen it or examined it in some of the standards questions you raised, I would strongly encourage you to look at that as well as frameworks for market architectures for buildings and home security. There is a great deal of detail at the IEEE that I think you would benefit from in examining this question. I encourage you to look at that or talk to me or come to our book about that.

Out of all of the speakers only one of you mentioned identity management, whereas this is very important when considering IoT: identity varies per role we fulfil, i.e. it is really about persona. We are working on this in the IEEE in partner well with the Pentara initiative, and think about for the fact that every device or tool you use, you are not one thing. Right now, here at this event, I would imagine that all of us are at any moment switching from being a participant to being an employee of our company and organisation and doing it seamlessly on one device. How do we approach that? What are the ethical implications of our varying persona on devices and how do we handle that?

>> AVRI DORIA: Thank you. And please join the dynamic coalition to make sure your ideas get in the right place over the next year. Next question?

>> AUDIENCE: (Allen Greenburg, Chair of the large advisory committee in ICANN). I'm a newbie on Internet of things I'm not a newbie on networking in general. My question is not on the ethical basis but a more basic one. Last night my phone in my hotel room said ready to connect as soon as network quality improves. We can't make our telephone system work all of the time. Why do we really believe that we are going to be able to do all of these things with ubiquitous functional networking that will be transparently useable by all of these little things?

>> REMOTE MODERATOR SANDRA HOFFENRICHTER:

I'm reading comment from Miguel Estrada. He said I think the kind of safety on the IoT can be closely related to airplane software. The thing here is not software, it is data storage. His question is what can be done with this data? Who owns the data? For what purposes it can be used, et cetera?

>> AUDIENCE: (Alessandro Zeleskr, Nokia??)

I have concerns about the Net Neutrality and the type of connection that it will be needed for IOT. And IoT not going to work but quality of services and prioritized connections. And I'm not only talking about remote healthcare or connected cars, but a lot of other new applications that are coming together with 5G networks. 5G networks will be by definition an application aware network. That will give to any application the network services that it will need to work properly. So the connections will have to be prioritized. So how to deal with this issue face to face, the discussions about Net Neutrality here around, and that it cannot be as exceptions, so healthcare as an exception, exception for this, exception for that that we are hearing in some rooms here..

>> AUDIENCE: (John Grosam from Bangladesh??)

Question 1 to my mentor, Mr. Jari Arkko: He already said that his challenge in business model during service is object. So is there any present solution we are trying to mitigate this type of, mitigate this type of service and object.

Question 2: Architecture is important. Based on this I have one question, will IoT actually work over Internet? Will it have own dedicated wide area network.

>> AVRI DORIA: Responses, please.

>> MAARTEN BOTTERMAN: Will our networks support IoT? IoT happens because of business reasons, it's something that begins to happen also because societal reasons. There is investments going on to make sure that this all works. We are already aware that the traditional connections will not be able to connect everything

as it used to be, and spectrum is an element of that how do we deal with that, but there is also new technologies that will help make these things work ranging from lower networks in certain areas even up to drone networks in the more disbursed networks or satellite networks. So basically I think the answer is to be found in really thinking ahead of how we make these things work, and there is not a single way forward, but a whole patchwork and this is why we need to talk about it.

>> MAX SENGES: To deal with accountability, we need multistakeholder solutions and shared responsibility that is dealt with on a case-by-case basis. Fair practices is what we need, and basic, easily understandable information (like washing labels or creative comments) should be available for consumers. Maybe something like a Wikipedia style network that explains how things are used and organized would be excellent in that space.

We also need to make sure we are not dependent on networks, on being online. We need to think about fail-overs and make those IoT devices work, off-line as well. The light switch should work whether you are on or off line, otherwise we are going to be in a very strange world.

With regards to new or specific types of networks, it is good to welcome experimentation. Colleagues at Google develop an open source project called The Physical Web which has a Bluetooth low energy beacon ping the URL for a bus stop. So these use cases where you walk up to something and you just need to know when the bus comes, you certainly should not need to install a new app, et cetera. We should build on the architecture that we already have and the Web is working. It's a long time out there. It's a great success. So let's not reinvent the wheel and start with a new network and new technologies.

>> JARI ARKKO: The emergence of new networks specifically for IoT will be the result of pur economics. There will be general purpose services, and they will be used. Almost no application that we can think of would have the financial backing to implement their own networks worldwide. So obviously we need one Internet and small set of access networks around the world and that's the direction that is happening. What we are seeing actually is that while it's true that IoT is going to stress these networks, the networks are evolving. 3GPP and IEEE are evolving their network standards to be able to deal with much more traffic. I believe in the use of the general purpose networks.

At the same time we are aware that currently it is sometimes hard to get access in your home network and now you are telling me, well, all of these devices need Internet connectivity. That's a really big issue actually, and it is addressed with priority. Efforts are underway in various organisations to make automatic network loading process a little bit more reasonable or feasible and progress is being made as we speak.

>> MEGAN RICHARDS: Spectrum is an area that is of particular importance to address in the coming period in Europe. Whereas there is not a specific problem with spectrum and IoT yet, we do consider this an area of importance to ensure it will not become a problem.

Examples that are specifically focused on IoT is for instance the opening up of the 876 band and the 915 to 921 Mhz band for IoT in the UK by OFCOM, the UK regulator for telecommunications.

Net neutrality also comes with implications for IoT. The new Net Neutrality legislation in the European Union will be coming into effect early next year, and in line with that guidelines are being developed for its application, taking into account future implications for Internet of Things. The AIOTI has prepared a first draft report in its working group 3 (WG3) and it should be finalised soon. The AIOTI is certainly open to ideas and contributions.

>> JOE ALDAHEFF: There is no single answer to the question of data ownership. When there is a direct relationship with a device and it's a device that is carrying personally identifiable information, there is at a minimum concept of shared ownership of the data if not exclusive ownership of the data by the person. Yet this is a specific case.

There might be shared ownership because it could be that the service provider is also using the data for functions they are delivering to you so it might be a question of you both have rights to use data and the rights extend to certain things, and there the question is contractual simplification, because at the moment the terms related to that rationale between the parties is difficult to understand. When you get to things like the jet engine returning data home, you want that data to be secured and you want that data to have a limited set of accessibility and since it doesn't capture personally identifiable information that makes sense.

The regulator may also want to see that data from a safety perspective to make sure the plane is not going to fall out of the sky so there may be other people who have interest in the data. Let's make sure we benefit from the wealth of experience that is already out there. This is an evolution, not a revolution, and I think we need to calm down a little bit and apply the lessons we have learned.

>> AVRI DORIA: Thank you. It was left to me to sum up, but there is no time for me left to sum up other than to say thank you to the panelists. You have given us an amazing amount to think about, and an amazing amount of work to do over the next year, so hopefully we will see you beyond the panel and in the dynamic coalition itself contributing.

Thank you to the participants on the floor. Your comments were very helpful. Hope to see you all on the dynamic coalition list. Please check out the references, and especially check out that second bullet on the INT guest Forum.org CMS surveys. Basically that takes this paper, it takes the questions, and it invites you to say how important any of these issues are and what you think about them. So it's a question for more input. Again, thank you. Thank you for maintaining time, and everything. You guys were perfect!

>> MAARTEN BOTTERMAN: Thank you, Avri for wonderful moderation.

>> AVRI DORIA: Thank you. (Concluded at 10:31).

### 1. 5 Participate to the DC IoT

The Dynamic Coalition welcomes all that have an interest to help develop an IoT Good Practice document that would benefit from "rough consensus" from all stakeholders. Please sign up to the DC IoT mailing list, register for DC IoT meetings, or contact Maarten Botterman (maarten@gnksconsult.com) or Wolfgang Kleinwaechter (wolfgang.kleinwaechter@medienkomm.uni-halle.de) with ideas or suggestions, or if you would like to facilitate a DC IoT gathering.

- Read and comment on draft Declaration: http://review.intgovforum.org/igf-2015/dynamic-coalitions/dynamic-coalition-on-the-internet-of-things-dc-iot-4/ (or Google on IGF; IoT; review)
- Read and comment on the 5 basic ideas behind the Declaration: http://www.intgovforum.org/cms/surveys
- Read more about the previous work of DC IoT, and announcements for upcoming meetings: http://www.iot-dynamic-coalition.org/
- Sign up for the DC IoT mailing list: http://intgovforum.org/mailman/listinfo/dc_iot_intgovforum.org

## Dynamic Coalition on Internet Rights and Principles

## Transcript

### Video

**IGF 2015 Session Report: Dynamic Coalition on Internet Rights and Principles Organizing Meeting**

**November 12, 2015, 9:00 AM**

Panelists: Carlos Affonso (ITS), Sergio Branco (ITS), Hanane Boujemi (Hivos), and Marianne Franklin (Goldsmiths, University of London)

Introduction: Hanane Boujemi opened the session with a brief introduction to the Internet Rights and Principles Dynamic Coalition and the panelists for this session. She also introduced the newly launched Brazilian Portuguese version of the IRPC Charter, which was the focus of the first segment of the discussion.

Part 1: Launch of the Brazilian Portuguese version of the IRPC Charter Booklet

Sergio Branco spoke about his involvement in in the launch of the Brazilian Portuguese version of the Charter. When Marianne introduced the idea to him, we was excited to get involved in the translation process, but soon discovered many challenges in the work.

The first difficult issue was coming up with a name for the Charter in Portuguese. The term "Charter" can be translated in different ways. It took quite a few days of discussion to decide on the best word. It was a surprise that this was the first difficult problem. The main translator was Gabriel, although he was supported by a group of people. Gabriel was translating from the English version of the Charter into Portuguese.

After the group began to revise the text, they realized that they should have translated from Spanish, not English. In Brazil, everyone studies English. Few people study Spanish because it is so similar to Portuguese. Because they have not formally studied the language, people make many mistakes in Spanish. It is more common in Brazil to translate documents from English to Portuguese. It would have been easier, however, to translate from Spanish in this case because the language structure is more similar to Portuguese. It would have been much faster to start with the Spanish version of the Charter, which was excellent. In the end, the translation team ended up working with three documents instead of two to find the best wording.

The next question the translators needed to address was whether to translate the names of international treaties or keep them in English. They decided to use acronyms in English because they thought it would be more universal for Portuguese speakers in Brazil and other places. Portuguese is spoken in a number of countries, and people write words differently in different countries. It was even difficult for the Portuguese working group to translate "Dynamic Coalition on Internet Rights and Principles." The translation for the word "coalition" in Brazil does not exist Portugal.

Hanane Boujemi said that she relates to these challenges and faced similar problems when working on the Arabic version of the Charter. She similarly needed to interpret and adjust text so that the Charter made sense in Arabic. She then asked Sergio Branco why he was interested in working on the translation and what he saw as the added value of the project. Sergio Branco responded that it is valuable to for the IRPC Charter to be available in have not only in Portuguese, but also in many other languages. 2 In Brazil, the Marco Civil law was implemented, which is full of principles. There is a trend in Brazilian law to have principles. This creates flexibility and can be used over time, whereas more strict formulations can get outdated.

The Charter is important because it also has the value of principles. It is flexible and universal. Branco saw this value when he first read the Charter in English. He clearly understood the text of the Charter and knew that

others would be able to do the same. No matter a person's language or country, the Charter can be used. It is fully and completely compatible, for example, with Marco Civil.

Carlos Alfonso built on the discussion of the connection between the Charter and Marco Civil. The work that has been conducted by the IRPC Dynamic Coalition has been referenced as the international root of Marco Civil.

Alfonso continued by mentioning that Brazil hosted the IGF in 2007 in Rio, and this was also when the Marco Civil process began. Civil society was protesting a criminal bill of law that would criminalize many activities online. The idea of Marco Civil was raised. At the time, the IRPC Dynamic Coalition already existed. Brazil and Italy signed a joint agreement to create an Internet bill of rights. It was particularly important to have Italy on board. A number of Italian stakeholders came together to speak strongly in support of the idea.

At this IGF, it is special that we are back in Brazil. We celebrate the work of Italy and Brazil. Both countries have delivered on their promises. Italy produced a declaration on Internet rights and Brazil ratified Marco Civil.

There are real end products that track their origins back to the IGF. It is not always obvious, but discussions at the IGF lead to additional meetings throughout the year and progress is made on important issues. Sometimes people criticize the IGF and say that there are no real end products. People just talk. But there are concrete results in that the IRPC Charter and those projects that it has contributed to is evidence of outputs from the IGF.

Hanane Boujemi agreed that these products reinforce the value of bringing together stakeholders with different expertise and experiences from around the world through the IGF. At the IGF, people share experiences and best practices that can be applied at the regional and local level.

Marianne Franklin said that there are now physical booklets in six languages: English (now in the 4th edition, with new endorsements), Turkish, Arabic, Spanish, German, and Portuguese. There is also a Mandarin translation, which is not yet in booklet form, and a Farsi version, thanks to the IG-MENA program. We still need a French edition and support for an IRPC member in Katmandu who wants to get working on a Nepalese edition. For all versions, there are issues related to translation, such as how to translate institution names, and differences in how the reference list should look like, conforming to UN requirements for international treaties and conventions etc. Each one is an exercise in making meaning for the translating group and their constituencies on the ground. The IRPC Dynamic Coalition is looking for structural funding to support this work, and produce Mandarin, Nepalese, and Farsi booklets.

The Charter is impacting political processes far from Europe. The New Zealand Green Party used it in the drafting of documents at the national level. The Italian declaration that just came out drew on 3 the Charter. The Council of Europe guide on human rights for internet users was also a collaboration that gained inspiration from the Charter.

In addition, the Charter is used as a teaching tool in universities in Chile, Argentina, the US, and more. It is an authoritative document that brings concepts together. It allows national governments and educational institutions to adapt and use it in a flexible matter.

Part 2: Questions from the Audience

Representative of the Institute for Better Democracy in Brazil: While working for the Ministry of Justice in Brazil, he was a part of the Marco Civil process. In his opinion, people are treating Net Neutrality a more flexible concept than it should be. In his opinion, the discussion should focus on how to implement Net Neutrality and not whether to do so.

Sergio Branco said that there is no question that Net Neutrality exists as a concept, and that this is reinforced in the IRPC Charter. There is still a question of how far it goes, and what is included in the concept. This is the case not just in Brazil but all over the world. Everyone in the room may have a different perspective. In his opinion, at least in Brazil, they are working to decide exactly what that means.

Carlos Alfonso responded that this is a crucial question. How does the Charter intertwine with national legislation? Marco Civil has strong language about Net Neutrality but the regulations are still forthcoming. Net Neutrality is in the first principle of the IRPC Charter. There were discussions about the issue in NetMundial. It was a difficult conversation. There are also developments with respect to Net Neutrality in Europe and US. The challenge is how to codify Net Neutrality and make it enforceable. The declaration even goes a step farther than Marco Civil, for example around devices. It is important to have Net Neutrality as a principle because it is a placeholder for specific issues that may come up in the future.

Marianne Franklin added that there is the full IRPC Charter (the 21 articles) and then there are the 10 principles derived from the Charter. You draw on provisions related to Net Neutrality using either the articles or the Charter. She agreed that it is important to move from principles into practice.

Question from a representative of the CGI Brazil: Governments in many developing countries are supporting initiatives like zero rating that may have short term benefits at the expense of the long term. What do you the panelists think of the recent report on Internet.org?

Carlos Alfonso: We are having a big discussion around Internet.org at this IGF. IGF allows for more discussion around the topic and enables us to debate face-to-face. This year, the host country Brazil is undergoing discussion about whether zero rating should be allowed. It's important to dig deeper into different models of zero rating and their impacts. The IRPC Charter gives a sense of direction with its language about Net Neutrality. The principles shine and give direction as you look at specific business models.

Hanane Boujemi said that the zero rating discussion is still at the early stage. There needs to be factbased evidence about the impacts. In a recent discussion, people from Africa said that they would rather have some Internet than no Internet at all. Facebook may have had good intentions, but they did not weigh the impacts. 4 Comments on the DC Output Consultation: Facebook provided feedback on parts of the Charter as did the Remote Hub from Syracuse University where a large number of substantive comments and suggestions were made. This consultation platform hosted by the IGF enabled a new level of participation. The Charter is a living document and is never completely done. It shows how a document can be consistent and coherent but also dynamic. The input process is a way to validate the Charter and get more input from different groups.

Marianne Franklin added that comments from the consultation are on the IGF website. She thanked the IGF for setting up the website. She also mentioned that students at Syracuse University have provided substantial contributions on all dynamic coalition outputs. Feedback from "digital natives" is particularly valuable in this process.

Marianne Franklin discussed the upcoming Dynamic Coalition main sessions at the IGF. The first session was scheduled at 4:30 PM on the same day. The second session was scheduled for the following day at 9:00 AM. The first session will provide a brief overview of the Dynamic Coalitions' work. In the first session, the Dynamic Coalitions will provide a brief overview of their work. The second part is an experiment. Participants will be provided with a rating-sheets to complete regarding the work product with the intention of creating a genuine interaction in live space, which will reinforce the coalitions as a constituency of the IGF.

Hanane Boujemi asked about the expected outcome of the rating exercises.

Marianne Franklin responded that this will depend on the audience. Organizers will collate responses and publish a report with the responses. They will also review the process and determine how well it works.

Question from the audience [Meryem Marzouki]: Is it important to interact with the public. Has the IGF MAG taken steps to have Dynamic Coalitions interact with one another? There are different groups that work on some subsets of the IRPC focus, for example the Freedom of Expression and Net Neutrality groups. What has been the interaction between these groups?

Marianne Franklin responded that this interaction has started to happen. The Gender, IRPC, Youth, Platform Responsibility, Net Neutrality, and the Public Access in Libraries DCs issued a joint statement at the 2014 IGF for more acknowledgment of the DC work and enabling of greater interaction between the Dynamic Coalitions. Avri Dori and Jeremy Malcom ran the planning process for the DC main session this year as representatives of the MAG, with Markus Kummer as Chair. The Freedom of Expression Dynamic Coalition has also just been re-launched and this is good news.

Question from Brazilian Youth Observatory: He is concerned about the framing of Net Neutrality at the IGF. Too often it is framed around consumer choice and not about rights and inclusion, addressing people as citizens. He asked the panelists to provide their opinion about this debate. How can we relate net neutrality to fundamental rights, not just abstract rights?

Hanane Boujemi responded that the IGF is a place for debate. If you think that Net Neutrality should be defined around rights of citizens, you should express this in the sessions. But it is important to tie it back to core concepts as they are done in the Charter. 5

Question from the audience: Net Neutrality must be defined broadly as a principle, not just a rule. It's not just about specific activities of ISPs or other players in the market but about broad values. How can these broad values be effectively translated into rules?

Carlos Affonso responded that this is a very difficult question to answer. It's a very complicated issue. For example, Sergio thinks that zero rating is not allowed under Marco Civil. But he is speaking personally and not on behalf of ITS Rio de Janeiro. However, when people say it is better to have some internet than none, it is challenging. Internet is very expensive in Brazil. It's something to consider. This is a tough decision to make. Either you determine that Marco Civil does not allow zero rating, or you approach it more flexibly and allow some solutions that give more people access to Internet, even if it is imperfect. Comment from Andy O'Connell of Facebook: He thanked IRPC for considering Facebook's comments on the Charter. On Internet.org, he said that he disagreed with the framing of some access being better than no access. According to O'Connell, Free Basics is not intended this way. The program is designed to be an "on ramp" to the Internet. He reported that one big barrier to Internet access is awareness and that Facebook is not making revenue, there is no exchange of funds. Fifty percent of people who access Internet.org for the first time purchase Internet within 30 days. Facebook recently made a lot of changes: changed the name, added SSL by default, narrowed the privacy policy. They think it's working pretty well so far. But they are open to feedback. They see this as a way to get more people on the Internet.

Part 3: IRPC Announcements and Participation

Hanane Boujemi introduced the third part of the session. This part focused on soliciting new participants to get involved with the project and handle procedural matters related to the IRPC Dynamic Coalition.

Introducing the IRPC and its work

She encouraged people to get more information at IRPC at www.internetrightsandprinciples.org, the IRPC Facebook page, and @netrights and #netrights on Twitter. The main communications for the group takes place over the listserv, which is open to everyone. In terms of news on IRPC activities: The Council of Europe has granted the IRPC observer status on its CDMSI committee. It is a form of official recognition of the Charter, and reflects positively on the expertise and value of the Dynamic Coalition beyond the IGF space.

The CDMSI meetings take place in June and December. Observers do not have a vote, but may attend meetings, respond to the CDMSI Committee documentation and drafts. COE works on public domain and all of their work is available on their website.

Updates on IRPC collaborative events at the IGF 2015

IRPC co-organized IGF sessions 31 and 142 on the "Right to be Forgotten" Rulings (now called the Right to be De-Linked or De-Indexed), in collaboration with the UN Commission on Human Rights, ITS Rio de Janeiro, and Karisma (Chile).

IRPC Steering Committee Elections:

IRPC is working on the announcement inviting applications for positions in the Dynamic Coalition. Interested parties should sign up for the listserv. Polls will open today or tomorrow for nominations. Marianne Franklin elaborated that there is a two-year rotation. Robert Bodle steps down as co-Chair to take his place in the Steering Committee and Catherine Easton will be an ongoing co-chair. There is an open slot for the other co-chair. There are an additional 4 places open for (re-) election this year. More information on the IRPC governance is at www.internetrightsandprinciples.org.

Any Other Business

Question from the Audience from Youth IGF and the Observatory of Youth of Latin America. The purpose of the Observatory is to reframe the Internet as a space for youth participation. How can the IRPC Charter be used to promote the Internet as a space for youth?

Marianne Franklin responded that the Charter addresses the rights of children and people with disabilities, as well as the right to development. Article 10 and above address rights to education, culture, health, and social services. Rights of youth is integral to the second half and needs more input from the younger generation. She encourages that input through the website.

Question from the audience, Karmen Turk from Estonia, intern at the Council of Europe: It is a big accomplishment for the IRPC to be given observer status within the CoE. The CoE does a careful assessment of applicants and has determined that IRPC has important input to provide. A CoE subcommittee will be working on a document related to Indicators on Internet Freedom soon.

Question from the audience, Catherine from the Human Rights Big Data and Tech Program at the University of Essex: The human rights based approach is a methodology to channel debate. What is the suitability of using human rights as a framework for debating issues related to the Internet?

Hanane Boujemi responded that there is a main session tomorrow to address this issue. This is an important slot bringing together many of the people who are working on these issues from different angles.

Marianne Franklin added that the Dynamic Coalition output session will segue into the main session on human rights. The Charter is in itself a framework for approaching issues through a human rights lens. Hanane Boujemi closed the session by thanking everyone who participated and asked questions.

## Dynamic Coalition on Network Neutrality

### Transcript

### Video

**DYNAMIC COALITION ON NETWORK NEUTRALITY**

Over the past two years, the importance of the network neutrality debate has become a priority for both national and international policy makers. While some countries have explicitly banned discriminatory traffic management practices, such as blocking, throttling and paid prioritization, other countries are currently formulating net neutrality laws and regulations or considering whether and how to regulate Internet traffic management. The 2015 meeting of the Dynamic Coalition on Network Neutrality (DCNN) fostered a reflection on the emerging challenges of the net neutrality debate and the concrete implementations of this important principle. Panelists explored issues such as the relevance of net neutrality for consumers, the compatibility of zero rating offerings with the net neutrality principle and the elaboration of sustainable approaches to foster nondiscriminatory Internet traffic management. Importantly, panelist interventions were based on their contribution to the Net Neutrality Compendium, a book encompassing the threeyear-long work of the DCNN that was presented and distributed during the event1 . The meeting was introduced and moderated by Luca Belli, from the Center for Technology & Society at Fundação Getúlio Vargas, Rio de Janeiro. The roundtable was opened by a keynote by Vint Cerf, from Google, stressing the American regulators' fear of monopoly abuse by large Internet Access Providers (IAPs) and the insufficiency of competition to deal with such concerns. Cerf stressed that it is common to argue that IAPs should not be in a position to selectively extract additional rents from the application and content providers. Such situation would indeed allow IAPs to control which application may be used or content providers may be reached and used satisfactorily by users, thus dictating user choice. The first segment of the roundtable analyzed current tendencies in the net neutrality debate, such as zero rating offerings and its alternatives as well as the recent EU regulatory provisions concerning net neutrality. Elise Lindeberg from the Norwegians Communications Authority provided an overview of the co-regulatory approach to Net Neutrality, adopted by Norway since 2009. According to Lindeberg, such an approach has kept the Norwegian market competitive and traffic management non-discriminatory while avoiding the need for further legislation. To this extent, the recent EU Telecom Single Market regulation – also applicable to European Economic Area members, such as Norway – has raised some concerns. One of the potential incompatibility between the EU regulation and the Norwegian approach may concern zerorating practices on which net neutrality discussions are increasingly concentrating. The Norwegian approach aims at preserving the Internet as an open and non-discriminatory platform, stressing that zero-rating practices are based on the commercial incentive to choose specific applications, thus leading to favor specific traffic above other traffic. From a 1 Belli Luca & Primavera De Fiippi (Eds.). (2015). Net Neutrality Compendium: Human Rights, Free Competition and the Future of the Internet. Springer. Part III of the Compendium, can be freely accessed at http://www.fgv.br/net-neutrality-compendium 2 Norwegian perspective, this is exactly the type of situation that net neutrality policies should aim to avoid and, for this reason, zero-rating is not allowed in Norway. Subsequently, Chris Marsden, from Sussex University, explained that zero-rating is not something new, According to Marsden, since the 90s both fixed and mobile ISPs have tried – frequently failing – to discriminate amongst content providing preferential treatment to commercial partners. Marsden linked this general tendency with current zero-rating practices, stressing that such offerings are frequently used by dominant players to strengthen their dominant position. However, he argued that some form of zero-rating might be considered as 'reasonable' exceptions to net neutrality when based on two rules: treating zero rating as a short-term exception to net neutrality, and ensuring that any such short-term exception is not exclusive but rather available on Fair, Reasonable and NonDiscriminatory conditions. Zero rating supporters frequently describe such practices as a potential solution to foster – partial – Internet access in rural and remote areas. However, other solutions may be envisaged with the aim of fostering Internet connectivity rather than providing access to a limited selection of applications. To this extent, Primavera de Filippi, from CERSA & Berkman Center, discussed community networks, stressing the decentralized and bottom-up nature of such networks, which are developed and run by Internet users themselves. She mentioned successful examples in Spain, New York, and Germany. Discussion on the regulatory barriers that may hinder such

initiatives followed up, stressing how laws that target entirely different matters might collaterally hinder the deployment of community networks. The second part of the meeting explored several facets of net neutrality policy-making. René Arnolds, from WIK-Consult, explained how net neutrality is a hard concept for consumers to grasp. Arnolds highlighted that consumers are poorly informed about the net neutrality debate, but they become very concerned about the effects of discriminatory traffic management when such practices are explained to them. These considerations were shared by other panelists and participants, who stressed the need for educating and informing consumers, to allow them to express their own opinion during public consultations. Also, it was stressed that consultations may fail to grasp consumers' needs and preferences. Consensus emerged as regards the need to properly inform consumers about what net neutrality is and what it can mean to their welfare. Konstantinos Stylianou, from Leeds University, stressed the benefits of the experimentation of new business models, while arguing that strict net neutrality rules may impede such experimentation. A solution to this problem may be offered by flexible framework clauses, like those used in antitrust, which may be capable of filtering out harmful practices while allowing non-harmful ones. To this extent, further integration of antitrust-like analysis and principles into telecommunications regulation may offer regulatory tools that can accommodate the arguments of net neutrality proponents and opponents. Nathalia Foditsch, from the American University, led the discussion towards the concept of legal interoperability and its application to net neutrality regulatory frameworks. Interoperable regulatory standards may allow for a better transnational interaction between different legal systems, thus reducing transaction costs while fostering compatible rules. To this extent, legally interoperable net neutrality rules may be particularly beneficial. 3 CONCLUSIONS AND FUTURE STEPS Luca Belli provided an overview of the main achievements of the DCNN over the past three years, as regards both academic production and policy suggestions. First, it was stressed that one of the main DCNN outcomes – the Model Framework on Net Neutrality2 , which contains precise indications on how to protect net neutrality – has already inspired several policymaking processes. The Council of Europe took inspiration from the Model Framework to develop a draft Recommendation on Network Neutrality, while the European Parliament utilized various fragment of the Model Framework to amend the recently adopted Telecom Single Market regulation. Second, Luca Belli described the open consultation facilitated by the DCNN, which led to the participatory elaboration of a Policy Statement on Network Neutrality (included in the appended Input Document on Network Neutrality). The goal of the consultation3 that led to the elaboration of the Policy Statement was to offer to all interested individuals and stakeholders the possibility to participate in the elaboration of a document that could be validated by the entire IGF Community, as requested by the IGF 2014 Final Chair Summary4 . To this end, the DCNN replicated the "Last Call process" utilised by the Internet Engineering Task Force in order to allow all interested individuals and stakeholders to provide comments on Internet Drafts. The Policy Statement on Network Neutrality was discussed with the participants, receiving generally positive feedback. Furthermore, IGF participants were allowed to express their feedback on the Policy Statement, using "Idea Rating Sheets" 5 during the Main Session on Dynamic Coalitions' Outcomes. Input Document on Network Neutrality This Input Document has been developed through an open and multistakeholder process facilitated by the IGF Dynamic Coalition on Network Neutrality (DCNN). The process has been initiated with a Request for Comments aimed at the development of one or more Policy Statement(s) on Net Neutrality. The process has been promoted by members of the DCNN and the Global Net Neutrality Coalition (GNN), and aimed at the definition of an agreed position on net neutrality, based on the Model Framework on Network Neutrality developed by the DCNN. The DCNN Model Framework (MF) was presented at the 8th IGF in Bali and included in a Report on "Protecting Human Rights through Network Neutrality" delivered to the Council of Europe Steering Committee on Media and Information Society to be used as a working 2 http://www.networkneutrality.info/sources.html 3 The draft commented on, during the last phase of the consultation is available at http://review.intgovforum.org/igf-2015/dynamic-coalitions/input-document-on-network-neutrality/dynamiccoalition-on-network-neutrality-dcnn/ Previous drafts can be found at http://www.networkneutrality.info/events.html 4 IGF Chair. (2014). Connecting Continents for Enhanced

Multistakeholder Internet Governance. IGF 2014 Chair's Summary. Istanbul, Turkey, p. 10. http://www.intgovforum.org/cms/documents/igf-meeting/igf-2014- istanbul/308-igf-2014-chairs-summary-final/file 5 The DCNN Idea Rating Sheets can be found at http://www.intgovforum.org/cms/surveys 4 document for the elaboration of a Draft Recommendation on Net Neutrality. To date, DCNN members have conveyed the MF to several Parliamentary assemblies (EU Parliament, Argentinian Senate and South Korean Parliament) whilst the GNN has decided to utilise the MF as "Model Rules". Although it has already played an inspirational role, the MF has never been officially validated by the IGF community at-large, as pointed out by the Final Chair's Summary of the IGF 2014, according to which "[t]he ninth IGF concluded with looking at the role of the IGF in taking the network neutrality discussion forward. [...] The Dynamic Coalition on Network Neutrality will continue the discussions leading up to the 2015 meeting, but the view was also held that there was a need to develop a process that allowed the entire IGF community to weigh in and validate the findings of the Dynamic Coalition." This lack of validation is primarily due to the lack of an official process aimed at discussing dynamic coalitions' outcomes within the IGF community. The IGF 2015 will introduce for the first time a main session allowing dynamic coalitions to present their work to the broader community, thus contributing to the definition tangible IGF outputs, as recommended by the CSTD Working Group for IGF Improvement. The development of a Policy Statement on Network Neutrality is consistent with the Chair's Summary and aims at feeding the main session on dynamic coalitions' outcomes with a concrete proposal. The Policy Statement on Network Neutrality has been elaborated through several rounds of consultation, organised from the beginning of May to the end of September 2015. According to DC NN Rules of Procedure, two drafters have been designated in order to "manage the elaboration of the position or statement and consolidate received comments with the aim of achieving a consensus document." The two designated drafters were: • Luca Belli, DCNN Co-Chair and Researcher at the Center for Technology & Society at Fundação Getulio Vargas, Rio de Janeiro • Michał Woźniak, Warsaw Hackerspace and Polish Linux Users Group Policy Statement on Network Neutrality Preamble a) The Internet should be open, secure and accessible to all people. b) Network Neutrality plays an instrumental role in preserving Internet openness; fostering the enjoyment of Internet users' human rights; promoting competition and equality of opportunity; safeguarding the generative peer-to-peer nature of the Internet; and spreading the benefits of the Internet to all people. c) Managing Internet traffic in a transparent and non-discriminatory manner compatible with the Network Neutrality Principle serves the interests of the public by preserving a level playing field with minimal barriers to entry and by providing equal opportunity for the invention and development of new applications, services and business models. d) Competition among broadband networks, technologies and all players of the Internet ecosystem is essential to ensure the openness of the Internet. e) All individuals and stakeholders should have the possibility to participate in the elaboration of any Network Neutrality regulatory instrument. 5 Network Neutrality regulatory instruments should, at a minimum, provide the following safeguards. 1. Network Neutrality Principle Network Neutrality is the principle according to which Internet traffic is treated without unreasonable discrimination, restriction or interference regardless of its sender, recipient, type or content. 2. Reasonable Traffic Management Internet service providers should act in accordance with the Network Neutrality Principle. Any deviation from this principle may be considered as reasonable traffic management as long as it is necessary and proportionate to: a) preserve network security and integrity; b) mitigate the effects of temporary and exceptional congestion, primarily by means of protocol-agnostic measures or, when these measures do not prove practicable, by means of protocol-specific measures; c) prioritise emergency services in the case of unforeseeable circumstances or force majeure. 3. Law Enforcement None of the foregoing should prevent Internet service providers from giving force to a court order or a legal provision in accordance with human rights norms and international law. 4. Transparent Traffic Management Internet service providers should publish meaningful and transparent information on characteristics and conditions of the Internet access services they offer, the connection speeds that are to be provided, and their traffic management practices, notably with regard to how Internet access services may be affected by simultaneous usage of other services provided by the Internet service provider. 5. Privacy All players in the Internet value chain, including

governments, shall provide robust and meaningful privacy protections for individuals' data in accordance with human rights norms and international law. In particular, any techniques to inspect or analyse Internet traffic shall be in accordance with privacy and data protection obligations and subject to clear legal protections. 6. Implementation The competent national authorities should promote independent testing of Internet traffic management practices, ensure the availability of Internet access and evaluate the compatibility of Internet access policies with the Network Neutrality Principle as well as with the respect of human rights norms and international law. National authorities should publicly report their findings. Complaint procedures to address network neutrality violations should be available and violations should attract appropriate fines. All individuals and stakeholders should have the possibility to contribute to the detection, reporting and correction of violations of the Network Neutrality Principle.

## Dynamic Coalition on Platform Responsibility

### Transcript

### Video

**DYNAMIC COALITION ON PLATFORM RESPONSIBILITY**
**Report of the annual DCPR meeting, held at the 2015 IGF**
**Submitted by Nicolo Zingales and Luca Belli**

MEETING OVERVIEW
The 2nd meeting of the Dynamic Coalition on Platform Responsibility took place on November 11th, 2015. Its main purpose was to present and debate the "Recommendations on Terms of Service and Human Rights", an output document developed by DCPR members through a consultation process over the year 2015. The document is a result of the inputs obtained from a number of stakeholders throughout the DCPR mailing list and the dedicated participatory platform of the IGF. 1 The main recommendations were included into 10 different Idea Rating Sheets, utilized in order to receive feedback by the entire IGF Community.

The meeting was introduced by two keynotes, addressing issues such as transparency, fairness and the situation of imbalance between users and platform operators. President of the French Digital Council Benoit Thieulin affirmed the importance of not equating digital governance to inertia, and urged to address a number of Internet Governance issues at the international level. To that end, he drew attention to the concept of "platform loyalty" as fundamental to promote user trust, as described in the recommendations of the French Digital Council. Furthermore, he called for some form of collective intelligence aimed at fostering transparency and giving visibility to online platform practices. UN Special Rapporteur on the Right to Privacy Joseph Cannataci evoked the idea of platforms as "parallel universe", with autonomous rules, which may disregard the restrictions imposed in different jurisdictions. He emphasized that technical solutions enabled by the use of specific hardware or software have the potential to foster the full enjoyment of fundamental rights such as privacy. Touching upon the issue of effectiveness of protection, he stressed that online platforms may also generate trust within their "parallel

The DCPR Recommendations on terms of Service and Human Rights can be accessed at http://review.intgovforum.org/igf-2015/dynamic-coalitions/dynamic-coalition-on-platform-responsibilitydc-pr/ 2 The DCPR Idea Rating Sheets can be found at http://www.intgovforum.org/cms/surveys 2 universe", as it has been shown, for instance, by the platform eBay in offering a quick, easy and affordable dispute resolution system. a. Presentation of the Recommendations on Terms of Service & Human Rights The meeting continued with DCPR coordinators explaining the participatory process that led to the elaboration of the Recommendations as well as their content. The document, aimed to promote responsible behaviour on the part of the platforms, with regard to the respect of platform users' human rights. Particularly the Recommendations departed from the analysis of existing human rights documents, from which both minimum standards ("shalls") and best practices ("shoulds") were identified. In particular, the document focused on the three human rights to due process, privacy and freedom of expression. DCPR coordinators then succinctly explained how those three main subjects formed part of the responsibility of online platforms. b. High Level

panel Discussion The discussion of the High Level panel Discussion began with the intervention of Patrick Penninckx, from Council of Europe Information Society Department. Penninckx stressed that the conformity of platforms' terms of service with human rights standard constitutes a central concern for the Council of Europe, whose 47 member states recently adopted the Recommendations on a Guide on Human Rights for Internet Users. He also suggested that the European Court of Human Rights is still searching for guidance on the role that platforms should play, and for this reason, the cooperation of the Council of Europe with the Fundação Getulio Vargas on its "Terms of Service & Human Rights" project is particularly important to provide guidance for judges and platforms themselves. Aside from looking closely at intermediaries and service providers over the next 2 years, the Council of Europe has foreseen in its forthcoming its Internet Governance strategy to establish a platform for discussion between Internet companies, states and various associations on issues such as model contractual clauses, and principles of accountability and transparency for the processing of personal data. Subsequently, Veridiana Alimonti, from the Brazilian NGO Intervozes, praised the recommendations made by DC PR, drawing a parallel with the Brazilian framework.
Alimonti explained the Brazilian provisions concerning the transparency and fairness of the contractual clauses that consumers are presumed to have agreed upon. She also suggested incorporating specific guidance to prevent abuse of copyright takedown requests, and to consider a revision of the recommendation of requiring further consent for the provision of new services –implying that this should be a minimum standard ("shall") rather than a best practice ("should"). The last panelist, Marcel Leonardi, from Google, presented the view of the private sector, in particular about the strive between clarity in terms of service and the need to conform to local legislation, as well as to respect confidentiality agreements and protect trade secrets. He also called attention to the fact that the DCPR Recommendations seem to mainly target big companies, and that those recommendations could inhibit innovation among small businesses. Finally, while commenting on the insufficient incorporation of the inputs by the private sector on the issue of consent for data collection, aggregation and use, he commended the DCPR work as an important step forward in the debate. The roundtable ended with a discussion around the relationship between the respect of privacy and responsibility.

CONCLUSIONS AND FUTURE STEPS
The document received positive and constructive feedback, both within and outside the meeting including in the context of the IGF's main session for Dynamic Coalitions, where the abovementioned Idea Rating Sheets were opened for comments. Accordingly, a next step for the DCPR will be to incorporate this feedback into a more comprehensive document. In addition, the confirmation by the Council of Europe of the importance of providing guidance online intermediaries in concrete forms as described in its Internet

Governance Strategy creates a clear opportunity for the DCPR to develop concrete suggestions that may be taken into account by both national and international policy-making processes. As stated by Penninckx, better self-regulation of providers "is the way forward". Furthermore, consensus emerged amongst participants and panelists with regard to the need for further multistakeholder dialogue and to the benefit that initiatives such as the DCPR may have in fostering better comprehension and inter-stakeholder cooperation. To this latter extent, he DCPR has been considered as a valuable platform for future synergies aimed at the elaboration of further policy suggestions.

## Dynamic Coalition on Public Access in Libraries

### Transcript

### Video

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| **Session title:** | **Dynamic Coalition on Public Access in Libraries** |
| **Date:** | November 11, 2015 |
| **Time:** | 11:00 |
| **Workshop Organiser:** | Dynamic Coalition on Public Access in Libraries |
| **Chairperson/Moderator:** | Christina de Castell |

| | |
|---|---|
| **Rapporteur/Note Taker:** | Christina de Castell |
| **List of Speakers and their institutional affiliations:** | Stuart Hamilton, International Federation of Library Associations and Institutions (IFLA)<br>Manu K. Bhardwaj, U.S. State Department<br>Ramunė Petuchovaitė, Electronic Information for Libraries (EIFL) |
| **Estimated Attendance** | 25 |

**Key Issues raised (1 sentence per issue):**

- We need to continue to raise awareness of libraries' role in access to information, building from the inclusion in the UN 2030 Agenda Sustainable Development Goals, so that they are included at a national level.
- Effort is required to increase the ability for library workers in developing countries to support their community members' technology, media and information literacy needs through training staff.
- We need to take the vision of connecting the next billion and access in the Sustainable Development Goals to the level of implementation by engaging the development community in conversations so connectivity is included as part of core infrastructure.
- Policy makers/funders need to prioritize existing community spaces, such as libraries, at a design level when planning connectivity or creating granting programs.
- Greater participation is needed from IGF stakeholder groups, beyond civil society, as although all groups were present at the workshop, representation was low from other stakeholder groups: government, private sector, and technical community.

**If there are Presentations during the workshop session, please provide a 1-paragraph summary for each Presentation**

Stuart Hamilton, IFLA Deputy Secretary General, spoke about the work of some of the Dynamic Coalition's members at the UN in New York between 2013 and 2015, where the focus was on the preparation of the 2030 Agenda on Sustainable Development. He covered IFLA's objectives, which were to ensure access to information was recognised as supporting development in the new framework, and recalled the Lyon Declaration on Access to Information and Development (www.lyondeclaration.org) a document backed by a coalition of 600 organisations from across the library, development and technology sectors. He observed that the WSIS/IGF community had been sadly under-represented in the discussions in New York, which impacted the quality of the ICT targets in the Sustainable Development Goals. He reviewed the goals and targets, pointing out where the Dynamic Coalition could engage (particularly around 9c which deals with Internet access in Least Developed Countries) and raised awareness of the outstanding issues to be completed at the UN, notably the indicators to be used to measure the new framework, and the Technology Facilitation Mechanism which will be further developed in 2016. Finally, he called for all Dynamic Coalition members to pay attention to the importance of national development plans, as these are the mechanisms for delivering the SDGs at national levels.

Manu K. Bhardwaj, Senior Political Advisor, Technology and Internet Policy, U.S. State Department discussed the Global Connect Initiative, which seeks to bring 1.5 billion people who lack Internet access online by 2020. He commented that the initiative aims to make this goal real in a development context, raising awareness of the issues and the benefits of connectivity for the world and engaging US development agencies in connectivity. The Global Connect Initiative makes the case that the Internet is a key driver of sustainable economic development and that it is as fundamental as other infrastructure. He commented that this is a new idea for many development agencies who think about traditional infrastructure, but that it can be integrated into these processes, such as by laying cable when trenching, with minimal relative increases in cost. The Global Connect

Initiative also considers positive ICT environments that support freedom of expression, and Mr. Bhardwaj drew a connection to the DC-PAL Principles statement. He commented that global NGOs provided many letters of support for Global Connect, and that this helped the industry participation build momentum. The Global Connect Initiative will host a side event during the WSIS+10 review in December 2015.

Ramune Petuchovaite, Manager of EIFL's Public Library Innovation Programme (EIFL-PLIP), presented a case of EIFL's capacity building programme for public librarians in Africa (link). The programme has been piloted in three countries - Kenya, Uganda and Ghana - where there has been some progress in government supported ICT roll out to public libraries, but pre-assessment showed that librarians lacked capacities to use technologies and public access to enable communities. The curriculum grew out of EIFL-PLIP's practical experience in Africa, and consists of four modules covering such topics as advanced computer literacy and training for the public, e-resources and searching, project management for new ICT-based library services, and advocacy. Two months after the training, post-assessment showed that 80% of public librarians offered ICT skills training for fellow librarians and community members, and also were offering specific programmes and guidance to online resources to women and girls, farmers, drop-outs and other groups. She argued that this case proves that libraries are well suited and ready to take over the roles of public access providers to knowledge and ICT skills to enable people's participation in digital society. Librarians' training should be an integral part of national and regional public access initiatives to unleash their potential as ICT trainers and consultants for communities. She concluded that EIFL is open for dialogue & partnership with other stakeholders in public access initiatives in developing and transitioning economy countries, especially in Africa.

**Please describe the Discussions that took place during the workshop session:** (3 paragraphs)

The moderator provided a summary of the Principles on Public Access in Libraries drafted by the Dynamic Coalition in 2015 and efforts to promote the role of libraries through workshops at the regional meetings: EuroDIG, Asia Pacific IGF and Africa IGF. The Principles Statement was distributed to all participants as a launching point for discussing concrete actions stakeholders could take. The workshop was in three parts: presentations, general discussion, and brainstorming concrete action to further the principles statement.

The discussion included ideas about the benefits of using existing facilities for providing public access, because it may be easier to increase funding in existing budget areas than create new ones, and in recognizing the challenges where library staff do not have the skills to support technology and need capacity building. Participants added contributions of the challenges in post-conflict zones, where libraries have been severely damaged or destroyed, and mobile solutions are needed. Participants identified that libraries need to work to connect with the expertise and opportunities offered by all IGF stakeholder groups.

Following the discussion, participants worked in groups to brainstorm concrete actions that IGF stakeholders can take to further the Principles of Public Access in Libraries, as a launching point for the Dynamic Coalition's work in 2016. Participants identified the need for local content on the Internet to increase relevance for communities, and the opportunities for libraries, academic institutions and government to digitise local content. They commented on the challenges of preserving digital and local content, especially where legal frameworks do not facilitate this, and suggested partnerships with stakeholders who can address this area such as academia and the private sector. They suggested that the academic community could make their locally relevant research available freely online, and provide summaries appropriate for the use of local people, such as by sharing summaries of findings on farming that consider the potentially low literacy level of the audience. Participants suggested that civil society can participate by identifying windows of opportunity in countries and bringing libraries into the dialogue on public access, ensuring that local institutions are included. They identified that engaging government and private sector in connecting all libraries is a necessary step to achieving the principles.

**Please describe any Participant suggestions regarding the way forward / potential next steps /key takeways:** (3 paragraphs)

The purpose of the workshop was to provide an update on the work of the Dynamic Coalition and to begin discussing the intersessional activity for 2016. The participants agreed to the activity of developing concrete suggestions for actions that stakeholders can take to further the principles statement as the objective for 2016.

The initial brainstorming resulted in ideas for stakeholder action that the participants will build on in 2016. The coordinators will post the initial ideas to the DC-PAL list and create a document for collaborative intersessional work.

Following the Main Session on Dynamic Coalitions, the members will discuss the findings of broader stakeholder feedback and decide on next steps for the Principles document.

## Youth Coalition on Internet Governance

### Transcript

### Video

**Youth Coalition on Internet Governance (YCIG)**
**IGF2015 Joao Pessoa**
**Session Summary Report**

Date: 12 Nov (Thu) 2015 Time: 14:00 - 15:30 (UTC-3) Venue: Workshop Room 5

Estimated Number of Participants: 71 Geographical Balance: Asia Pacific: 11 Africa: 3 Europe: 14 North America: 4 Latin America & Caribbean: 39

Co-Moderators and Panelists: David Ng, NetMission.Asia, Asia Ephraim Percy Kenyanito, Access (accessnow.org), Africa Yannis Li, Secretariat of APrIGF, Asia Pacific

Attendees: Pim ten Thije, NL IGF, Dutch Anya Orlova, NERDY, YIGF, Russia Su Sonia Herring, YIGF, USA/Turkey Florian Daniel, YIGF-Insafe, Austria Uiuiamo Uincigce, ANET, Brazil Gustavo Paive, UFRN, Brazil Elisson Diones, YIGF, Brazil Thais Stein, LAC YIGF, Brazil Marjo Baayen, GFCE, Dutch Barbora Dipplito, ENACSO, Italy Chiu Manavy, Open Institute, Cambodia Jose Allan Luna, LAC YIGF, Brazil Marjolyn Bonrhuis, NL IGF, Dutch Gustavo Freire, UFPB, Brazil Enzo Terceiro Neto, Brazil Juliana Laima, UFPB, Brazil Arhur Prado do Egito, UFPB, Brazil Henrique A. Suraiva, UFPB, Brazil Bruno Falcetti, UFPB, Brazil Kamilia, APC, Indonesia Emilly Monteiro, UEPB, Brazil Maria Eduarda Carmara, UEPB, Brazil Zoya Rehman, By Tes For All, PK ,Pakistan Mira Salmela Pirate, Youth of Finland, Finland Rodrigo Karolezak, FGV-SP, Brazil Pedro Viela Resendeg, Gnet-LAC YIGF-UFML, Brazil Otavio Lost Vimhas, LAC YIGF, Brazil Diogenes Laentious, Silva de Oliveira Filho, Brazil Anderson Fabrico M., LAC YIGF, Brazil Saram Nobrega Girs, IFPB, Brazil Paulo Cesar Gomes, LAC YIGF, Brazil Izumi Aizu, Japan Adeel Sadiq, Huawei, Pakistan Mubashir Sargana, ISOC Pakistan, Pakistan Mayara Farias, UFPB, Brazil Becky Lentz, McGill University, Canada Chris Paintar, US Department of State, USA Thais Melema, UEPB, Brazil Fermamdo Creero, IGC Project .org, USA Josie Brocca, OECD, Canada Lucas Barbosa, Engajamundo/TEJO, Brazil Isabella Tomas, Austrian Embassy Brasilia, Austria David Krystof, YIGF, Germany Victor Veloso, USP, Brazil Auhe Pals, NERDY YIGF Julia Riloeiro, YIGF Andrea Aguitera, YIGF Sara Fratti. CC Guatemala, Guatemala Lucas Esequiel Belloso, UURC, Argentina Carlos Guerrero, Hiperderecho, Peru Enmanuel Aldocatelo, UASD, Dominica Republic Hudson Lupes Ribaro de Sovca, Youth, Brazil Joyce, NLIGF, Dutch Ruzland F., UFPB, Brazil Diogenes A. Dantas, UNIPE, Brazil Isadora Teixeira de Lira, UFPB, Brazil Nick Shorey, UK Governement, UK Sylvia Musalagani, Hivos E.A., Kenya Diana Gouyez, YIGF, Mexico Lucas Augusto, YIGF, Brazil Carlos Educardo Rodrigvez, YIGF, Brazil Enrique Eftel Salinao Morales, YIGF, Mexico Franco Bellonso, Argentina Felix Yung, NetMission.Asia, Hong Kong Hailey Yang, NetMission.Asia, Hong Kong

Remote Participants: Bianca Ho, DotKids Foundation, Hong Kong Martin Fischer, Network for EuRopean Digital Youth (NERDY), Austria Ruth Hennell, United Kingdom

Session Format
The session was conducted mainly in a roundtable format with the facilitation of the co-moderators with the below agenda: • Introduction of YCIG background • Working Report of last IGF Review & Activities in IGF Brazil • Charter Review & Steering Committee Election Discussion • The Way Forward • Wrap-Up

Discussion Summary
Working Report of last IGF Review & Activities in IGF Brazil

As the follow-up actions of last year discussion, "Youth Survival Kit in IGF" and "A Day 1 Youth get-together" event were held this year in Brazil. Meanwhile, informal discussion and information exchange platform was created on Facebook.

• IGF ABCs for Newbies (Youth Survival Kit in IGF) The development team including Bianca Ho and Anri van der Spuy, as well as the contributors, Ginger Paque and Susan Chalmers, have created the content, which is an evolving project, with objective to create a welcoming IGF environment and enhancing experience for youth. Input and contribution is welcome. NetMission.Asia helped building the website and designing the postcard for promotion, around 500 postcards were distributed during the event. Website: http://www.igf-abc.info/

• Mentor Youth Meetup (A Day 1 Youth get-together) A Day 1 casual social event for youth to interact with senior participants of IGF was organized on 10 Nov, from 12:30 to 14:00 (UTC-3). The session was hosted by Bianca Ho and David Ng, with MAG Members including Ginger Paque, Joonas Mäkinen, Ephraim Percy Kenyanito, Peter Dengate Thrush, Avri Doria, Mahmutovic, Aida joined, and around 40 youth participated. Event Schedule: http://sched.co/4e0o Photos:
https://www.facebook.com/media/set/?set=oa.1928879164003771&ty pe=1

• YCIG Facebook As discussed, informal discussion and information exchange platform should be created for easier communication, YCIG facebook group was created last year, and now with 259 members (as on the meeting date). Facebook: https://www.facebook.com/groups/youthcoalitiononinternetgovern ance/ Charter Review & Steering Committee Election Discussion: Reference Material: YCIG Charter (http://www.ycig.org/index.php/2011/09/ycig-charter/) Background: As part of the transition process of the YCIG, a new steering committee needed to be formed with the former committee members retiring due to the age limit. Therefore there is a need to review and revise the charter with more details on election procedure and membership structure. A Consultation Process has therefore being initiated from Bianca Ho, IGF MAG member 2015 on the election process before the IGF Brazil meeting. YCIG Consultation Process: Start Date: 7 Nov 2015 End date: 21 Nov 2015 http://piratepad.net/ryoJAUYRzJ Comments:

• The steering committee shall serve as a coordinator and administrative role on developing activities plan with and approved by members of YCIG. • The steering committee is not the decision-making body.

• The optimal number of people in the steering committee shall not be more than 6 with regional representativeness taken into consideration.

• Regular YCIG meetings shall be organized between the UNIGFs • Discussion shall be done on the mailing list instead of facebook group due to access and archiving issues.

• A working group was suggested to be formed to better define words/terms in the charter and provide a clean version of the revised document for comments by all YCIG members. Next Steps: proposed by Pim ten Thije (Adopted at the Young Coalition on Internet Governance session): 1. Start with a working group created from a call in the mailing list. Goal: define the process of changing the charter. ---- Done by the organizers of the Youth Coalition On Internet Governance in Brazil. ---- Everyone can participate, ---- When a lot of people want to participate actively: we can create sub work-groups for specific parts of the charters. 2. A draft of the charter changes is created (by the same or a different working group). 3. The whole community (mailing list) can give input and suggestions via Piratepad. 4. Via the mailing list a vote is done on the specific proposal for the new charter ---- This is the most political neutral way. 5. The steering committee is proposed and elected according to the charter. The Way Forward: Suggestions for Improvement/Activities for Future IGF:

• Better facilitation of remote participation by providing more explanation of each workshop in advance to better equip the youth participants and attract them to join.

• Develop Youth Statement on substantive issues, e.g. WSIS+10

• Build on the content of the Declaration of LAC YIGF to represent the youth worldwide

• Continue to request the YCIG session to be held in the earlier days of the week to allow youth to get together and form a peer support group especially for the newbies that are not connected on mailing list in advance.

• Nick Shorey from the UK government reached out to the YCIG members on getting more youth to join the UK IGF.

• To follow-up other suggestions from WS191 discussion outcome Reported by: Ms. Yannis Li, Secretariat of APrIGF, Asia Pacific Mr. David Ng, NetMission.Asia, Asia Mr. Ephraim Percy Kenyanito, Access (accessnow.org), Africa Please see an unedited Transcript record of the meeting at: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2400- 2015-11-12-youth-coalition-on-internet-governance-workshop-room-5 Youtube Video Recording of the 2015 YCIG meeting: https://youtu.be/o0MC6IDhd64

# 2 2015 Best Practice Forum (BPF) Handbook

# Best Practice Forums: Handbook 2015

## INTRODUCTION

The Internet Governance Forum (IGF), which was called for in section 72 of the Tunis Agenda for the Information Society,[32] brings people together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet.

[32] World Summit on the Information Society (WSIS) (18 November 2005). *Tunis Agenda for the Information Society* (WSIS-05/TUNIS/DOC/6(Rev. 1)-E). Available: http://www.itu.int/net/wsis/docs2/tunis/off/6rev1.html. [Accessed 28 October 2015].

The tenth annual meeting of the IGF was held from the 10th to the 13th of November 2015 in João Pessoa, Brazil. More than 2,400 registered participants from over 116 countries attended the meeting, while thousands more actively participated online. These participants discussed, exchanged information and shared good practices with each other with the aim of facilitating a common understanding of how to maximise the Internet's opportunities and to address risks and challenges that have arisen and that may occur in the future.

Output-oriented debates and discussions during the four-day meeting addressed both opportunities and challenges under the sub-themes of cybersecurity and trust; the Internet economy; inclusiveness and diversity; openness; enhancing multistakeholder cooperation; Internet and human rights; critical internet resources; and emerging issues.

The meeting hosted more than 150 sessions throughout the week and also enabled the IGF's various community-driven intersessional activities to continue and promote the collaborative work they have been delivering throughout the year. One such intersessional activity, best practice forums (BPFs), also had the opportunity to present the findings of their community-driven work over the past year in order to gather broader stakeholder input on each of the six BPF topics concerned.

This handbook collates summarised versions of each BPF's output with the aim of providing the community with a snapshot guide on the important topics covered by these diverse BPFs.

## THE IGF AND BPFs

BPFs offer unique platforms for multistakeholder communities to not only discuss topics relevant to the future of the Internet, but to also investigate, compare, collect and compile good practices, strategies and/or approaches on these topics. In the section below, the reasons for adopting BPFs to address certain topics and the characteristics of BPFs are briefly described.

### Why does the IGF have BPFs?

In 2012, the UN General Assembly (UNGA) Economic and Social Council (ECOSOC) Working Group on Improvements to the IGF published a report that called for the development of more tangible outputs to 'enhance the impact of the IGF on global Internet governance and policy'.[33] To enrich the potential for IGF outputs, the IGF's Multistakeholder Advisory Group (MAG) consequently developed an enhanced intersessional programme intended to complement other IGF activities, such as regional and national IGF initiatives, dynamic coalitions and BPFs.

### What are BPFs?

BPFs are working groups created by the IGF with the aim of facilitating dialogue and collecting emerging and existing practices to address specific issues or themes. By nature multistakeholder environments, BPFs and the IGF offer unique platforms to bring together diverse stakeholders – including civil society, the technical community, governments, intergovernmental organizations, academia, users and young people, for instance – to address pertinent topics in a holistic manner using these dedicated working groups.

BPFs also offer substantive ways for the IGF to produce more tangible and substantial outcomes. Like other intersessional activities, BPF outcomes are designed to become robust resources, to serve as inputs into other pertinent forums, and to evolve and grow over time. While BPF outcome documents have already been useful in informing policy debates, they are also iterative materials that acknowledge the need for flexibility in light of the pace of technological change faced by Internet policymakers.

### How do BPFs work?

BPFs have the freedom to define and delineate the parameters of their work in consultation with their respective multistakeholder communities; to define their own methodologies; and to tailor their work to the requirements of their theme's specific needs and requirements.

As is clear from the summaries contained in this book, the methodologies adopted by BPFs differ greatly and are highly dependent on the theme(s) and participants involved in each BPF's work. In general terms, however, all BPFs use open and transparent working approaches with the aim of encouraging and gathering broad stakeholder input. The outcomes of each BPF are intended to be community-driven, bottom-up and a true reflection of the multistakeholder nature of the IGF's intersessional activities.

### When and where do BPFs do their work?

BPFs do much of their work in the year between annual IGF meetings using primarily online and virtual platforms that are accessible to stakeholders from all over the world. While some BPFs do their work for

[33] See page 4, UNGA ECOSOC (16 March 2012). *Report of the Working Group on Improvements to the Internet Governance Forum* (A/67/65-E/2012/48). Available: http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf. [Accessed 28 October 2015].

approximately one term – or the year between annual IGF meetings – other BPFs have been operational for two consecutive years.

Each BPF has a unique platform on the IGF's website that it updates with relevant information, a dedicated mailing list on which it can communicate to and with participants, and most BPFs hold regular virtual meetings that anyone is welcome to attend. In addition, BPFs may choose to use the opportunity of multistakeholder advisory group (MAG) meetings (in 2015, these meetings were held in Geneva and Paris) to hold face-to-face meetings to further its work, although online participation at each such meeting is always facilitated and encouraged. Each BPF also has a 90-minute session at the annual IGF meeting at which it has the opportunity to present its preliminary findings and to further dialogue and debate about the topic(s) concerned.

### Want to learn more about the IGF and BPFs?

Read more about the IGF and BPFs on the IGF's website, which has a dedicated page for each BPF, hosts the video material from each BPF's session(s) at annual IGF meetings, and also offers a wealth of other information about the IGF's work: http://www.intgovforum.org/cms/.

## INTRODUCING THE 2015 BPFs

Six topics formed the focus of the 2015 BPFs, namely:

1. **Fostering enabling environments to establish successful IXPs;**
2. **Creating an enabling environment for IPv6 adoption;**
3. **Online abuse and gender-based violence against women;**
4. **Strengthening multistakeholder mechanisms;**
5. **Establishing and supporting CSIRTs for Internet security; and**
6. **The regulation and mitigation of unsolicited communications.**

Of these topics, the first three were new topics in 2015 whilst the last three in the list were continued from the previous term (or year) and were therefore in their second year of operation.

## HOW TO USE THIS HANDBOOK

In the sections below, the outcomes of each of these topics or themes are briefly summarised in the order of the list above.

For each BPF, the coordinator(s), lead experts (if applicable) and rapporteurs are listed and an approximate number of participants is listed. Where possible and for the purposes of illustration and practical application, BPF rapporteurs highlighted case studies, comments from participants and examples from their full reports for use in this handbook. Because each BPF adopted a different methodology, however, the content of each BPF's summary is also different.

To read the BPFs' full reports, visit the IGF website:

http://www.intgovforum.org/cms/best-practice-forums/2015-bpf-outs

## LIST OF ACRONYMS

| | |
|---|---|
| BPF | best practice forum |
| CEDAW | Committee on the Elimination of Discrimination against Women |
| CGN | carrier grade network address translation |
| CERT | computer emergency response team |
| CSIRT | computer security incident response team |
| DoS | denial of service |
| DDoS | distributed denial of service |
| ECOSOC | Economic and Social Council |
| ICT | information and communication technology |
| IETF | Internet Engineering Task Force |
| IGF | Internet Governance Forum |
| ITU | International Telecommunications Union |
| IoT | Internet of Things |
| IP | Internet Protocol |
| IPv4 | Internet Protocol version 4 |
| IPv6 | Internet Protocol version 6 |
| ISOC | Internet Society |
| ISP | Internet service provider |
| IXP | Internet exchange point |
| IXPA | Internet exchange point associations |
| LAP | London Action Plan |
| LBT | lesbian, bisexual and transgender |
| LEA | law enforcement agencies |
| MAG | multistakeholder advisory group |
| M³AAWG | Messaging, Malware, Mobile Anti-Abuse Working Group |
| NAT | network address translation |
| NGO | non-governmental organization |
| OEC | Organisation for Economic Co-operation and Development |
| RIR | regional Internet registries |
| UN | United Nations |
| UNGA | United Nations General Assembly |
| WSIS | World Summit on the Information Society |

# FOSTERING ENABLING ENVIRONMENTS TO ESTABLISH SUCCESSFUL IXPs

**Coordinators: Gaël Hernández, Jane Coffin, Malcolm Hutty**
**Rapporteur: Wim Degezelle**

**Period of activity: one term (2015)**
**Approximate number of contributors: 100**
**It was possible to contribute to this BPF during virtual meetings (10+), on the mailing list, to the BPF survey, via the public review platform and during the BPF session at the IGF 2015 meeting.**

**Read the BPF's full report:** http://www.intgovforum.org/cms/documents/best-practice-forums/creating-an-enabling-environment-for-the-development-of-local-content/582-igf-2015-bpf-ixps

## INTRODUCTION

The BPF on Enabling Environments to Establish Successful Internet Exchange Points (IXPs) brought together experts and stakeholders in an open and collaborative process to develop a useful and tangible best practices outcome document. Stakeholder input was collected via discussions on an open mailing list, regular virtual meetings, public input via the IGF review platform and during the in-person session at the IGF 2015 meeting in João Pessoa, Brazil.

The best practice document explains why IXPs matter and focuses on ways to create enabling environments that allow IXPs to develop and flourish. The information and examples provided are meant to serve as the foundation of a flexible framework – useful regardless of the country or continent – for creating an environment that fosters IXP success and development. This summary is an abbreviated version of the BPF outcome document that was published at the end of November 2015.

Note that the BPF is not about the technical details of how to establish, operate and sustain an IXP. Those seeking technical guidance and technical best practices are advised to visit specialist meetings and forums and to consult technical manuals and check lists. A non-exhaustive list of technical forums and reference documents can be found at the end of this document and in the appendices of the BPF outcome document.

## BACKGROUND

### What are IXPs?

The Internet is a large network of networks, a global communication network composed of thousands of individual networks. To effectively be part of the Internet, each network needs to be able to send and receive traffic to and from any other network. IXPs are physical locations where Internet networks are connected at a common point to exchange data. Different networks can interoperate because they all speak the same language: the Internet Protocol (IP).

The practice of exchanging data between networks at an IXP is called peering. Peering is largely based on voluntary agreements by both networks as a result of acknowledging the value of being directly connected: IP packets are routed directly using the shortest and cheapest path between both networks. By exchanging traffic at an IXP, Internet service providers (ISPs) do not have to build out their networks to all their "peers," which cuts costs, frees up money, labour, and resources, and allows for a more competitive market environment. Peering is in a majority of the IXPs a cost-neutral transaction.

The IXP model of network interconnection and traffic exchange is a widely-adopted industry practice with over 500 known IXPs in 120 countries. The location and distribution of IXPs in the world can be explained by looking at factors such as country demographics, market conditions, and global economics.

Table 1: The number of IXPs by region[34]

| Region | Number of IXPs | Number of countries | Number of cities |
|---|---|---|---|

[34] Packet Clearing House (n.d). *IXP Directory, Euro-IX*. Available: https://www.euro-ix.net/ixps/list-ixps/. [Accessed September 2015].

| | | | |
|---|---|---|---|
| Africa | 37 | 28 | 31 |
| Asia | 99 | 25 | 49 |
| Europe and the Middle East | 214 | 49 | 142 |
| Latin America and the Caribbean | 60 | 16 | 49 |
| North America | 102 | 2 | 57 |

### What are the benefits of having an IXP?

- Using cost-neutral transactions for the exchange of traffic between networks at an IXP reduces the network's operational cost. This means that it becomes cheaper for the network to be part of the Internet and to provide services to its clients.

- The direct interconnection of networks at an IXP allows the networks to keep local traffic local and to deliver the traffic destined for each other with the lowest possible latency (latency is the time elapsed between the transmission of IP packets from the originator and reception of those IP packets at the receiver).

- Using IXPs gives networks more autonomy and control over the network's own resources, including routing and traffic management, because it decreases a network's dependency on third-party networks.

- Increasing the number of direct paths and routes furthermore between networks increases the stability and robustness of the Internet in the case of network outages, denial of service (DoS) attacks, and other related circumstances.

- Evidence suggests that IXPs can enable competition by facilitating the entry of new service providers and content delivery networks (CDNs) in a cost-effective way. For instance, new entrants do not have to build out their networks to all the other networks that are exchanging traffic at the IXP. Additionally, an IXP generally provides a neutral traffic exchange point whereas bilateral interconnection can be expensive and include other barriers to entry.

> *Slowly, due to the presence of the IXP, certain operators started new projects to host local content and developed a new business.*
>
> African IXP comment in response to BPF survey
> "

### Main stakeholders of an IXP

The different stakeholders that participate in the IXP ecosystem can be grouped according to their role, interest, and involvement in the establishment and operation of an IXP. The role stakeholders play does not necessarily depend on their belonging to one of the traditional Internet governance stakeholder groups (governments, civil society, the private sector, and academia), but rather on the function they fulfil at the IXP or in its environment. A particular stakeholder can also play multiple roles. The main roles involved in the creation and operation of an IXP can be classified as:

- IXP members/ participants
  - network operators
  - providers of other services
- IXP operator
- regulator/ ministry/ other government body
- community/ facilitators
- building/ facilities operator

The main stakeholders and their respective roles are further described in the BPF outcome document.

## CREATING AN ENVIRONMENT TO ESTABLISH SUCCESSFUL IXPs

### Bringing together the peers, setting up the IXP, and forming a community

The first step in establishing an IXP is to bring potential peers around a table to take the decision to start the IXP. There needs to be a minimum number of network operators interested and willing to interconnect their networks before it makes sense to invest in equipment and facilities for the purpose of setting up an IXP. It is generally assumed that the presence of five networks – less in case of small islands – can justify the establishment of an IXP.

There are several ways IXPs can operate, and IXP models vary across regional markets. Most European IXPs grew from non-commercial ventures between network operators, while most IXPs in Africa were established by ISP associations and universities. Commercial IXPs, in turn, are more typically found in the USA and parts of Asia. Each IXP model carries with it certain advantages, and some IXP approaches are better than others depending on the economic and policy conditions in the region.

Finding peers and agreeing on how to run the IXP are the first steps in launching the IXP. Meanwhile, the process of building a community around the IXP occurs in parallel. IXP community support is almost indispensable for establishing an IXP, and is essential if one wants the IXP to become a success. "Setting up an IXP is 80% human and 20% technical" is a common expression. Developing this supportive community in which the IXP's members and other stakeholders are involved is one of the most important tasks of the IXP operator – apart from the purely technical aspects of running the IXP. Building an IXP community is work and time intensive.

> *The main reason [to establish the IXP] was the high cost of transit. To lower the costs, we started to interconnect multiple entities (i.e., bandwidth users) and buy transit [in] bulk. (price per Mb [megabit] goes down when the number of Mb goes up). It became obvious that we had a local IXP. The next step was to gather more people to build a community and help grow the local IT [information technology] economy.*
>
> European IXP, BPF survey
>
> ”

Most IXPs have mailing lists and organize networking events, member and stakeholder meetings. IXP events and mailing list discussions tend to cover a variety of topics, not strictly limited to technical or organizational issues related to the IXP and, as such, often become local discussion forums on Internet-related issues.

Capacity-building, getting the technical expertise, and learning to run and manage the organization are major challenges for a starting IXP. IXP associations (IXPAs) play an important role as platforms for knowledge and best practice exchange within the IXP community; also supporting their members in addressing the challenges they face. The IXPAs are knowledge centres and can be a first point of contact for governments that look for

advice on IXP development. The IXPAs[35] are AFIX, APIX, Euro-IX, LAC-IX. They formed the Internet Exchange Point Federation (IX-F)[36] to build a global IXP community and help the development of IXPs throughout the world.

### A supportive government and an enabling (regulatory) environment

Governments can play a motivating role as supporters, co-initiators, or sponsors of IXP projects. They have responsibilities for the development of the country's infrastructure and can intervene to avoid market distortion (for example, on the wholesale market for international connection). Governments can also support IXP development as part of their strategy to create a more competitive local market of Internet services.

In some countries, the existing regulatory regime and policies may hinder the growth of the IXP. For instance, policies that inhibit competition on broadband terrestrial infrastructure may limit the options available for local interconnection. Raising awareness and providing clear information to governments on the role and benefits of an IXP is an important step to address resistance or lack of interest. Successful projects spearheaded or initiated by governments or regulators include the Argentina-Conectada project, the Bolivian IXP, the IXP in Lesotho and UAE-IX (Dubai).

Decision-makers, however, should be very cautious if they plan to operate the IXP, regulate the IXP, or enact laws about IXPs or the interconnection at IXPs. Not all government involvement will accelerate the development of IXPs and some decisions – even when taken in good faith – may have a counterproductive effect.[37] Should the legal regime still require a "measure" to be taken to allow for the IXP, this measure should be kept as flexible as possible.[38]

### High cost of domestic and international connectivity

Joining an IXP will be attractive if the cost of exchanging traffic locally is cheaper than purchasing international bandwidth (IP transit) from an upstream provider for routing traffic overseas and back. Otherwise there is no incentive for network providers to connect to the IXP.

For example, prior to an IXP being established in Quito, Ecuador, the cost of international transit was USD 100 per megabits per second (Mbps) per month. After the IXP was established, the cost of exchanging traffic at the IXP was USD 1.00 per Mbps per month.[39] Furthermore, high prices for domestic connectivity and a poor availability of flexible cost-effective services like Ethernet, can limit the development – and therefore the benefits – of the IXP.[40]

The high investment required to build the infrastructure (networks, cross-border connections, etc.) and exchange traffic (transit through other countries, access to and capacity rights on submarine cables, etc.) are

[35] See the Reading List at the end of this summary for the websites of these IXPAs.
[36] See: http://www.ix-f.net/.
[37] Dawit Bekele (November 2014). *The role of Governments in Creating an enabling environment for establishing and developing IXPs*. Available: http://www.itu.int/en/ITU-D/Regional Presence/ArabStates/Documents/events/2014/IXP/Presentations/Panel%201_ISOC_Role%20of%20governments.pdf [Accessed October 2015].
[38] Sofie Maddens (November 2014). *National Legal Frameworks for the Establishment of IXPs*. Available: http://www.itu.int/en/ITU-D/RegionalPresence/ArabStates/Documents/events/2014/IXP/Presentations/Panel%202_ISOC_Tunisia%20presentation%20Sofie%20Maddens%20November%202014.pdf [Accessed October 2015].
[39] Hernan Galperin (November 2013). *Connectivity In Latin America and the Caribbean: The Role of Internet Exchange Points*. Available: http://www.internetsociety.org/doc/connectivity-lac-ixp-study [Accessed October 2015].
[40] R. Schuman and M. Kende (May 2013). *Lifting barriers to internet development in Africa: Suggestions for improving connectivity*. Available: http://www.internetsociety.org/doc/lifting-barriers-internet-development-africa-suggestions-improving-connectivity [Accessed October 2015].

entry barriers and may increase the market power of the incumbent operators and give monopoly rights to operators of international infrastructure. Such market power can lead to above-cost prices for international connectivity. For example, after Kenya agreed to liberalise its undersea cable market, the cost of international connectivity started to drop, and more investors became interested in Kenya.[41]

Landlocked countries, sealocked countries and small islands are faced with specific challenges and often depend on expensive satellite technology to bring bandwidth to the country.

### Location, equipment, and technical capacity

Modern IXPs can cost very little to set up and run. Establishment and operational budget estimates range from 5,000 to 8,000 USD or less[42] (low-end) to a maximum of 50,000 USD.[43] Finding an adequate location that is both neutral and low-cost to host the equipment is very important. When considering possible locations, the following elements need to be taken into account: space, environmental control, security, reliable and redundant power, access to terrestrial infrastructure, cabling, and support. In addition to these practical and technical considerations, all members of the IXP must perceive the location as neutral and trust that no member of the IXP will benefit more than another.

In many cases, and in particular for the non-commercial IXPs, the founders compiled the initial resources and equipment, and then developed mechanisms for the funding of the IXP. Other IXPs received funds or equipment from the local ISPA; could count on the support of a university network; received donations in the form of money, equipment, or technical expertise from organizations such as the Internet Society (ISOC), Packet Clearing House (PCH), Network Startup Resource Center (NSRC); or were sponsored by private companies. Development agencies and institutional donors such as the World Bank, the African Union, and the Latin American Development Bank also have track records of supporting initiatives to create IXPs.

Starting IXPs can count on external expertise to set up and install the equipment but have to develop the technical knowhow to run the IXP. Technical capacity-building is needed at the IXP's operational level and on the side of the IXP member/ network operator. Finding and training the technical staff is a challenge for new IXPs.

> *We had no real technical clue how to run an IXP – this took time to develop.*
>
> European IXP, BPF survey
> ”

The Internet community has a tradition of sharing first-hand experiences, teaching, and helping each other by sharing practices and solutions. Organizations such as ISOC, PCH, and the NSRC, along with most of the regional Internet registries (RIRs), provide crucial support and training to IXPs; especially those in the planning and developing stages or newly established ones. Meetings of network operator groups (NOGs) and of the RIRs often have special IXP workshops where experts from the IXP community give presentations. The IXPAs are another resource that provides information, training, networking, and business opportunities. An overview of related organizations and venues can be found at the end of this document and in the appendices of the BPF outcome document.

## INDICATORS OF A SUCCESSFUL IXP

[41] *Ibid.*
[42] Some argue that starting up an IXP should not exceed 3000 USD; even less with donated equipment. These calculations, however, do not include, for example, the travel cost of experts brought in to give the needed training, which, in developing countries, easily mounts up to 3000 USD.
[43] Comment on BPF mailing list exchange.

There is not one indicator to measure the success of an IXP and too easily one is tempted to only take into account the volume of traffic that passes through the IXP. The assessment of an IXP needs to take into account a whole list of diverse indicators; of which traffic volume is only one metric. To obtain the whole picture, factors such as local transport costs, building space, power, port speeds and peering policies need to be included and it is important to consider to which extent the IXP is successful in generating sufficient funding to operate and grow. The assessment will be incomplete if it ignores the IXP's community-building role.

## CASE STUDIES

The BPF outcome document contains four case studies that are particularly worth reading:

Case study 1 explains how, due to the lack of locally-stored content, the Kinshasa Internet Exchange point (KINIX) grew slowly and struggled to attract new operators to connect to the IXP. KINIX took initiatives to deploy added services at the IXP, to conclude partnerships with content providers to host a local cache, to promote local hosting and the creation of local data centres, to encourage the government to handle administrative matters over the Internet (e.g. online tax service), and was involved in the re-delegation of the .cd domain name servers. KINIX's actions had a positive impact on the development of the IXP.

Case study 2 describes the successful development of NAP.EC in Ecuador and explains how different actors benefited from the existence of the IXP. The installation of local caches by content providers, for example, led to a significant increase in traffic and a dramatic decrease of latency experienced while accessing local content.

Case study 3 tells the story of Costa Rica's first IXP (CRIX) and demonstrates how important the good cooperation between ISPs and government institutions was for the creation of CRIX in 2014. The IXP is based on cooperation, with no regulation involved, and keeps growing stronger due to the active participation of new members and of all the involved parties.

Case study 4 shows how a national ccTLD manager can be a neutral and trusted player in the process to promote and establish local IXPs. The Canadian Internet Registration Authority (CIRA), the manager of the .ca ccTLD, encouraged and assisted communities to form local groups to develop their IXP. In just over two years' time, five new IXPs have been established in Canada.

## KEY POLICY MESSAGES

The BPF discussed and formulated some key policy messages:

*IXPs do not provide international transit connectivity directly*

IXPs provide the infrastructure and support for networks to interconnect at a common place. While IXPs can be a good location to distribute international transit connectivity, IXPs do not typically offer this service themselves. Doing so could put an IXP in competition with its members, and might also have licensing implications.

*The need for an IXP is driven by market conditions*

IXPs typically emerge in response to unsatisfied demand for network interconnection, often due to the high cost of alternatives (e.g. transit). A top-down approach to multiply the number of IXPs in a geographic region will not necessarily multiply the benefits, and may even be counter-productive. Having too many exchanges can fragment the market and increase the overhead cost for networks to peer.

*IXPs need time to mature*

Establishing an IXP is only the first step. It can take significant additional time to promote the IXP, attract additional network operators, and build a community. It is important to manage expectations about the time it takes for IXPs to be successful.

*Neutrality is vital*

IXPs typically function best when both their ownership and governance system are neutral and do not directly or indirectly favour one or more exchange participants. Neutral access policies are also important for facilities that host IXPs.

*IXPs are only one piece of the puzzle*

Effective approaches to cross-border infrastructure, data centres, content, and licensing are also important components of any national broadband strategy.

*Traffic is not an accurate measurement of success*

Measuring the success of an IXP by pure traffic numbers is very much region-focused and not representative for many other indicators (i.e. local transport costs, building space/ power, port speeds, peering policies, etc.). Other indicators of the success of an IXP are, for example, sufficient funding to operate the IXP (and grow in the future) and frequent social events between participants.

*Licensing-related issues must be resolved*

IXPs should work with local governments to understand local licensing requirements. While many countries do not require a license, some do require authorisation.

## CONCLUSION AND NEXT STEPS

How can we accelerate and speed up connecting the next and last billion Internet users and provide solutions for the development that the Internet enables by using the good practices and experiences collected in this document?

Building connectivity (infrastructure); building communities (people and stakeholders); capacity development (training, face-to-face and online); and the policies that enable them (bottom-up governance and local and international governmental and environmental factors) are the ingredients of a formula that has proven to work. This formula works through partnerships: people that work together and build human trust networks for

targeted sustainable development. We have an opportunity to strengthen, amplify and accelerate this formula to connect the next billion and final billions.

The BPF collected and described a range of good practices in its outcome document from which novel and developing IXPs can select useful practices depending on their local situation and needs. The practices in this document are not static but can be improved and completed based on new experiences as more IXPs deploy around the world.

More work can be done on IXPs moving forward by focusing on some of the key issues that have been raised during the BPF, for example the special situation of landlocked countries relying mostly on satellite connectivity; problems that established IXPs encounter; and the question when and how a community could reboot or revive a dormant IXP.

## FURTHER READING:

### Public and reusable data on IXPs

Packet Clearing House Report on IXP locations: https://prefix.pch.net/applications/ixpdir/summary/
EURO-IX list of IXPs: https://www.euro-ix.net/ixps/list-ixps/
EURO-IX IXP map: https://www.euro-ix.net/ixps/ixp-map/

### Non-exhaustive list of community-organized IXP training

*Network operator group (NOGs) meetings are key places to obtain technical training, connect with experts, and build a community and human networks of trust:*

African Network Operator Group (AFNOG): https://afnog.org/.
Asia-Pacific Regional Internet Conference on Operational Technologies (APRICOT): https://2014.apricot.net/.
Caribbean Network Operator Group (CaribNOG): http://www.caribnog.org/.
Eurasia Network Operator Group (ENOG): http://www.enog.org/.
Latin-American Network Operator Group (LACNOG): http://www.lacnog.net/.
Middle East Network Operator Group (MENOG): http://www.menog.org/.
North American Network Operator Group (NANOG): http://www.nanog.org/.
South Asian Network Operator Group (SANOG): http://www.sanog.org/.

*RIRs offer key training sessions at their meetings, and work with ISOC and others to conduct trainings around the world:*

AfriNIC: http://www.afrinic.net/
AfriNIC mailing lists: http://www.afrinic.net/en/community/email-a-mailing-lists

ARIN: https://www.arin.net/
ARIN mailing lists: https://www.arin.net/participate/mailing_lists/

APNIC: https://www.apnic.net/
APNIC mailing lists: http://www.apnic.net/community/participate/join-discussions

LACNIC: http://www.lacnic.net/en/web/lacnic/inicio
LACNIC mailing lists: http://www.lacnic.net/en/web/lacnic/lista-de-discusion

RIPE: http://www.ripe.net/
RIPE mailing lists: http://www.ripe.net/ripe/mail

*IXPAs provide training, networking, and business opportunities:*

Asia-Pacific Internet Exchange Association (APIX): http://apix.asia/
African Internet Exchange Association (AFIX): http://www.af-ix.net/
European Internet Exchange Association (Euro-IX): https://www.euro-ix.net/
Latin American and Caribbean Internet Exchange Association (LAC-IX): http://lac-ix.org/index/

### Non-exhaustive list of technical forums and reference documents

IXP construction checklists
https://wiki.pch.net/pch:public:ixp-construction-checklist
https://wiki.pch.net/pch:public:basic-ixp-guide
https://www.euro-ix.net/ixps/set-up-ixp/ixp-models/
https://www.euro-ix.net/ixps/set-up-ixp/ixp-infrastructure/

IXP toolkit (ISOC)
http://www.ixptoolkit.org
http://www.internetsociety.org/internet-exchange-points-ixps-0

IXP best current operational practices (Euro-IX)

https://www.euro-ix.net/ixps/set-up-ixp/ixp-bcops/

Open-IX: OIX1 IXP standards and certification
http://www.open-ix.org/standards/ixp-technical-requirements/

More resources can be found in the appendices of the BPF's outcome document.

## CREATING AN ENABLING ENVIRONMENT FOR IPv6 ADOPTION

**Coordinators: Susan Chalmers, Izumi Okutani**
**Rapporteur: Wim Degezelle**

**Period of activity: one term (2015)**
**Approximate number of contributors: 100**
**It was possible to contribute to this BPF during virtual meetings (10+), on the mailing list, to the BPF survey, via the public review platform and during the BPF session at the IGF 2015 meeting.**

**Read the BPF's full report: www.intgovforum.org/cms/documents/best-practice-forums/creating-an-enabling-environment-for-the-development-of-local-content/581-igf2015-bpfipv6-finalpdf**

### INTRODUCTION

The BPF on Creating an Enabling Environment for IPv6 Adoption explored, on a global, open, participatory, and multistakeholder basis, different "best practices" that have been used in relation to increasing Internet Protocol version 6 (IPv6) adoption.

The BPF outcome document is the result of an iterative discussion process conducted on the BPF's open mailing list, over several virtual meetings, comments provided by the community at large on the IGF public review platform, and discussions during the BPF session on IPv6 at the IGF 2015 meeting in João Pessoa, Brazil. Best practice examples were collected by means of a public survey, through email correspondence, and public mailing list discussions.

The best practice document intends to assist others in their efforts to support IPv6 adoption in their locality, region, industry, or network.

### BACKGROUND

Generally speaking, devices connect to the Internet via numerical Internet Protocol (IP) addresses. The first pool of IP address numbers was created in the 1970s and contained approximately four billion unique numbers. This is the Internet's legacy addressing system - Internet Protocol version 4 (IPv4). The growth and expansion of the Internet has virtually exhausted the IPv4 address pool.

A new addressing system, IPv6, was developed in 1995 to deal with IPv4 exhaustion. IPv6 addresses are longer in length: An IPv6 address is represented by eight (8) groups of hexadecimal values, separated by colons (:). The IPv6 address size is 128 bits, opposed to 32 bits in an IPv4 address. A bit is a digit in the binary numeral system and the basic unit for storing information.

The preferred IPv6 address representation is: xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx, where each x is a hexadecimal digit representing four (4) bits. "X" ranges from "0-9" or from "a-f."

The IPv6 space is huge in comparison to the IPv4 pool. The adoption of IPv6 went very slow during the past decade. Today the global uptake of IPv6 compared to IPv4 is still relatively low and the availability of IPv4 addresses is now severely limited.

#### Why adopt IPv6?

The Internet's sustainable growth depends on IPv6 adoption; the booming mobile market and the Internet of Things (IoT), alone, will require much more IP address space than is available with IPv4.

Anyone running the old protocol needs to adopt the new one in order to support the increasing demand on the global network as more people – and more machines and "things" – come online. IPv4 and IPv6 are two different protocols. IPv6 is not backwards compatible with IPv4. Devices that communicate using only IPv6 cannot communicate with devices that communicate using only IPv4.

Technologies – for example Network Address Translation (NAT) and Carrier Grade Network Address Translation (CGN) – have been developed to extend the life of IPv4. Unused IPv4 address blocks are being traded on so-called secondary or after markets. These efforts should be considered only as temporary solutions and come with their own costs and downsides. They are sometimes relied upon to forestall what should be considered as ultimately inevitable for a business, a government, or end users: IPv6 adoption.

Until recently, there has been little immediate benefit in deploying IPv6 and, in competitive terms, there was no "early adopter" advantage. However, now that more Internet users are connecting via IPv6,[44] the immediate benefits of deploying the new protocol are gaining visibility, for example:

- Content providers and publishers can see a direct performance benefit if traffic is delivered directly to the end user over IPv6 and no longer has to flow through NAT or CGN devices.
- Network operators will save on the operating and maintenance cost of NAT and CGN infrastructure.
- End users with IPv6-enabled devices can access content from IPv6-ready content providers with improved performance (provided that their ISP offers IPv6 services).

> *Facebook says it has seen users' Newsfeeds loading 20 percent to 40 percent faster on mobile devices using IPv6. Tests at Time Warner Cable show a 15 percent boost.*
>
> Dan York, Internet Society[45]
>
> ”

## HURDLES TO IPv6 ADOPTION

The cost associated with the transition from IPv4 to IPv6 is one of the hurdles to adoption. IPv6 needs to be deployed throughout the network by all players and this requires reconfiguring networks, providing training, and upgrading or purchasing new equipment. Hurdles to IPv6 adoption should be taken into consideration when developing IPv6-related policies or planning to deploy IPv6.

A number of specific hurdles have been identified by the BPF:

- Deploying IPv6 in a network requires solid planning, as usually networks need to keep operating while undergoing upgrades.
- Retailers (ISPs) that depend on access wholesalers that only support IPv4-based services are unable to provide IPv6 to their end customers.
- Lack of perceived demand and return on investment are a hurdle for hardware and software vendors to prioritise IPv6 development.
- Websites and applications may require updating in order to support IPv6.
- Engineering, operations, and customer support staff will need to be trained on IPv6.

[44] Google measurements, for example, indicate that 25% of the end users in the USA now use IPv6 and that globally, nearly 8% of Google's traffic is delivered via IPv6.
[45] Dan York, Internet Society's (ISOC) Deploy360 Blog, *Facebook News Feeds Load 20-40% Faster Over IPv6* (April 2015). Available: http://www.internetsociety.org/deploy360/blog/2015/04/facebook-news-feeds-load-20-40-faster-over-ipv6/. [Accessed September 2015].

*Removing [hard-coded assumptions about IP addresses from older websites and systems] and preventing any new systems from making the same mistake is a key best practice.*

Ross Chandler; contribution on the IGF review platform

”

## CREATING ENABLING ENVIRONMENTS FOR IPv6 ADOPTION

The contents of the BPF's outcome document are based upon best practice examples from all continents collected by means of a public survey, which launched in mid-July 2015 and closed the following November[46] and were completed with expert insight. The BPF also drew from the discussions that unfolded on the open mailing list and during the BPF's virtual meetings. The comments received on the drafts published on the IGF website and during the face-to-face session at the IGF 2015 meeting in João Pessoa, Brazil, have been another source of input.

Readers need to be well aware that the different examples are situated in their own contexts and that success in terms of growth of IPv6 use in a certain region or environment will almost always be the result of a combination of initiatives, practices and other factors.

### IPv6 task forces, a platform for best practices

IPv6 task forces work to promote IPv6 deployment in their country or region. They are organized at national, regional, and global levels and are useful meeting places for different stakeholders to meet and collaborate on IPv6 adoption. As such, the IPv6 task force is not only a best practice in itself, but as well a platform where other initiatives and best practices are created.

Task forces can be organized ad hoc, by the community, or supported by government. They conduct various activities and serve various purposes, from raising awareness about IPv6, to providing advice on how to deploy it and conducting outreach, to developing fully-informed policy recommendations to the government that should result in their country seeing higher IPv6 use.

Examples of active IPv6 task forces[47] can be found in Australia, Belgium, Canada, Chad, Colombia, Indonesia, Mexico, Spain, Switzerland, Thailand, The Netherlands, or the United Kingdom. Larger countries can have region- or state-specific task forces such as the Rocky Mountain or Texas IPv6 Task Force in the USA.

National IPv6 task forces often collaborate on a regional basis. Regional meetings enable participants to exchange information with members of other task forces who, while from different countries, may operate in similar cultural, economic, and regulatory environments.

Examples of regional task forces[48] are APIPv6TF (Asia-Pacific), LAC IPv6 TF (Latin America and the Caribbean) or the North America IPv6 Task Force (Canada, US, Mexico).

Common challenges cited by task force leaders include funding, coordination and lack of participation by key stakeholders, and in particular the local industry. Those involved continue to seek ways to alleviate these challenges. Raising awareness should help.

### Capacity-building

[46] The compilation of survey submissions is available in the Appendices section of the BPF's full report.
[47] See the Further Reading list at the end of this summary for the websites of these IPv6 task forces.
[48] *Ibid.*

*[IPv6 training is] a key area if the rate of IPv6 deployment is to be accelerated. Not only is the training of engineers important, but [also] the training [and] awareness of upcoming engineers is important.*

Kasek Galgal, contribution on the IGF review platform

”

Capacity-building on IPv6, both in terms of technical training for engineers and operators, and raising awareness for non-technical policymakers, law enforcement, and business decision-makers, is fundamental to creating an enabling environment for IPv6 adoption. Many different organizations, for profit and not-for-profit, provide IPv6 training, including the Regional Internet Registries (AFRINIC,[49] APNIC,[50] ARIN,[51] LACNIC[52] and RIPE NCC[53]) and national research and education networks.

Having conducted IPv6 trainings since 2010,[54] AFRINIC offered a number of insights in its survey response, suggesting that others interested in organizing their own IPv6 capacity-building workshops consider the following:

- an effective IPv6 foundations training session requires at least two full days;
- participants must be pre-screened for requisite knowledge before attending;
- content must be 50:50 theory/ practice; and
- rigorous feedback must be required and used to update the content.

Over the course of her work as RIPE NCC IPv6 programme manager, Nathalie Künneke-Trenaman has seen how many people who are new to IPv6 approach the idea of deployment. She offered the following advice:

> *“One of the big problems with IPv6 deployment is that people think they have to do everything at once and that too much new knowledge is needed. It is of vital importance to break a deployment into smaller tasks and evaluate them step-by-step.”*

In addition to the trainings for network operators, there are a number of commercial providers of IPv6 trainings that mainly gather to do business. Offerings normally include general technology training on IPv6 and vendor-specific training on how to configure IPv6 on specific equipment.

While most of the capacity-building focuses on network operators, IPv6 training for law enforcement officials, policymakers, and corporate-level (C-level) business decision-makers (e.g., CEOs, COOs, CFOs, etc.) is also very important for creating an enabling environment for IPv6 adoption.

*It should be more than just “understand the importance of IPv6 deployment”. In consulting with decision-makers, I try to make them understand that, actually, they have no choice; IPv6 is the current Internet Protocol, while IPv4 is the legacy protocol. So, investing in IPv4 means investing in a end-of-life technology while investing IPv6 is investing in current technology. Their choice is actually in how they want to deploy it – carefully, with time, laying a clean foundation for their future network, or quick and dirty, creating extensive unnecessary operational cost in the future or even having to redesign at some point.*

Silvia Hagen, Swiss IPv6 Council, comment on IGF review platform

[49] See: http://afrinic.net/.
[50] See: https://www.apnic.net/.
[51] See: https://www.arin.net/.
[52] See: http://www.lacnic.net/web/lacnic/ipv6.
[53] See: https://www.ripe.net/.
[54] For more information on AFRINIC’s training programmes, visit: http://learn.afrinic.net/en/.

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A few recommendations from BPF contributors for business decision-makers in building capacity included the following:

- build confidence at the decision-making level that IPv6 is “proven technology” and (perceived) risks are manageable;
- work with decision-makers directly to help them understand the importance of IPv6 deployment, at a level where they can make a meaningful risk assessment for their business;
- ensure that non-technical staff understand the long-term, positive effect of IPv6 deployment on their business goals (for example, enabling growth and the potential for reducing costs); and
- for product developers and marketing staff, clarify the benefits for organizations that adopt IPv6.

### Lessons from the private sector

Discussions relating to best practices in the private sector – for ISPs and content providers in particular – resulted in a set of high-level suggestions. Planning for IPv6 deployment might begin with a review of existing infrastructure and an assessment of vendor IPv6 readiness.

Employee training is necessary; particularly in the case of technical employees but, depending on the business, for some non-technical personnel as well (e.g. customer service representatives).

As for IPv6 deployment, businesses should consider working from the outside in: deploying IPv6 via dual stack technology[55] for public-facing services first, and then migrating to IPv6 on internal networks, second. To make the transition easier, they should set internal deadlines and engage with customers, keeping them notified, if not engaged, during the deployment process.

Other approaches are also possible, as the following example shows:

> *Telekom Malaysia´s deployment of IPv6 was driven by two factors, namely; the responsibility to propagate IPv6 adoption as the nation's leading communication service provider, and to ensure business continuity for our customers in view of the global IPv4 address exhaustion. Taking the inside-out approach, our deployment of an IPv6-compliant network began years ago by first enabling the core IP network and moving outwards to the edge and customer endpoints. The biggest challenge was in going full swing for the mass adoption of dual-stack Internet broadband services, circa 2013.*
>
> Azura Mat Salim, Telekom Malaysia, text contribution

”

One policy option for encouraging IPv6 adoption that was suggested was for ISPs to use cost incentives, for example raising the price for IPv4, a scarce resource that is becoming costly to maintain, and providing IPv6 to the customer without extra charge. Finally, collaboration with others in deploying IPv6, as happened during the 2012 IPv6 World Launch,[56] has shown to be effective.

### Research and education networks and tertiary institutions

National research and education networks (NRENs) and tertiary institutions (like universities) conduct valuable research on IPv6. They are important resources for information and knowledge on the subject. NRENs are often ISPs themselves and provide IPv6 services. They also participate at the IETF and work to develop RFCs.

[55] Dual stack involves running IPv4 and IPv6 at the same time.
[56] See: http://www.worldipv6launch.org.

Universities can help promote IPv6 by supporting student research projects.

### Government initiatives

Governments are in a powerful position to create an enabling environment for IPv6 adoption. They can lead by example by requiring the public administration to adopt IPv6. They can require IPv6 in ICT procurement policies which, in turn, obligates businesses tendering for government contracts to provide IPv6-capable products and services. The development of IPv6 profiles (Germany[57]) can assist public administration in its own procurement processes and evaluation of tenders, and requiring vendors to themselves use IPv6 (USA[58]) results in businesses needing to be able to "walk the walk" – not only providing IPv6 services to their clients but running IPv6 themselves.

Submissions to the BPF on national deployment strategies feature different approaches, from working with the private sector on pilot projects that showcase best practices for the benefit of all (Saudi Arabia[59]), to organizing a national IPv6 launch with IPv6-ready groups (Finland[60]), to creating a national IPv6 mandate across the public and private sectors (India[61]). Governments can help industry by publishing an IPv6 adoption guide that tailors relevant information to different stakeholder groups (Singapore[62]). Collaboration with industry through government-supported national working groups (Norway), study groups (Japan[63]), or outsourcing experiments to the private sector (Japan) has yielded successful results:

> *The reasoning [for a government to require their vendors to use IPv6 themselves] is twofold. First, vendors should consider actively demonstrating their commitment to fully supporting IPv6. Second, in the long-term, vendor websites that are only accessible over IPv4 will force their customer to keep supporting IPv4 as well, thereby hindering the ultimate decommissioning of IPv4.*[64]

### The role of the end user

End users and consumers play a role in IPv6 adoption by purchasing IPv6-enabled products, a growing market in light of the IoT. Voluntarily-adopted IPv6 certification standards, or even new "indicators" showing the customer he or she is using an IPv6 product or service (like the "LTE" indicator in the case of mobile phones) can help raise consumer awareness.

### IPv6 measurements – tracking success

IPv6 measurements are useful, illustrative tools that IPv6 advocates can use when engaging with policymakers. Measurements can also be used, of course, to gauge the effectiveness of a best practice. Measuring IPv6 usage before and after the implementation of a policy can help reveal that policy's impact.

APNIC has done extensive work on IPv6 measurement, conducting "a broad-based, long term measurement of the level of uptake of IPv6 across the Internet."[65] Outside of providing valuable data for reference, APNIC's website also visualizes the data it collects, making it easy for visitors to see IPv6 deployment rates

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[57] See: http://www.bva.bund.de/EN/Themen/Information_technology_bit/IPv6/node.html.
[58] See: https://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2005/m05-22.pdf.
[59] See: http://ipv6.sa/ipv6-strategy-for-saudi-arabia-2/.
[60] See: https://www.viestintavirasto.fi/en/ipv6now/index.html.
[61] See: http://www.dot.gov.in/sites/default/files/Roadmap Version-II English _1.pdf.
[62] See: https://www.ida.gov.sg/~/media/Images/Infocomm Landscape/Technology/IPv6/download/IPv6AdoptionGuideforSingapore.pdf.
[63] See: http://www.soumu.go.jp/menu_seisaku/ictseisaku/ipv6/.
[64] Reference made to Dan York, ISOC's Deploy360 blog (11 September 2014). *US DoD's DREN Will Only buy Products With an IPv6 Website*. Available at: http://www.internetsociety.org/deploy360/blog/2014/09/us-dods-dren-will-only-buy-products-with-an-ipv6-website/. [Accessed September 2015].
[65] See: APNIC's IPv6 measurement page, available at: http://labs.apnic.net/measureipv6/.

on a country-by-country basis. Google also measures IPv6 activity, tracking user use of IPv6 on a worldwide basis.[66] Cisco's 6Lab[67] was also mentioned during the BPF as another resource for IPv6 measurement, as well as the website of World IPv6 Launch.[68]

## CONCLUSION AND NEXT STEPS

The BPF explored different best practices that have helped to create an environment that promotes and supports the adoption of IPv6. Amongst other topics, the BPF looked at IPv6 task forces, capacity-building initiatives, best practices in the private sector, and the role that governments, national research and education networks, and tertiary institutions can play.

The BPF outcome document intends to be a source of information and examples for people and organizations in their various efforts to promote, deploy and spread IPv6.

Within the timeframe of the 2015 intersessional work it was necessary to limit the scope of the document to certain 'best practices' and to be selective in the examples. Ideally, work continues, so that this BPF document becomes a living document, and is continuously completed and actualised.

Moreover, a continuation of the BPF on IPv6 would allow the Internet community to broaden the scope and focus on areas that have not yet been looked at, for example the economic decision-making process that sits behind the decision to deploy IPv6, as was suggested during the IGF Main session on Intersessional activities in João Pessoa, Brazil.

*We feel that the potential financial impact of IPv6 adoption is a key factor for the decision many businesses and other stakeholders have to make and further studying and documenting these mechanisms could be a great contribution to achieve our goals of the global deployment of IPv6 and finally in connecting the next billion users to the Internet.*

Marco Hogewoning, RIPE NCC at the main session on intersessional work at the IGF 2015 meeting in João Pessoa, Brazil
"

### FURTHER READING:

Non-exhaustive list of IPv6 task forces:

APIPv6TF (Asia-Pacific): http://www.ap-ipv6tf.org
IPv6 Forum (Australia): http://www.ipv6forum.com.au
IPv6 Council (Belgium): http://www.ipv6council.be/
IPv6 Canada (Canada): http://www.ipv6canada.ca/
IPv6 Forum (Chad): https://www.facebook.com/pages/IPV6-FORUMCHAD/341444906009204
IPv6 Council (Colombia): http://www.co.ipv6tf.org/
LAC IPv6 TF (Latin America and the Caribbean): http://portalipv6.lacnic.net/flip-6-lac-ipv6-tf/
IPv6 Forum (Mexico) http://www.ipv6forum.com.mx ; http://www.ipv6summit.mx/
North America IPv6 Task Force (North America: Canada, US, Mexico): http://www.nav6tf.org/
Spanish Chapter of the IPv6 Task Force (Spain): http://www.spain.ipv6tf.org/html/index.php
Swiss IPv6 Council (Switzerland): http://www.swissipv6council.ch
IPv6 Forum (Thailand): http://www.thailandipv6.net/
IPv6 Task Force (The Netherlands): http://new.ipv6-taskforce.nl
IPv6 Council (United Kingdom): http://www.ipv6.org.uk/
CAv6TF (USA – California) http://cav6tf.org/

[66] See: Google's IPv6 Statistics, available at: http://www.google.com/intl/en/ipv6/statistics.html#tab=per-country-ipv6-adoption&tab=per-country-ipv6-adoption.
[67] See: http://6lab.cisco.com/stats/.
[68] See: http://www.worldipv6launch.org/measurements/.

Rocky Mountain IPv6 Task Force (USA - Colorado, etc.): http://www.rmv6tf.org/
IPv6 Task Force Hawaii (USA – Hawaii): http://ipv6hawaii.org/
MidAtlantic IPv6 Task Force (USA): http://midatlanticv6tf.org/
TXv6TF (USA –Texas) http://www.txv6tf.org/

Examples of training and capacity-building resources:

AFRINIC training programmes: http://learn.afrinic.net/en/
APNIC training programmes: https://training.apnic.net/home
RIPE NCC training and education: https://www.ripe.net/support/training
Network Startup Resource Center (NSRC): https://nsrc.org/about

Examples of IPv6 requirements in ICT public procurement policies:

The Netherlands:
https://lijsten.forumstandaardisatie.nl/open-standaard/ipv6-en-ipv4 (in Dutch)

Spain:
http://administracionelectronica.gob.es/pae_Home/pae_Estrategias/pae_Interoperabilidad_Inicio/pae_Transicion_a_IPv6.html#.VmmWjjbYxVl (in Spanish)

Sweden:
http://www.regeringen.se/contentassets/6136dab3982543bea4adc18420087a03/it-i-manniskans-tjanst---en-digital-agenda-for-sverige-n2011.12 and http://www.pts.se/ipv6 (in Swedish)

USA:
https://www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/transition-to-ipv6.pdf

Examples of IPv6 measurements:

APNIC's IPv6 measurement page: http://labs.apnic.net/measureipv6/

Google's IPv6 Statistics: http://www.google.com/intl/en/ipv6/statistics.html#tab=per-country-ipv6-adoption&tab=per-country-ipv6-adoption

Cisco's 6Lab: http://6lab.cisco.com/stats/

More resources can be found in the appendices of the BPF's outcome document.

**Coordinator: Jac SM Kee**
**Rapporteur: Anri van der Spuy**

**Period of activity:** one term (2015)
**Approximate number of contributors:** 150
**It was possible to contribute to this BPF during virtual meetings (15+), through the BPF's dedicated mailing list, by completing a survey, by submitting case studies, and by contributing via the public review platform and during the BPF session at the IGF 2015 meeting.**

**Read the BPF's full report:** http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women

## INTRODUCTION AND OVERVIEW

The BPF on Online Abuse and Gender-Based Violence Against Women gathered a variety of views and inputs on its multidimensional theme and problem through the use of an open, inclusive and transparent process. As a result of this community-driven approach, the BPF's findings reflect a rich diversity of responses from various stakeholders and regions regarding online abuse and gender-based violence.

The work of this BPF is aimed at being one step in the direction of getting stakeholders to take proper cognisance of this complex issue. The process has also demonstrated the need for more work to be done to understand and address online abuse and gender-based violence and to develop effective responses, as will be discussed in more detail below.

This summary is an abbreviated version of the 185-page report that was published by the BPF in December 2015. For illustrative purposes, a few examples, case studies, and comments from participants have been extracted from the report, but for a more thorough and comprehensive understanding of the issue, please read the report.

## Why focus on online abuse and gender-based violence?

Human rights and freedoms apply both offline and online;[69] not only endowing Internet users with certain freedoms, but also imposing certain obligations for users to respect the rights and freedoms of other Internet users. Although great strides have been made to improve connectivity and Internet access around the world, resulting in expanded opportunities for advancing rights, growing access has also resulted in the increased use of technology to perpetrate acts of abuse and/ or violence against users; often resulting in the infringement of human rights online.

While violations of users' rights online may affect all users in differing ways, incidents of online abuse and gender-based violence have roots in existing structural inequalities and discrimination between genders; and disparity in access to, participation in and decision-making over the Internet. As such, online abuse and gender-based violence disproportionately affect women in their online interactions.

Women do not have to be Internet users to suffer online violence and/ or abuse (e.g. the distribution of rape videos online where victims are unaware of the distribution of such videos online). On the other hand, for many women who are active online, online spaces are intricately linked to offline spaces; making it difficult for them to differentiate between experiences of events that take place online versus events offline events.

## What is online abuse and gender-based violence?

Online abuse and gender-based violence refer to the range of acts and practices that either occurs online, or through the use of information and communication technologies (ICTs). It also falls within the definition of gender-based violence under General Recommendation 19 of the Committee on the Elimination of Discrimination against Women (CEDAW) convention, namely:[70]

> *violence that is directed against a woman because she is a woman or that affects women disproportionately. It includes acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty.*

Many of the examples of online abuse and gender-based violence that the BPF collected from participants, case studies, and survey respondents were similar or overlapping. The examples most frequently identified related to infringements of privacy, harassment, surveillance and monitoring, and damaging reputation and/or credibility. Direct threats of violence, blackmail and attacks against communities were less frequently listed as examples of abuse. Some respondents also felt that excluding women from accessing the Internet and/ or certain online services because they were female amounted to violations of their human rights.

### Example 1: the changing face and nature of abuse

As part of a practice called 'Top 10' in at least two peripheral neighbourhoods of São Paulo, profile pictures of girls aged between 12 and 15 are mixed with phrases describing the girls' alleged sexual behaviour, and the girls are then ranked according to 'how whore they are'. The practice has reportedly led to school dropouts and suicides. BPF participants from the InternetLab, an independent research centre that has done extensive research on the practice, believe the practice to be quite widespread in Brazil.

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[69] For example: United Nations Human Rights Council (UNHRC) (29 June 2012). *The Promotion, Protection and Enjoyment of Human Rights on the Internet* (A/HRC/20/L.13). Available: http://ap.ohchr.org/documents/alldocs.aspx?doc_id=20280. [Accessed 28 October 2015].

[70] CEDAW (1992). *General Recommendation No. 19 (11th session, 1992): Violence against women.* Available: http://www.un.org/womenwatch/daw/cedaw/recommendations/recomm.htm#recom19 [Accessed 2 November 2015].

Online abuse and/or gender-based violence is impacted by the context and ways in which it occurs, as well as other factors such as cultural norms, socioeconomic status, the ordinary level of violence in the community concerned, the rate of Internet adoption and accessibility. It is also important to note that such actions are often an extension of existing gender-based violence, such as domestic violence, stalking and sexual harassment; or tends to target a victim on the basis of her gender or sexuality.

### Example 2: the importance of identity when targets are concerned

During the BPF's session at IGF 2015 meeting in João Pessoa, Brazil, one of the participants, a female member of the European Parliament, relayed some of the experiences of abuse she faced once she was elected:

> *"…as soon as… I made my first speech in the culture committee, actually defending the Erasmus programme (which should not be particularly contentious), I was subjected to Twitter hate by an extreme right party... Because I was a woman and I dared to speak up, the abuse that I got was actually sexual abuse."*

Recognising the rapidly changing landscape of ICTs that affect the expression of online abuse and/or violence, the flexible working definition used by this BPF was not intended to be exhaustive or definitive, but facilitative; to gather best practices and emerging research and analyses in understanding the issue. As will be noted in the findings section below, however, more work should be done to better define and understand the problem in the future.

## Why does the problem have to be addressed?

Online abuse and gender-based violence can, among other things, limit women's ability to take advantage of the opportunities that ICTs provide for the full realisation of women's human rights, act as a barrier to access that can exacerbate the gender digital gap, often violate women's human rights, and reaffirm and reproduce gender stereotypes.

> *I have been online for just over 20 years [and] never in my life have I experienced the kind of abuse and harassment that has been following me around online for the past few years. It has made me stay offline, no longer engage in open conversations, become very distrustful of people generally, I've had problems sleeping, I've been afraid the individuals who have harassed me will turn up where I am in public...*
>
> Anonymous BPF survey respondent
>
> ”

The problem is aggravated by various obstacles that prevent women from exercising their right to access justice in both online and offline environments, including a lack of effective and timely remedies to address online abuse and gender-based violence experienced by women, and obstacles faced in collecting evidence relating to such abuse and violence.

Taking effective action to counter the problem is therefore not only important in ensuring that the Internet fulfils its potential as a positive driver for change and development, but also in helping to construct a safe and secure environment for women and girls in every sphere of life. While increasing attention has been paid over the past few years to understanding the nature, harm and consequences of the problem by some, the importance of addressing online abuse and gender-based violence has arguably not been adequately taken up by several of the stakeholders within the Internet governance ecosystem.

Example 3: the potential impact of online abuse and/ or violence

A pilot study conducted by a BPF participant in Suriname to gather country-specific information amongst a sample of young female Internet users indicated that respondents believe the effects of online abuse and gender-related violence to be serious. The contributor notes:

> *"It was very revealing that the majority of respondents felt that one of the consequences of online violence against women would be women/girls contemplating suicide or even acting on the thought of suicide. In most other cases the respondents felt that the women and girls would become depressive and may use the Internet less or not at all."*

How did the BPF approach the problem?

Due to the nature of the Internet as a distributed network of networks, addressing the online abuse of women and gender-based violence requires considerable input and cooperation from, and trust among, a multitude of stakeholders, including the technical community, private sector, civil society advocates and organizations, governments, international organizations, academic community, users, and young people.

For this reason the BPF prioritised the importance of engaging stakeholders from diverse fields in the BPF's work in order to have vibrant discussions informed by multiple perspectives. The BPF investigated the types of conduct that potentially constitute online abuse and gender-based violence, the underlying factors that contribute to enabling environments for the problem, the variety of rights and interests involved in addressing the problem, the impact that online abuse and/or violence has on individuals and in communities, other related contentious issues, and emerging solutions, responses and/or strategies that constitute good and/or best practices and provide insights and lessons to inform future work aimed at countering the problem.

Regular virtual meetings were scheduled using online polls to encourage stakeholder participation from diverse regions. When necessary, for instance in mapping the BPF's scope of work or encouraging input on various drafts, the BPF made use of open, editable and accessible online platforms like Etherpad, Google docs and the IGF's review platform. The BPF's mailing list was furthermore used to elicit and gather input on various aspects of the BPF's work; and social media platforms were used to encourage further participation.

In addition to gathering stakeholder input on these platforms, the BPF also designed and distributed a survey (which received 57 responses from stakeholders in 25 different countries); collected case studies from companies, individuals, civil society organizations, governments and intergovernmental organizations; and designed a social media campaign to gather more input on one aspect of the BPF's work, namely impact. The BPF's final output document, Draft F, was produced as a reflection of this open, iterative and bottom-up process. To read more about the BPF's methodology, see Part II of Draft F.

**Case study 1: the BPF's social media campaign as an example of online abuse**

As a part of the BPF's objective of engaging as many stakeholders as possible in its work, BPF participants decided to use Twitter to gather responses to the question:

> *What impact does online violence have on women and girls? Use #takebackthetech to contribute examples to #IGF2015*

On the day before the Twitter campaign was scheduled to commence, BPF participants started receiving tweets and emails warning and threatening them of a concerted effort by a small group of individuals to derail the BPF's planned social media campaign. In the following two days, over 25,000 tweets and retweets were gathered on the Twitter hashtag #takebackthetech, and some BPF participants received direct tweets that were often threatening and misogynistic in nature. 15,225 tweets included links (pictures or weblinks),

while 835 tweets were replies (indicating actual attempts at a conversation rather than just 'mobbing' the hashtag).

Besides Twitter, the attack also occurred on platforms like Facebook, email, blogs and minor publications, and the IGF's review platform, where Draft II of the BPF's outcome document was published for public comment at that stage. Besides tweets, the attack included messages, images, memes, 'opinion' pieces and videos. Some of the actors involved in the attack also attended open and freely accessible BPF virtual meetings using false names and/ or impersonating other people.

A significant percentage of the content appeared to be aimed at intimidating, silencing and exposing private information about some BPF participants; contained language and imagery that was misogynistic in nature; contained content that was race-related and/ or potentially xenophobic in nature; contained content that was homophobic and transphobic in nature; and/or contained graphic images and content of sexualised violence.

***How did the BPF deal with incidents of online abuse?***

The BPF and its participants not only took precautionary steps to ensure the safety of its participants as far as was reasonably possible, but also ensured that its working methods remained transparent and inclusive so as to give the actors involved in the attack an opportunity to reasonably contribute and improve the BPF's work. In incidents where violent threats where directed at specific users, BPF participants notified Twitter. At the same time, individual users who were not associated with the BPF started reporting many of the most violent tweets. Twitter acknowledged the attack and reported that it was giving moderation priority to the reports made in relation to the hashtags concerned in order to ensure a faster response.

***Consequences of the attack***

As a result of the attack, some participants disengaged from the IGF's open and inclusive, transparent platforms because they felt unsafe and had concerns related to their privacy being infringed. For example, actors associated with the attack indicated a proclivity to using video and audio material out of context with the aim of distorting the actual purpose and context of the participants' work. The attack therefore had the unfortunate effect of chilling free speech and silencing and intimidating individuals who were previously actively involved in the BPF's work.

The attack also exposed the BPF to one particularly difficult challenge in multistakeholder policymaking, namely when certain actors choose not to engage using existing and designated channels but engaged in a negative campaign-like manner with the aim of derailing a process; despite the existence of other ways for them to interact reasonably and in bona fide manner. While there were indications that most of the attack derived from a small group of individuals, the attack was furthermore characterised by mob-like actions that appeared to be informed by inaccurate understandings of the BPF's work and purpose.

On a positive note, the attack alerted more individuals and organizations to the importance of addressing the challenge of online abuse and gender-based violence. It led to substantial support from a multitude of individuals and organizations and raised awareness of the importance of addressing the challenge. It also provided the BPF with substantially more input and data with which to improve its work – as is discussed in the section below.

## SUMMARY OF BPF's FINDINGS

Over a nine-month work period, the BPF used an open, iterative and bottom-up process in which people from diverse regions and stakeholder groups participated by completing a survey, attending frequent virtual meetings, commenting on four consecutive draft documents, responding to mailing list questions, participating in a social media campaign, and submitting both formal and informal case studies.

In the section below, some of the BPF's main recommendations and lessons are summarised in three categories – the problem definition; the rights and interests involved; and responses. For a more thorough and contextualised discussion of the results, please read the BPF's outcome document.

### *Towards a proper acknowledgment of the complexity of the problem*

#### Definitions:

The complexity of the problem of online abuse and gender-based violence starts with the definition. Whilst some BPF stakeholders called for clearer definitions to prevent abuse and the violation of rights, the BPF's work showed that the issue is not only interpreted and approached differently in diverse regions, but also that the terminology used for it is inconsistent, and that the nature and pace of technological development, especially online, demand flexibility in defining related issues.

**Recommendations**

Greater clarity with regards to definitions, in particular ones that can comprehensively and clearly encapsulate its range and need for flexibility, could go a long way to helping advocates address the issue. A starting point could be linking online abuse and/or violence to, and expanding the manifestation of, existing and recognisable forms of abuse and gender-based violence, and identifying new abusive/ violent practices that are specific to ICTs and the Internet.

> *I think it's really important for us to have definitions of the problem that don't over regulate, because very often the tools that we would want to use in order to counter harassment will be the same tools that are used to censor.*
>
> Comment by David Kaye, UN Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression, during BPF session at the IGF 2015 meeting in João Pessoa, Brazil
>
> "

#### Contexts and environments:

The importance of comprehensive and flexible definitions is also evident when investigating the impact of diverse contexts and environments on online abuse and gender-based violence. Girls and young women, for instance, may be particularly vulnerable to especially some forms of abuse and/ or violence (as discussed in example 1 above); as will women of diverse sexualities and gender identities (see case study 2 below); women with disabilities (see the recommendation for future research below); and prominent women or women in technology and gaming fields (see example 3 above).

Various underlying factors also play a role in enabling online abuse and gender-based violence, and can also have a compounding effect on the impact of such abuse and violence, as well as the allocation and effectiveness of resources to ensure women gain access to justice and redress. Such factors often relate to specific contexts and/or circumstances, including (for example), when women find themselves in rural areas

(see Example 4 below); and the impact of religion, culture and perceptions about morality.

Example 4: The importance of context

In a remote Pakistani village, a tribal assembly reportedly sentenced women who had been filmed with a mobile phone while dancing and singing together with men at a wedding ceremony to death. In this area, strict gender segregation beliefs do not permit women and men to be seen socialising together. The video was disseminated without their knowledge or consent, and had a far-reaching consequence by transmitting a private moment into a more public space.

The BPF also found that the issue must be studied whilst keeping offline environments, and potential repercussions (including physical, emotional and psychological harm) in offline/ physical environments, in mind. Online violence and gender-based violence often compete with other forms of violence against women in priority agendas, making it important that definitions of abuse of and violence against women take clear cognisance of online forms of abuse and/or violence against women.

**Further research suggestions**

In respect of contexts and circumstances, further study and research is required for better understanding the specific challenges that women with disabilities face in this issue, as well as how online abuse and gender-based violence affect girls (below 18 years of age).

Promoting understanding and awareness:

As closely related to contexts and circumstances, a lack of awareness about women's rights and the impact of the issue on individuals and communities contribute to an inability to make claims for the fulfilment and enforcement of such rights.

**Recommendations**

Responses, programmes and mechanisms aimed at addressing the issue cannot be developed in a vacuum and need to similarly address specificity in contexts and relevant circumstances, whilst recognising the broader framework of online abuse and gender-based violence as an issue of gender-based discrimination and a violation of women's human rights. This reinforces the importance of awareness and literacy and education programmes tailored to the needs of specific communities, along with substantial investment in research and statistics on the incidence of the issue.

***Rights and interests involved: towards a better understanding***

Whilst the fact that 'offline' human rights apply equally online is widely recognised, there appears to be a discordance when the related obligations on stakeholders to protect and uphold these rights are called for where online abuse of women and gender-based violence are concerned. Responses and strategies to counter online abuse and gender-based violence also face significant challenges in sometimes requiring the limitation of certain rights when multiple rights are involved in order to protect other rights – as is discussed in case study 2 below.

**Recommendations**

Measures to address online abuse and/or violence must consider, include and balance multiple rights, and

should take into account existing inequalities and discrimination that may affect how rights are protected and recognised. Emerging areas of policy work around delineating hate speech online, as well as the right to privacy in the digital age can be opportunities to expand this issue.

**Further research suggestions**

Tensions that arise when issues related to multiple rights and interests are involved (including freedom of expression, privacy and anonymity) need further study.

### Case study 2:
### Walking a tightrope? Anonymity, encryption and online abuse/violence

The protection of and right to encryption and anonymity online are often protected by freedom of expression and other human rights defenders. But while these rights are invaluable in enabling more people to express themselves online, they also enable and protect the perpetrators of online abuse, violence and crime.

For women who face existing discrimination, stigma and other challenges that make it difficult for them to access critical information that is often otherwise restricted or censored, the Internet is an invaluable space to exercise their fundamental human rights. One example is women who are lesbian, bisexual and transgender (LBT) and who may use the Internet to access information, to organize for the advancement of their interests and human rights, and to form communities in relative safety and, if so required, anonymity. Despite this positive potential for LBT women to realise their human rights online, however, studies show that LBT individuals and advocates tend to face more threats and intimidation online – often from users who are anonymous.

The loss of privacy and the disclosure of personal information may subject women to significant threats and attacks, both online and offline. At the same time, as in the LBT community example, perpetrators often use anonymous accounts to perpetuate abusive behaviour and violations online. This presents a challenging context for addressing the issue of online violations of women's rights whilst balancing other fundamental rights. As noted during the BPF's session at the IGF 2015 meeting in João Pessoa, Brazil by David Kaye, UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression: 'all tools are subject to abuse, and that's certainly the case with respect to anonymity.'

To address the issue, Kaye argue during the BPF's session that the "default option" for technologies should be anonymity; followed by an investigation of the problems that anonymity may cause. As he also wrote in a report on the topic in May 2015:[71]

> *Encryption and anonymity [...] provide individuals with a means to protect their privacy [...], and enabling [...] those persecuted because of their sexual orientation or gender identity [...] to exercise the rights to freedom of opinion and expression.*

Company policies on anonymity and real name policies may furthermore contribute to the manifestation of online abuse and gender-based violence. For example, in one case a survivor of domestic violence managed to avoid her ex-husband for 20 years until a social media platform's "real-name policy" allowed her abuser to track her down. Similarly, LBT women have also faced difficulties as a result of the same real-name policy, which failed to acknowledge their need to use pseudonyms.

#### *Considerations in developing responses*

[71] Office of the High Commissioner for Human Rights (May 2015). *Report of the Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, David Kaye* (A/HRC/29/32). Available online, along with other background resources: http://daccess-ods.un.org/TMP/668197.572231293.html.

Abuse and gender-based violence against women, whether perpetrated online or offline, is difficult to address because of the attitudes, stereotypes and beliefs that underpin the issue. In an online context, such efforts are further complicated because responses need to be implemented within the global context of the Internet and with the cooperation of a multitude of stakeholders. Efforts to develop, encourage and implement practices to counter online abuse and gender-based violence therefore vary significantly around the world.

Whilst the BPF did not have the scope to investigate all relevant strategies and approaches to the issue, it highlighted many examples of responses taken in the public and private sector, as well as by multistakeholder and community-driven communities. It also extracted various lessons that could be learnt from such approaches and ideas that can be explored in further work.

**Recommendations**

The BPF found that it is critical that public and private sector approaches to the issue be developed transparently in due consultation with current users (including victims and survivors of online abuse and/ or violence) and civil society organizations, and to also consider the needs of future users as Internet access and adoption expand globally.

Many strategies also fail to consider the potential impact of certain approaches on other rights, making a better understanding of the rights and interests involved in addressing the issue (discussed above) vital. Consultation with civil society organizations working on human rights, women's rights as well as violence against women is an important measure for this consideration.

Where countries consider developing legislative responses to the issue, it is important that relief and redress be prioritised over criminalisation. Not only do governments need to prioritise the access that victims and survivors of online abuse and gender-based violence have to justice, but flexible and informal (yet also transparent) measures that can more easily, quickly and effectively respond to online behaviour need to be investigated in future research. This does not only include improving law enforcement agencies' responses and awareness of the issue, but also demands an evaluation of entire judicial systems' ability to respond effectively to victims' and survivors' needs. Where possible, the creation of specialised and fast-tracked agencies and courts (including such online measures) to help victims and complaints with complaints should be explored.

There is also a need for the public sector to evaluate its relationship with intermediaries in addressing and countering the issue, including the level of obligations it can realistically impose on intermediaries. Any duties imposed upon intermediaries, however, need to be both flexible to account for technological change, and workable to account for the nature and speed of content distribution. Internet intermediaries can explore clearer and more explicit commitments to comprehensive human rights standards to better address the issue of online abuse and gender-based violence. Existing legal frameworks can provide guidance on the actions they can take to ensure that women's rights online are promoted and respected in compliance with international human rights standards.

Lastly, while the responsibility of educating users and improving digital literacy levels arguably lies primarily with the public sector, BPF participants also suggested that the public sector should consider cooperating more closely with the private sector (particularly digital intermediaries) to ensure education also continues on relevant platforms.

**Further research suggestions**

There is a need for further research and investigation into technical community responses (e.g. CSIRTs) to the problem of online abuse and gender-based violence.

## NEXT STEPS

The work of this BPF is both timely and instructive considering the increasing effort by different stakeholders at national and global levels to understand and address the issue of online abuse and gender-based violence. It has showed that there are no one-size-fits all solution to this multidimensional and complex problem, and that greater study is needed to further investigate the range of acts, underlying causes, diversity and breadth of impact, and potential responses that can be developed for the issue.

The BPF's work has facilitated diverse stakeholder engagement on the issue, and as such, benefitted from different views and perspectives. This is, however, only a first step towards a more comprehensive understanding and response. It is hoped that some of the findings and areas for further exploration can inform continued discussion and efforts: both at the IGF as a critical platform for multistakeholder engagement on key internet policy, governance and human rights issues, and in other policy discussion spaces.

## FURTHER READING:

**For more examples, resources, case studies and full citations, see the BPF's report:**
http://www.intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women

**Coordinators: Avri Doria, Cheryl Miller**
**Rapporteur: Brian Gutterman**
**Period of activity: two terms (2014 and 2015)**
**Approximate number of contributors: 100+**
**It was possible to contribute to this BPF both during the 2014 work cycle and again in 2015 during virtual meetings (20+), through the mailing list, via a public call for inputs, via the public review platform and during the BPF session at the IGF 2015 meeting.**
**Read the BPF's full report:** http://www.intgovforum.org/cms/documents/best-practice-forums/developing-meaningful-multistakeholder-participation-mechnisms/580-igf-2015-bpf-strengthening-multistakeholder-participation-mechanisms-1

## INTRODUCTION

The 2015 BPF on Strengthening Multistakeholder Participation Mechanisms output report reflects two years' work on the same subject. This report is a working document and builds upon the foundation of work of the 2014 BPF, which produced this output document.

The report, developed through an iterative process with active members of this BPF and the broader IGF community, presents both reflective and forward-looking viewpoints on the 2014 exercise from stakeholders participating in 2015. It also incorporates content and examples received from a call for input to further analyse much of the normative analysis of important issues raised pertaining to strengthening multistakeholder participation mechanisms; both during the 2014 work cycle as well as in 2015. Much of the content of the report also derived from the discussions on the group's open mailing list.

The BPF's 2014 work focused on definitions and explored some of the theory behind multistakeholder models. In 2015, the group documented a number of existing practices and attempted to extract some practices that can be considered when working within a multistakeholder model. Some notable issues encountered and explored in depth in the report and throughout open discussions include the nature of consensus in multistakeholder organization and decision-making, the 'bad actor' problem, the relationship between multistakeholder models and democratic models, and both best practices and obstacles to building trust and lowering barriers for participation.

## SUMMARY

Key findings and views of the community in its 2015 work, while building on its 2014 work, include:

### Building trust

Many participants in the 2015 BPF agree that a key factor in facilitating productive outcomes through multistakeholder mechanisms is the presence of trust among stakeholders. It was noted that transparency and accountability are two critically important components of building trust, and that trust is developed over time by stakeholders acting oftentimes in accordance with previous statements – as judged by other stakeholders. In the context of Internet governance multistakeholder mechanisms, many stakeholders have had previous interactions that bear on the initial level of trust they bring with them.

Enhancing trust among stakeholders is a challenging, time-consuming process. While educational and participatory resources to facilitate participation exist, there are few resources for building trust among stakeholders.

**Recommendations**

Developing and making available tools and methods for building trust among stakeholders would be an important contribution to the enhancement of multistakeholder mechanisms. In addition to increased efforts among all stakeholders to build and establish such trust, there should also be targeted efforts to identity where trust is lacking and needed.

### Examples

Some useful analyses and examples of multistakeholder mechanisms being used in fields other than Internet governance can be found in a 2015 paper from the Berkman Center for Internet & Society at Harvard University, titled "Multistakeholder as Governance Groups: Observations from Case Studies".[72] This paper synthesizes a set of twelve case studies of real-world governance structures and examines existing multistakeholder governance groups with the goal of informing the evolution of – and current debate around – the future evolution of the Internet governance ecosystem in light of the NETmundial Principles and Roadmap, discussions at local, regional, and global IGF meetings, and the NETmundial Initiative, as well as other forums, panels, and committees.

## Participation and resources

The 2014 BPF found that while many advocates of multistakeholder mechanisms seek to be expansively inclusive, their efforts are frequently inadequate in terms of educating potential stakeholders about Internet governance and enabling them to make an informed choice about participating. Similarly, some stakeholders who wish to participate may be unable to do so due to a shortage of resources. While some resources are available from certain organizations to alleviate this situation, they are insufficient for the current needs and are not increasing comparably to the growth of the Internet.

**Recommendations**

The 2015 BPF community advocates for the exploration of possible solutions to the variety of obstacles that hinder participation in multistakeholder Internet governance processes and mechanisms. Some participants emphasized that more transparency around the funding of stakeholders participating in multistakeholder processes is needed; as is an overall increase in public funding of participants, since funding can often determine who gets to influence Internet governance spaces.

### Example from an African context

A report[73] from Research ICT Africa[74] submitted to the BPF illustrates some notable observations about the lack of education regarding multistakeholder mechanisms and processes as well as its implications within the context of Internet governance in Africa. This analysis is particularly relevant when examining the successes and/or failures of multistakeholder models and mechanisms in the context of the ten-year review of the World Summit on the Information Society (WSIS+10). Inclusive participation in multistakeholder mechanisms and processes is certainly a strength of the model in general. However, as the abovementioned report describes, the necessary outreach and promotion of multistakeholder participation methods is lacking – particularly in civil society, developing countries, and industries where diverse stakeholder engagement is necessary.

### Bad actors and bad conduct

One significant and problematic issue raised by participants in both 2014 and 2015 is the prospect of so-called "bad actors" and "bad conduct" by individuals or organizations in multistakeholder mechanisms. Many

[72] See: http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2549270.
[73] See: http://www.researchictafrica.net/publications/Evidence_for_ICT_Policy_Action/Discussion_paper_-_Mapping_Multistakeholderism_in_Internet_Governance_-_Implications_for_Africa.pdf.
[74] See: http://www.researchictafrica.net/home.php.

multistakeholder mechanisms and processes assume that stakeholders have an interest in reaching outcomes supported by consensus or 'rough consensus'.[75] Some consequently define 'bad actors' as being individuals or organizations that seek to damage trust in the process and its outcomes through obstructive participation. Therefore, some BPF participants fear that multistakeholder mechanisms are vulnerable to bad actors because it explicitly places trust in and asserts balance among stakeholders.

A number of participants in the BPF shared views on the mailing list regarding what they believed constituted a bad actor in the context of multistakeholder decision-making mechanisms and processes. It was said also that many of the traits of a 'bad actor' can similarly be defined as being 'bad conduct' in multistakeholder processes.

### Who are 'bad actors' and what constitutes 'bad conduct'?

The following list of traits/ indicators of an individual 'bad actor' or 'bad conduct' was compiled verbatim from participants on the BPF's mailing list. Indicators of participants that might be acting as bad actors or might be displaying bad conduct include a participant who:

- is abusing the process to delay or deform substance;
- is making veiled threats;
- has undisclosed conflicts of interest, including contingent fees, etc.;
- is engaged in 'astroturfing';
- is inflating their value artificially;
- does not want to enable or engage in fact-based and reasoned, respectful disagreement;
- engages in attacking and disparaging comments, attacks individuals or organizations or states with hostile and disparaging remarks, and seeks to disrupt civil discourse;
- make remarks that are detrimental to active participation of some other people and/or to reaching a consensus in multistakeholder discussions;
- participate in a process with the effect of scuttling the process;
- persist in arguing a position after it has been discussed in detail and found to not be part of the consensus, and use that position to block the continuing work of the rest of the group;
- persist in raising out-of-scope issues that act as roadblocks to a group-making process;
- whose primary form of argument is personal attack, intimidation and/or bullying.

## Working definitions

Through the 2014 BPF process on this subject, the IGF community was able to draft some important working definitions (below), which were refined and built upon in the BPF's 2015 term. The working definitions below are the result of these discussions over the past two terms.

### 'Multistakeholderism'

Multistakeholderism[76] as defined in the 2014 BPF is:

> … *the study and practice of forms of participatory democracy that allow for all those who have a stake and who have the inclination to participate on equal footing in the deliberation of issues and the design of policy. While they may assign implementation to a single stakeholder group, implementers are accountable to the decision-making stakeholders.*

Another definition proposed was:

[75] The issue of the various definitions of 'consensus' and 'rough consensus' when it comes to multistakeholder processes and decision-making is explored in more depth throughout this paper.
[76] One participant suggested that the BPF should avoid using the word "multistakeholderism", even if alternatives like "multistakeholder cooperation" are more verbose. The "ism" stirs the response that it sounds analogous to a faith, creed, or ideology that potentially biases the way the issues are framed, proposed, and opposed.

> *In our context, a multistakeholder model is a framework or an organizational structure that adopts the multistakeholder process of governance or policy development, which aims to bring together key stakeholders such as business, civil society, governments, research institutions and non-governmental organizations [NGOs] to cooperate and participate in the dialogue, decision-making, and implementation of solutions to problems and common goals.*

One contributor in the 2015 process emphasized that an alternative definition could be:

> *Multistakeholder mechanisms in the realm of Internet governance is one where all relevant stakeholders are engaged in discussing issues that affect their interests and exploring possible policy approaches.*

As identified through 2014 BPF process, the key attributes of a multistakeholder mechanism are that it:

- is democratic,
- open,
- known to the relevant stakeholders,
- accessible,
- works iteratively,
- achieves rough consensus (as opposed to unanimity); and
- achieves balance between all stakeholders.

Note that "equal footing" is not sufficient – although often necessary – if some stakeholders are funded and can participate intensively and others are not funded and cannot participate. Even remote participation methods, when available and functioning properly, are not sufficient to overcome the imbalance.

Where direct participation is not possible, there should always be ways for a broader range of stakeholders to provide their views or concerns. Furthermore, there should also be due consideration of the issues and concerns of those "not in the room". In consideration of those not in the room, attention should also be paid to those who are beyond or otherwise not connected to the process, including those:

- who have limited bandwidth or no connection to the Internet;
- who have yet to be connected to the Internet entirely;
- whose native language is not English;
- who are unable to navigate the needed tools to contribute for accessibility reasons; and
- who lack the tools to contribute, are in need of remote participation tools, or do not know how to contribute.

### Examples

Submissions received through the 2015 BPF call for input[77] provide unique examples of multistakeholder mechanisms and processes in practice, as described by organizers of the 2013 IGF in Bali, Indonesia, a representative from the Swiss IGF, an example submitted by a stakeholder from Rwanda, and from the Internet Governance Conference Japan (IGCJ). Other examples noted include the 2014 NETMundial process[78] and the WSIS+10 multistakeholder preparatory process.

[77] See Further Reading list at the end of this summary for full references to the examples.
[78] Marilia Maciel, Nicolo Zingales, and Daniel Fink (2014). *The Global Multistakeholder Meeting on the Future of Internet Governance (NETmundial)*. Available: https://publixphere.net/i/noc/page/IG_Case_Study_NETMundial (Accessed 11 November 2015).

### 'Consensus'[79] and 'rough consensus'

Throughout the 2015 BPF process and in developing the BPF's final outcome paper, many participants commented on the ambiguities and differences of opinion about the term 'consensus' and what it means in the context of multistakeholder decision-making processes. The term 'rough consensus' is also widely used in the Internet governance field and its definition was also discussed and seen as a term that should be explored and/or defined further to help future multistakeholder decision-making structures. One participant provided input from the viewpoint of consensus-building, where the general view can be described as:

> … *consensus has been reached when everyone agrees they can live with whatever is proposed after every effort has been made to meet the interests of all stake holding parties.*[80]

Another BPF participant provided input from the viewpoint of the International Organization for Standardization (ISO) where consensus is described as:

> *General agreement, characterised by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments. NOTE: consensus need not imply unanimity.*[81]

Another opinion shared was that in some United Nations processes:

> *…there is no formal definition, but the practice is to declare consensus if there is no formal opposition. That is, the Chair says something like 'I propose to approve XYZ', and, if nobody formally objects, then 'XYZ' is approved 'by consensus'.*

In the Internet Engineering Task Force (IETF), RFC2418 (1998) describes a "rough consensus" process:

> *IETF consensus does not require that all participants agree although this is, of course, preferred. In general, the dominant view of the working group shall prevail. (However, it must be noted that "dominance" is not to be determined on the basis of volume or persistence, but rather a more general sense of agreement.) Consensus can be determined by a show of hands, humming, or any other means on which the WG agrees (by rough consensus, of course). Note that 51% of the working group does not qualify as "rough consensus" and 99% is better than rough. It is up to the Chair to determine if rough consensus has been reached.*

However, the concept of "rough consensus" has evolved in the IETF through usage and experience and RFC2418 is currently being updated as "a community sense of strongly-dominant agreement, in the absence of compelling objections, is used to make decisions". RFC7282 has also recently been published to elaborate on the use of consensus (and humming) in decision-making. One of the key concepts here is that objections must be fully addressed even if not accommodated, although objections must provide a fully reasoned argument relevant to the subject. The IETF case must also be understood in the context of development of engineering solutions in technical standards.[82]

### Recommendations

There was agreement during the BPF session at IGF 2015 in João Pessoa, Brazil, that any group or organizations undertaking multistakeholder deliberations should thoroughly discuss their own definitions of

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[79] A number of 'consensus-building' references are included in the *Practice descriptions and other input received through the 2015 BPF* section at the end of this document

[80] Susskind, Lawrence; McKearnan, Sarah; and Thomas-Larmer, Jennifer. (1999). *The Consensus Building Handbook*. Thousand Oaks, Calif.: Sage Publications.

[81] http://www.iso.org/sites/ConsumersStandards/1_standards.html#section1_5
" ISO/IEC Guide 2:2004 Standardization and related activities – General vocabulary".

[82] With regards to the term "rough consensus", one participant said it "is a term of art in [the] IETF [Internet Engineering Task Force], and I doubt that the way [the] IETF determines 'rough consensus' would be appropriate for other processes. There has been a recent tendency to use the term 'rough consensus' to refer to any outcome [that] was obviously not a consensus outcome, even though no IETF-like process was used to reach the outcome".

'consensus' or 'rough consensus' prior to moving towards making any decisions, to be sure that the term is clearly defined and understood by all involved.

### 'Mechanisms'

'Mechanisms' as defined by the 2014 BPF are the practices of interaction within a multistakeholder mechanism sometimes relying on rough consensus and that require a degree of trust among stakeholders. However, some participants in the 2015 BPF said the meaning of rough consensus is not clear in the context of a multistakeholder process for policy development (as discussed above).

One participant thought it would be useful to produce a list of different sorts of technologies (as types of mechanisms) available that facilitate multistakeholder work. The following list was developed through the BPF's mailing list:

- For drafting documents or papers, Etherpad is free and open-source and can be self-hosted (http://etherpad.org). Riseup pads (https://pad.riseup.net/) are a good alternative, but tend to disappear after 30 days of inactivity. Other alternatives include ZohoDocs and OnlyOffice.
- For editing, Wiki was suggested (https://www.mediawiki.org/wiki/MediaWiki).
- For meetings, the free, open-source and self-hostable alternative to paid options is Jitmeet (https://jitsi.org/Projects/JitsiMeet).
- For audio conferences, Mumble was suggested (http://wiki.mumble.info/wiki/Main_Page).
- For meeting plus document collaboration, Team Viewer83 was suggested.
- More mainstream tools like Slack, Evernote, and InVision were also recommended; as was Zoom for video conferencing.

#### *Possible criteria for meaningful multistakeholder mechanisms:*

Multistakeholder mechanisms and processes flow from shared trust among stakeholders and common definitions. If either or both of these factors are weak or absent, a multistakeholder process may be less likely to reach an outcome. Where these factors are present, a multistakeholder process has the potential to reach substantive agreements among stakeholders. Some argue that there is no single "best" multistakeholder model.

Many in the 2015 BPF agree that basic elements of a multistakeholder mechanism as outlined in the report should hold. Specifically, there should be involvement and input from multiple stakeholders, a shared understanding of the issues, a desire to collaborate to address the issues, and the existence of trust among stakeholders. However, it was argued that it is not clear if the same approach will have the same results across all countries and for all issues.

A paper titled "*The Criteria of Meaningful Stakeholder Inclusion in Internet Governance*",[84] which was submitted by an active contributor to this BPF, proposes a civil society approach recognising a set of four criteria for meaningful stakeholder inclusion in global Internet governance processes:

1. The body should have access to the perspectives of all those with significant interests in a policy problem or its possible solutions.

[83] As a security best practice, one participant cautioned against recommending Team Viewer, as "it exposes a large attack surface for end users/participants that is not required for the purposes of a meeting/document collaboration and can definitely be solved through other venues that do not increase the security risk in such a manner".
[84] See: https://docs.google.com/document/d/1d4jHTahdLhebykMHbaPFpTjlkECZGi5OQgjOTqGn2jg/edit.

2. There must be mechanisms to balance the power of stakeholders to facilitate them reaching a consensus on policies that are in the public interest.
3. Mechanisms of accountability must exist between the body and its stakeholders to demonstrate the legitimacy of their authority and participation respectively.
4. For each stage involved in governance, the body should either be directly empowered to execute it, or linked to external institutions that have the authority to do so, as appropriate.

Such criteria could simplify the examination and critiquing processes that purportedly allow for public or multistakeholder involvement in public policy development.

Example:

Some interesting insight was provided on the topic of equality among stakeholders and the concept of "equal footing" by the submission of the UK Government to this BPF that describes the UK Government Multistakeholder Advisory Group on Internet Governance (MAGIG). The paper is explains that the MAGIG is "not a multistakeholder model but rather an example of how governments can involve a range of stakeholders in developing policy".

## CONCLUSIONS

Multiple drafts of the BPF's outcome document were released online for public comment leading up to the IGF 2015 meeting in João Pessoa, Brazil, where the IGF community was asked to consider if the paper could be used as an output document that can, in turn, be used as an input by other groups involved in developing, or evolving, their own multstakeholder processes.

Stakeholders who participated in the 2015 physical meeting[85] of the BPF at IGF 2015 supported the initiative to use the report as an output document and to maximise its visibility and usability moving forward. A few suggestions made during the session include:

- the BPF's paper could be shared with the regional and national IGF initiatives.
- the group could compile existing codes of conduct or standards of behaviour that already exist and that could be useful to groups that are already working but might not have such guidelines, or for groups who will be starting multistakeholder work of some kind.
- the paper could evolve into a 'how-to' guide for developing multistakeholder groups or mechanisms, or could evolve into becoming a paper that provides a catalogue of options for groups seeking to use multistakeholder processes.
- online trainings or webinars could facilitate disseminating the existing work done and could also help the work evolve, pending the renewal of the IGF and decisions taken by the IGF MAG together with the community.

## FURTHER READING:

[85] The transcript of the meeting can be found here: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2316-2015-11-10-bpf-developing-meaningful-multistakeholder-participation-mechanism-workshop-room-5.

*The following is a compilation of inputs received from the community in response to a public community-wide call for input[86] at the outset of the 2015 BPF intersessional work cycle. This section also contains some useful and relevant academic articles submitted and collected by members of this BPF for further discussion and use by the IGF community.*

*The following practice descriptions and other input were either collected by the BPF from existing research or submitted for the consideration of the BPF by members of the IGF community. They are included as examples for others to use as an educational resource.*

**Indonesia in IGF 2013 and the way forward:**
https://docs.google.com/document/d/1gG9pdgDsKejrR5ViRI26Lb5m2MQ6GTtSqHqk5I8CUj0/edit

**City TLDs and Best Practices - Submitted by Thomas Lowenhaupt,** the founder and director of Connecting.nyc Inc. and former member of the .NYC Community Advisory Board:
https://docs.google.com/document/d/1rU8h2m1-zdlbYIFzaWYzE7ljfVN67VcpWfQNeotX-N4/edit

**Contribution to the IGF Conference: Case of Rwanda in New Information and Communications Technology (NICT):** *The good practice of NICT in Rwanda:*
https://onedrive.live.com/view.aspx?resid=50432DE1FDE1CD44!111&app=Word&authkey=!ALmQiH6V65_Slhk.

**Research paper from the Berkman Center for Internet & Society at Harvard University:** *Multistakeholder as Governance Groups: Observations from Case Studies:*
http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2549270

**Swiss IGF contribution on meaningful multistakeholder participation mechanisms:**
https://docs.google.com/document/d/1hsHj_G5HBfP0mjP6xUaFKGWEH_MdX0f9WjV6E9dMjI8/edit?usp=sharing

**Paper contributed via the BPF mailing list by Mr. Jeremy Malcolm:**
https://docs.google.com/document/d/1d4jHTahdLhebykMHbaPFpTjIkECZGi5OQgjOTqGn2jg/edit

**Internet Governance Conference Japan (IGCJ):** http://igcj.jp/

**Input received through the mailing list from Ms. Anriette Esterhuysen:** *Mapping multistakeholderism in Internet Governance: Implications for Africa:*
http://www.researchictafrica.net/publications/Evidence_for_ICT_Policy_Action/Discussion_paper_-_Mapping_Multistakeholderism_in_Internet_Governance_-_Implications_for_Africa.pdf

**Contribution from Mr. Gary Hunt of the government of the UK:**
*UK DCMS Multistakeholder Best Practice Contribution*: https://drive.google.com/file/d/0B4oPMhWAuvN-eWJPaTBBTWg4SVk/view

**Thoughts on Best Practices for Multistakeholder Participation Mechanisms:**
http://www.apig.ch/best_practices.pdfhttps://drive.google.com/file/d/0B4oPMhWAuvN-eWJPaTBBTWg4SVk/view?usp=sharing_eid

**Reflections on making Internet governance democratic and participative:**
http://www.apig.ch/democratic_and_participative.pdf

**Contribution from Sherly Haristya and Peng Hwa Ang:**
http://bestbits.net/multistakeholderism-and-the-problem-of-democratic-deficit-sherly-haristya-and-ang-peng-hwa/

[86] See: http://www.intgovforum.org/cms/best-practice-forums/3-developing-meaningful-multistakeholder-participation-mechanisms.

## ESTABLISHING AND SUPPORTING CSIRTs FOR INTERNET SECURITY

**Lead experts: Maarten Van Horenbeeck, Cristine Hoepers**
**Coordinator: Markus Kummer**
**Rapporteur: Wout de Natris**
**Period of activity:** two terms (2014 & 2015)
**Approximate number of contributors:** 25
**Contributions for the BPF were collected during virtual meetings (7), on the mailing list, by providing case studies, via the public review platform, and during the BPF session at the IGF 2015 meeting.**

**Read the BPF's full report:** http://www.intgovforum.org/cms/documents/best-practice-forums/establishing-and-supporting-computer-emergency-response-teams-certs-for-internet-security/627-bpf-csirt-2015-report-final-v2

### INTRODUCTION

The work of this BPF started in 2014 for IGF 2014 in Istanbul, Turkey. The work in the first term focused primarily on finding best practices for establishing and maintaining a computer security incident response team (CSIRT). The suggested name of the BPF in 2014, namely BPF on Establishing and Supporting Computer Emergency Response Teams (CERTs) for Internet Security, was changed because handling incidents is primarily what CSIRTs do. The CSIRT community also indicated that the term 'CERT' is somewhat confusing for those external to the community.

The 2014 BPF found that various best practices are common, well-defined and well-known within the community. The discussion within the BPF focused primarily on topics that were main concerns for the CSIRTs community itself, namely misunderstandings regarding what a CSIRT is and does; privacy and CSIRTs; schooling and awareness; mistrust among CSIRTs due to the tendency to task a CSIRT with additional functions, e.g. law enforcement, anti-terrorism, and intelligence (often the appointed national CSIRT); or placing the CSIRT within larger organisations with those functions. Another topic looked at was the expressed need for a national point of contact in each country; an appointed or voluntarily acting CSIRT of last resort that responds to a request for assistance in case of emergencies when no one else is responding.

Looking back on the 2014 process, one overarching theme that members decided to make their main theme, could be distilled from the recommendations made in the BPF's first term: *Misconceptions around the role and responsibilities of a CSIRT*. As these misconceptions mostly lie outside of the CSIRT community, this choice led to the decision that the BPF should actively reach out to other stakeholder communities in its second term in 2015. This proved a difficult, and time-consuming task. The BPF's session at the IGF 2015 meeting in João Pessoa, Brazil, however, enabled the BPF to gather more stakeholder input as it enabled new, actively invited stakeholders to come to the session and to share their views, which led to valuable insights and potential ways forward. A new topic that presented itself in 2015 is 'responsible disclosure', which is discussed in more detail below.

This BPF considers itself a success. It found that the 2014 report is seen as a source of inspiration for those having to build a new CSIRT, with one tangible outcome in Serbia, where the report was used as a basis while building a national CSIRT. In 2015 a further indicator for the level of success is the fact that controversial topics within the CSIRT community are addressed in the BPF and translated into actions from and debates within the CSIRT community itself, such as the Forum for Incident Response and Security Teams (FIRST) or successfully brought to other fora such as the Organisation for Economic Co-operation and Development (OECD) and the Global Forum of Cyber Expertise.

The BPF addressed issues that delve to the core of how CSIRTs are used to work and their rationale, which led to the acknowledgement that (perhaps) some changes are called for in the ways in which CSIRTs tend to operate and the realities they face in 2015. An all-telling question, that was not answered (yet), remains: does the current definition of a CSIRT match the reality of work asked and tasked? The challenge for CSIRTs lies in gaining more influence so that the successful aspects of CSIRTs, with maintaining foremost trust-building aspects, remain in place and most unavoidable changes due to the active involvement of CSIRTs in defending national and economic security are adapted in ways that maintain CSIRTs' positive characteristics.

This year's report shows the first signs of both of these changes, where misunderstandings are addressed directly with other stakeholder communities and trust to work together is built. In this way the underpinning value of a CSIRT's existence, namely trust, is maintained between stakeholders and broadened between different stakeholder communities.

## SUMMARY

The BPF's work was built on the presumption and BPF stakeholder consensus that a CSIRT is:

> "a team of experts that responds to computer incidents, coordinates their resolution, notifies its constituents, exchanges information with others and assists constituents with the mitigation of the incident."

This definition is vital when understanding the context of the main theme of the 2015 BPF, namely misconceptions around the role and responsibilities of a CSIRT. A brief investigation showed that misconceptions are rarely found within the CSIRT community, but arise in its interactions with other stakeholders. Among other things, external stakeholders demand additional tasks from CSIRTs or embed CSIRTs in wider security organizations.

The effects of such demands include a loss of trust – something that is regarded as an essential element in facilitating the voluntary mutual assistance and information exchange between CSIRTs. Teams need each other to mitigate incidents and emergencies. Endowing CSIRTS with extra tasks could cause both intended and unintended consequences to trust; and a loss of trust directly affects the effectiveness of CSIRTs, because the exchange of information and offered assistance could be hindered or stopped altogether. Laws, applicable to these wider tasks or larger entities, may even prohibit information exchange, which also affects the relationship between CSIRTs as in order to be successful, assistance from other CISRTs is often needed. Cooperation is second nature to CSIRTs, which have an international network where insights and solutions are shared, relationships are built and common approaches are tested.

Despite these comments, there is consensus that there is no right or wrong approach when it comes to a CSIRT. As was shared by one of the participants: "The role of CSIRTs is defined by the parent organization and CSIRTs should perform duties as they are given to it." While some CSIRTS may be "successful" if one considers the role attributed to it by its parent organization, more demands could be made of a CSIRT – the basis of this document.

It is important to understand, and again the importance of cooperation based on trust is stressed here, that CSIRTs are found within very different organizations in both the private and public sector, including within companies, governments, the military, universities, and even to protect a product. Each CSIRT exists with one purpose: to secure its constituents from incidents and to mitigate incidents when they occur. To fulfil this function in an optimal way, CSIRTs (defined by very different backgrounds and purposes) need each other. It is here that the influence of extra tasks to a governmental CSIRT affects trust and cooperation most. Hence the unanswered question: were the decisions for allocating extra tasks taken intentionally or unintentionally?

Were the implications on trust fully understood when the decision was made, often by policymakers within government?

In the past two decades the Internet and its underlying nodes and networks have become increasingly critical infrastructure on which the economy and national security have come to depend. This has an inevitable effect on the way external stakeholders regard CSIRTs. This BPF showed that the role and involvement of CSIRTs in national security and/or in guarding economic interests tends to expand. Given the fact that nation states use vulnerabilities in software or defence systems of an attacked party (whether public or private), CSIRTs become automatically involved to some degree.

In recent years, due to frequent incidents, hacks and intrusions in networks, interest from governments and higher management within private organisations in cybersecurity issues has notably risen; creating expectations and different demands. Expected laws within the European Union increase demands in cybersecurity from both a network and information security angle for critical infrastructure, which often resides in private hands, and also from the perspective of (the reporting of) data breaches; thus a privacy point of view.

Reporting incidents is about to become the norm. On the one hand, it is likely a government CSIRT that is reported to, while on the other hand, to mitigate the incidents, cooperation between CSIRTs is necessary. This fundamentally changes the voluntary way cooperation takes place at present, an example how decisions can change the very base of cooperation for CSIRTs. Experts like Mark Goodman see reporting as fundamental. In his book *Future Crimes*, Goodman writes about the under-reporting of incidents: "This silence is at the very heart [of] our cyber-security problems," with the result that "these incidents cannot be aggregated and studied, common defences are not developed, and perpetrators roam free to attack another day".[87]

These recent developments have led to a valuable insight. In the past, CSIRTs were often absent in policy discussions, but these recent developments have highlighted the need for direct involvement of CSIRTs in policy discussions as the traditional definition of a CSIRT has been put under considerable strain. While the need to cooperate with other involved stakeholders could bring mutual benefits and, arguably, is more necessary than ever, it could also, as a downside, have a negative impact on trust within the CSIRT community itself.

One example is cooperation with law enforcement agencies (LEA). Mutual cooperation and assistance is seen by several participants as an enhancement to other participants' roles, as long as their functions are truly and correctly separated. Each has its own role and, within this role, CSIRTs can assist LEAs with building evidence, e.g. through providing technical expertise or analyses of complex attacks or by sharing information. The moment a CSIRT becomes equated with law enforcement, as is the case in several African countries, the level of trust needed to assist or cooperate between this CSIRT and the potential partners from the private sector is damaged or dissipates. Some BPF participants even argue that the only truly successful CSIRTs are private CSIRTs.

There was a general agreement that communication between CSIRTs themselves and with other stakeholders is of vital importance to avoid misconceptions and maintain trust and (or gain) cooperation.

### CSIRTs and privacy

BPF participants feel that they are custodians of privacy. As someone from the CSIRT community described it:

[87] Mark Goodman (2015). *Future Crimes*. New York: Doubleday. pp 374-375.

> "How are you going to protect privacy and free speech on the Internet *without* a CSIRT to let you know when a malware strain is ex-filtrating private data, or who will assist when a (D)DoS attack floods your preferred communications server with unwanted traffic? Neither of those can be done by the end user."

A few concerns about privacy remain, however, and could be addressed by making the ways CSIRTs handle and share data more transparent and accountable.

One valuable insight gained was that where CSIRTs are concerned, it is better to use the term 'data protection' than privacy. This term is easily understandable; where privacy may mean something different to individuals and in diverse cultures and jurisdictions. On the other hand, it is also understood that the term privacy is more relevant to the broader public.

One outcome was that the BPF recommended that the CSIRT community discusses whether a document that makes the process of data handling more transparent, but also addresses questions on the necessity of handling and processing of that data, is feasible. This proposed work has to achieve one goal: that all those directly and indirectly involved understand that, as was noted "a well-run CSIRT is an essential part of protecting their privacy and security".

### Policy and CSIRTs

Not long ago, when the European Commission consulted the CSIRT community on policy, a CSIRT representative was noted as saying:

> "Politicians and lawyers should leave CSIRTs alone; they know what they are doing."

The European Commission, in turn, proposed a Directive with the aim of ensuring "a high common level of network and information security (NIS) across the EU".[88]

Although several BPF participants still have their doubts about involvement in policy debates, others have come to understand that not being present in policy debates is the equivalent of not being heard. In order to preserve what is good, in the context of a fast-paced sector, CSIRTs need to raise awareness of their needs and priorities with policymakers.

Some CSIRTs' actions already show an awareness of the importance of interacting with policymakers. An OECD report on CSIRT metrics,[89] for instance, contains an introductory chapter in the report stating what CSIRTs are and what they do following cooperation and input from various CSIRTs. In a general sense the need for more involvement in relevant policy discussions shows from a 2015 FIRST initiative, where the organizations participating identified "cybersecurity policy advisory" as one of the new roles of a CSIRT.

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[88] European Commission. Commission News release on 'Proposal for a Directive concerning measures to ensure a high common level of network and information security across the Union'. (7 February 2013). Available: http://ec.europa.eu/digital-agenda/en/news/commission-proposal-directive-concerning-measures-ensure-high-common-level-network-and (Accessed 18 June 2015).

[89] Organisation for Economic and Co-operation and Development. Guidance for improving the comparability of statistics produced by Computer Security Incident Response Teams (CSIRTs) DSTI/ICCP/REG(2013)9/FINAL. (8 June 2015). Available: https://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?cote=DSTI/ICCP/REG%282013%299/FINAL&doclanguage=en. (Accessed 18 June 2015).

### (Supply) chain approaches to cybersecurity and the role of CSIRT

There is no single actor that can make the Internet safer for end users. ICT products and services, end users' sanitary measures, awareness programmes, regulatory measures, and other initiatives are hugely interdependent. Another form of influence on cybersecurity that is seen as worthwhile to investigate further includes the effects CSIRTs can have on the security and safety of products and services in the ICT (supply) chain. The BPF investigated the potential role a CSIRT could play in this regard and found a few examples that are not currently common within CSIRTs, but appear to be successful. The case studies provided below merit further study, although some concerns around trust remain.[90]

#### Case study: Switzerland's SWITCH[91]

SWITCH CERT processes thousands of IPs from hacked personal computers daily. Different sources are aggregated and then distributed to respective network owners for remediation. Since last year, these efforts are supported by the Swiss Internet Security Alliance. Its members, banks, ISPs and hosting companies coordinate the effort of cleaning infected personal computers by providing a common help to end users and sharing intelligence.

Operating the registry for the country code top-level domain names (ccTLDs) .ch and .li, SWITCH closely works with the Swiss regulator to create a legal basis to fight the misuse of domain names. The registry now has the power to shut down a domain name if it is used to steal personal information (phishing) or distribute malware.

SWITCH has a comprehensive programme today; working with hosters and registrars to solve issues before blocking. This means that over 80% of all incidents are solved in less than a day. The close collaboration between all involved stakeholders was crucial to SWITCH's success. Stakeholders regularly meet to discuss how collaboration could be improved. SWITCH also keeps stakeholders informed and provides tools to fix issues.

#### Case study: Korea's KrCERT/CC[92]

The Republic of Korea's CERT, KrCERT/CC, operates a distributed denial of service (DDOS) mitigation centre for small- and medium-sized enterprizes (SMEs). The DDoS Shelter Service has been operational since 2010 to minimise the damage caused by DDoS attacks on businesses that are not fully prepared.

There are a lot of small to medium-sized enterprises such as online shopping malls in Korea due to advances in Internet service; many of which are not equipped to respond to security incidents by themselves. Therefore, the Korean government provides the DDoS Shelter Service for small and medium-size enterprises that cannot respond to DDoS attacks in order to not only minimise economic damages of victims and to protect their assets, but to also ensure their customers' continuous use the web services without disconnection.

These examples were presented to the BPF in the form of case studies and show that a CSIRT can have an impact in a broader way. Concerns remain about the effects that allocating additional tasks to a CSIRT may have, however. On the other hand, as illustrated by the cases above (more of which are included in the BPF's outcome document), the topic has potential and future research in the area could be useful. Suggested topics for research include whether there are other successful examples in the world, and whether there are new opportunities for CSIRTs to provide extensive, non-standard services to their constituency that materially improve cybersecurity whilst not damaging trust.

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[90] Note that these case studies have been edited for the sake of consistency in this BPF Handbook.
[91] Case study contribution by Serge Droz; edited for consistency.
[92] Case study contribution by Eunju Pak; edited for consistency.

### CSIRTs and law enforcement

While many recognise the benefit of enabling cooperation between CSIRTs and law enforcement, there remains a serious problem when the two merge. As a BPF participant noted:

> "Misconception: CERTS will solve the problem of cybercrime. Fact: CERTs play an important role in fighting cybercrime by supporting the authorities doing their job, but not taking it over."

In other words, CSIRTs traditionally combat the effects of cybercrime; helping customers, i.e. their constituency, to quickly recover and resume normal operation after an incident. CSIRTs do not investigate incidents from an enforcement point of view. This point was underscored by a contribution from the European Commission:

> "In fact, they benefit from not having such a function (LEA) because it lowers the threshold for individuals and organisations to report incidents and ask for help."

This mixture of functionalities appears to be a major issue that capacity-building programmes around CSIRTs face regularly. It was advised that a strict distinction between a CSIRT and a LEA is built into these programmes from the outset.

### Clash of cultures

The BPF concluded that a clash of cultures is currently taking place in which CSIRTs' traditional working methodologies are challenged. There is (i) the government, which aims to increase the role of CSIRTs where they take on a crucial response capability for the wider nation; often with some tension to involve (ii) law enforcement and the intelligence function. There is also (iii) the technical community, which wants to ensure its role is limited to response capabilities; enabling it to work effectively with other CSIRTs that have similar roles.

The CSIRTs that were established over the past two decades were built under the current CSIRT (maturity) models. With the growing interest of other governmental agencies in the Internet, and the increasing importance given to the topic in the context of economic security and the national security of nations, the entities and people interested in the work of CSIRTs have significantly changed. The erstwhile libertarian idea of an "Internet free state" - characterised by concepts like permission-less innovation and a lack of government intervention (concepts that usually have strong support within the technical community) - has come under pressure and is increasingly challenged.

On the other hand, this BPF acknowledged that companies with (vital) national interests, often residing in the private sector, have become prime targets, for example with the aim of stealing intellectual property, extortion and sabotage. Such companies are therefore approached more uniquely from a security perspective than before. Their CSIRTs, if they have, are in the front line of defence of national security against the above-mentioned examples and, as a result, have gained interest from higher management levels in the public and private realm as well.

From a clash of cultures to a mash of cultures? There is an increased need for successful collaboration of CSIRTs to be highlighted. Many case studies, including those featured in the BPF's outcome document, show that there are unique but valuable approaches that are worthy of further discussion and dissemination. One

example is the OECD report,[93] detailing CSIRTs and appropriate metrics, to which all this BPF's lead experts contributed. This type of report is widely studied and read, and offers a way of organically introducing the CSIRTs' needs to the wider policy community. By adding insights, knowledge and input to policy circles, mutual trust and understanding can be built and achieved. It was noted that the objectives of all parties involve ensuring a safer Internet. This commonality offers a strong basis for starting discussions.

### Responsible disclosure

The BPF recognised that responsible disclosures, a computer security term describing a vulnerability disclosure model[94] by so-called ethical hackers,[95] forms a topic that deserves further consideration, as such hackers play a distinctive role in making the Internet a safer environment. There is currently a genuine interest in addressing the topic of responsible disclosure and to find safer ways for reporting by ethical hackers that will not unfairly expose them to prosecution that is not in the public's interest. The IGF is advised to see if there is a multistakeholder angle of responsible disclosures that merits further study into it.

## KEY FINDINGS

The particular value of the IGF lies in its role as a connector. While there are many different institutions dealing with specific issues related to CSIRTs in depth, the IGF offers the potential of bringing experts from different stakeholder communities together in the search of common solutions. If the two terms of this BPF have shown anything, it is how influential such a process can be.

The work carried out by this BPF is regarded within the CSIRT community as valuable, as evidenced by the aforementioned use of the 2014 BPF's work to help create a CSIRT in Serbia. This BPF furthermore addressed topics that confronted the CSIRT community with outside pressure on their way of thinking and working as it evolved over the past decades. Discussing these pressures in the context of the BPF has led to valuable insights. CSIRTs realise that their core values have to be made known more universally through active reach-out to other communities, but also that a new way of cooperation and data-sharing may be necessary in a fast-changing world. CSIRTs now not only actively share their views, questions and potential answers in different stakeholders' fora, they also discuss sensitive topics among themselves. Finally they actively reach out to and invite input from, for example, privacy and human rights advocates. The provided answers are a part of the potential workload for 2016.

The pressure from governments and higher management levels due to persistent attacks on networks and systems is will likely increase. It is therefore important that all the parties involved understand what a CSIRT is, does and how it is successful.

During the BPF's process, an important question also emerged: How do we engage these other stakeholders? The answer was provided in the months that followed, when CSIRTs engaged others in diverse stakeholder communities and regions to share their message. An insight that was excepted as valuable was that CSIRT have to be present in the (virtual) places where policy debates are held and contribute. There they can share their message. A side effect may be that others will reciprocate that action in the future when issues arise.

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[93] Ibid.
[94] https://en.wikipedia.org/wiki/Responsible_disclosure (Accessed 15 December 2015).
[95] Wikipedia describes an ethical hacker as "a computer security expert, who specializes in penetration testing and in other testing methodologies to ensure the security of an organization's information systems". https://en.wikipedia.org/wiki/Ethical_hacker. (Accessed 15 December 2015).

Where privacy is concerned, it is advised to use the term 'data protection' rather than privacy. It was established that CSIRTs have support from privacy commissioners and that CSIRTs are 'defenders' of data. But it was also acknowledged that there are concerns about the lack of transparency and accountability concerning the processing and sharing of privacy sensitive data outside of the community that have merit. A study into transparency and accountability for CSIRTs in the face of data handling, processing and sharing, is seen as a potential step forward.

There are several interesting, novel ways in which some CSIRTs protect their constituencies and assume a wider role in cybersecurity too. Successful involvement in botnet mitigation centres, anti-DDoS measures, and pro-active handling of cybersecurity issues within a wider community were noted. Such roles are not common practice, but are regarded as a potential topic for further study.

## PRACTICAL RECOMMENDATIONS

The BPF derived several general recommendations from its work, as well as recommendations for future work within the CSIRT community in general and for individual members in particular (these have been extracted verbatim from the BPF's output document and are listed below). The recommendations mostly relate to the need to understand other parties' rationale better, for transparency, and for accountability where the data protection functions of CSIRTs are concerned.

Recommendation 1: There is a need for policymakers to discuss the role of CSIRTs with the CSIRT community to avoid misconceptions around the role of CSIRTs.

Recommendation 2: CSIRTs are recommended to be actively involved in relevant policy discussion at both the national and international level. In order to engage with other stakeholders it is important to be where they are. The provided examples show that it brings influence and understanding.

Recommendation 3: Every government has the right to create the CSIRT it needs. It is recommended though that governments make an informed decision, taking into consideration the potential consequences of their choice.

Recommendation 4: Where CSIRTs are concerned privacy and security have to stand together in order for a CSIRT to be truly successful.

Recommendation 5: Data protection is a term that is better understood in a general sense than privacy. Hence it is advised to use this term in a CSIRT context more as it is far more concrete.

Recommendation 6: Data protection has to be at the core of the work of a CSIRT.

Recommendation 7: It is recommended to involve Data Protection Commissioners more in the work of CSIRTs.

Recommendation 8: To ensure transparency and accountability where data protection is concerned, it is advised to make a study whether a standard protocol can assist attaining transparency, as well as more conscious decisions about limits to data sharing, anonymization of data where possible and the handling of data by CSIRTs.

Recommendation 9: CSIRTs should minimize data collection and processing, while also focusing on their constituency and anonymizing relevant information.

Recommendation 10: A well-run CSIRT is an essential part in the protection of data and security within a society.

Recommendation 11: Further study is recommended into the expanding role of CSIRTs. This could e.g. include whether there are sensible limits to tasks given and what role a CSIRT can play in enhancing cooperation in the security chain between other stakeholders, e.g. manufacturers of ICT products and providers of ICT services and does the current definition of a CSIRT match the reality of work asked and tasked.

Recommendation 12: Further study is recommended into the ways CSIRTs and law enforcement can enhance their cooperation in meaningful ways, each from within its respective mission.

Recommendation 13: Further study is recommended into responsible disclosure and how to create conditions that ethical hackers can contribute to a safer Internet experience for all.

Recommendation 14: CSIRTs have a role in handling effects of cybercrimes and providing technical support for investigations, but cybercrime is overall crime and as such should be dealt by law enforcement entities, like the police. Containing too much of this work within a CSIRT, or making a CSIRT part of a law enforcement agency is likely to have significant impact on its ability to work with the private sector.

## RECOMMENDATIONS FOR FUTURE RESEARCH

As this BPF does not consider its work finished, the main recommendation of this BPF is that its work continues in some form or another.

### A third BPF term?

The work in progress, as described above, is seen as so successful and influential that several experts in the BPF have indicated they want this BPF to continue; also because of the need to address many new topics within a multistakeholder environment. These could be, for instance, further work on data protection and transparency; the influence of CSIRTs on other stakeholders in the ICT (supply) chain (e.g. in botnet mitigation); the implementation of Internet standards and best practices; more secure ICT products; etc. Participants have also identified new challenges for CSIRTs that need to be considered from a multistakeholder angle, including, for example, incidents in clouds.

### Dynamic coalition on cybersecurity, safety, and more

Another potential way forward that is currently under consideration is focusing on the broader aspects of cybersecurity. This could be done by forming a dynamic coalition involving experts who have been working in the BPF on the Regulation and mitigation of unsolicited communications, as there are overlapping issues concerning cybersecurity and network abuse. Preliminary discussions (still ongoing) have focused on the theme "preventing network abuse". Questions that could be addressed include how to reduce abuse; how to implement best practices; and how to improve the overall security of the Internet.

Cybersecurity can only be realised when worked on and dealt with through the entire chain of parties involved in ICT, from soft- and hardware developers to infrastructure providers, and from service providers to CSIRTs. Yet many of those directly involved in cybersecurity are not present in debates such as those taking place at the IGF. This is an issue area that would benefit from the multistakeholder approach and could be taken up by the broader IGF community in different formats, such as a BPF or dynamic coalition, but also at main sessions, workshops, and through coordination with national and regional IGF initiatives. This BPF accordingly recommends investigating these wider aspects of cybersecurity in the future.

### Responsible disclosure

Responsible disclosure was identified as one of the possible issues to be investigated in the future by a new BPF. This issue has gained a lot of attention in different fora and could not only benefit from further discussions in a multistakeholder setting such as the IGF, but also as the topic of a new BPF in 2016.

## FURTHER READING:

**Literature list available online:** http://www.intgovforum.org/cms/documents/best-practice-forums/establishing-and-supporting-computer-emergency-response-teams-certs-for-internet-security/502-literature-list-csirts

**Experts: Julia Cornwell-McKean (lead), Cristine Hoepers, Neil Schwartzman**
**Coordinator: Markus Kummer**
**Rapporteur: Wout de Natris**

**Period of activity: two terms (2014 & 2015)**
**Approximate number of contributors: 40**
**Contributions for the BPF were collected during virtual meetings (number 7), on the mailing list, via the public review platform, case studies, a survey through IGF Africa, a matchmaking event at the IGF and during the BPF session at the IGF 2015 meeting.**

**Read the BPF's full report: http://www.intgovforum.org/cms/documents/best-practice-forums/regulation-and-mitigation-of-unwanted-communications/633-igf-2015-best-practice-forum-regulation-and-mitigation-of-unsolicited-communications-1**

## INTRODUCTION

The 2015 BPF on the Regulation and Mitigation of Unsolicited Communications continued the work it had started in 2014, and which had focused on best practices in the fight against unsolicited communications. The original name of the 2014 BPF mentioned "unwanted communications", which was changed to "unsolicited" for more clarity. The term "unsolicited communications" stems from legal texts in which such communications is defined.
In its 2014 outcome report[96] the BPF presented Internet standards and best practices; the need for them to be implemented was stressed; examples of anti-spam laws around the world were provided; the need for awareness campaigns was noted; and all of these were translated into recommendations.
For the purposes of the 2015 BPF, the terms "unsolicited communications" and "spam" are analogous; referring to all (written) unsolicited communications (that are carried on the Internet), including, and not limited to, messages that spread malware or have other nefarious purposes. For this reason the addition "(e.g. spam)", which was contained in last year's title, was removed from the title of this year's BPF.
In 2015, the BPF focused on two main, overarching streams:

- statistical and numerical data scaling the problem, and current examples of multi-stakeholder cooperation that attempt to resolve the problem; and
- the future of unsolicited communications in relation to the next billion Internet users coming online: challenges for the developing world.

The 2015 BPF also presents established practices; providing examples of where they have been successful so that others are encouraged to consider what may work in their own environments.

## SUMMARY

The BPF found that despite unsolicited communications being an issue of global concern, accurate quantification is a significant hurdle. No single dataset can measure the scope and scale of the problem; nor

[96] Report of the BPF on 'Regulation and mitigation of unsolicited communications (e.g. 'spam') (2014). Available: http://www.intgovforum.org/cms/documents/best-practice-forums/regulation-and-mitigation-of-unwanted-communications/411-bpf-2014-outcome-document-regulation-and-mitigation-of-unsolicited-communications-spam/file. [Accessed 15 December 2015].

can it determine the cost implication involved for industries and governments. Statistics reflecting the impact of cybercrime are also difficult to source. In spite of these difficulties, this report presents the most reliable statistical information available, which indicates that there has been a recent downward trend in spam volumes. It is not yet known what the reasons for this decrease are and whether the trend will continue. The sources behind these statistics are as varied as the information. The BPF concluded that more research is needed in order to compile a more single-sourced data set that allows a true impact assessment of unsolicited communications on an economy.

The statistical graphs are not presented in this summary, but can be found in the BPF's outcome document. They provide valuable insight into volumes, countries of origin, the (financial) impact of phishing on industry sectors, countries hosting infected computers, volumes of command and control servers within countries, the impact of crime following the roll-out of broadband connections in specifically Kenya, etc. As someone noted in a conversation around this process:

> *"The abuse department of an ISP notices when a country comes newly online within minutes. The spam volumes from that country rise instantly."*

While connectivity will inevitably bring a wealth of information and accessibility, it will also bring risks. This BPF has therefore considered the likely challenges for the next billion Internet users to come online; drawing on the experience and expertise of those who are already online and, in some cases, have learned some difficult lessons, while balancing this with the opinions of those coming online. The BPF has the view that the problems that are likely to be encountered by the next billion Internet users are most likely very similar to those that have been addressed before. Spam, infections, malware and cybercrime will invariably be prevalent for future users, perhaps more so in developing nations, as measures that have been developed over time to address such issues may not be implemented prior to the broader deployment of broadband connectivity in such regions. However, the BPF also acknowledges that the next billion Internet users may require some alternate solutions directly applicable to their specific circumstances. For example, it is likely that connectivity by end users will occur predominantly through mobile devices and will be IPv6-based; thus making the implementation of traditional approaches more difficult (for example, many anti-spam blocklists have only recently started developing IPv6 blocking capabilities).

To learn more, the BPF worked closely with IGF Africa on a survey conducted under its members. The results are presented below.

### Method

The BPF received several case studies, including opinion pieces, academic research, successful practices, and examples of public-private and private-private partnerships. These case studies can be learned from and, where appropriate, replicated or adapted. Examples include a botnet mitigation initiative, different stakeholders from the ICT community cooperating to mitigate distributed denial of service (DDoS) attacks on the member companies and institutions; measures initiated by the national CSIRT to reduce spam figures in Brazil; capacity-building programmes; experience with creating an anti-spam law and unit with an enforcement capability; and academic studies into botnet mitigation and territoriality. Several initiatives that contribute to a safer Internet environment from around the world were also highlighted, as were organizations in which different stakeholders from within and beyond the ICT sectors find ways to cooperate on cybersecurity. The case studies demonstrate that a shared idea, need or vision can lead to cooperation and solutions that make the Internet safer. They are contained in the annexes to the BPF's full outcome report.

## KEY FINDINGS

The work of the BPF brought together useful statistics and case studies, and also builds on the 2014 recommendations. The best practices to fight spam and other forms of online abuse from different angles have not changed in 2015. In fact, in many cases they still await much-needed implementation. In the 2015 process, several things stood out or came forward that deserve serious review as many of the examples provided can be a source of inspiration to others around the globe when faced with these specific problems.

### Case study: Operation safety net

'Operation safety net' is a document in which different stakeholders come together and present best practices and recommendations for governments, industries and end users. This document is:

> *…the second edition of a public-private initiative between members of the Messaging, Mobile, Malware Anti-Abuse Working Group (M3AAWG) and members of the London Action Plan (LAP), the global spam enforcement community. The report provides best practice recommendations for various stakeholders to address both online and mobile threats, including recommendations for consumers to be more proactive in securing their own devices; for service providers to implement certain security technologies and practices; for governments to ensure modern regulatory and legislative environments are established and enforced, and to work with international organizations to champion relevant collaborative efforts.*
>
> *These recommendations provide a set of tools to manage online, mobile and voice threats, although the threats described in this report provide only a snapshot of the threat environment today. As online activities change, the use of mobile computing grows, and Internet users and businesses change their responses and defences to existing threats, these threats will shift and adapt to exploit new vulnerabilities and pursue new targets. Putting these recommendations into practice will take a concerted multilateral approach. To that end, the authors of this report strongly encourage the OECD and other international organizations to join with M3AAWG and the LAP and engage with the organizations that govern and administer Internet infrastructures. In addition, in order to stay in front of the changing threat environment, all organizations concerned are encouraged to proactively collaborate in monitoring threats and implementing new measures as needed to address them.*[97]

In a general sense the BPF found that it was extremely difficult to stick to the topic of unsolicited communications. This is only one aspect of cybersecurity and often interacts with other aspects. The need to look at cybersecurity and safety in general is one outcome of this year's work. This does not mean that unsolicited communications is a topic to discard. This BPF advises all stakeholders to mitigate this problem in order to have end users and society as a whole experience a safer Internet. Again, and this cannot be stressed enough, the Internet standards and best practices are already in existence, but need implementation.

A few topics, highlighted in the next section, stand out as having proven to make a difference or show great promise to do so.

### Botnet mitigation centres

Central to the spam problem is the issue of malware that permits the spread of unsolicited communication via botnets.[98] In the past few years, several countries have started anti-botnet centres in which infected machines

[97] Operation Safety-Net. Best Practices to Address Online, Mobile, and Telephony Threats. MAAWG/LAP (2015) see: http://londonactionplan.org/wp-content/uploads/2012/12/Operation-Safety-Net-web-version.pdf (Accessed 15 December 2015).

[98] "Botnets are networks of compromised machines remotely controlled by so-called botmasters", as defined in a contribution from BPF participant Karine e Silva, see annex 6 of the full report.

are reported and registered, the corresponding end user is contacted, either directly or through his ISP, and often advice is given on how to disinfect an infected device. The first studies into this topic seem to show that there is a correlation between these centres and dropping infection figures.

### Examples from the Netherlands and Finland

AbuseHub is the botnet mitigation centre of the Netherlands. Its contribution showed the multistakeholder approach of the founders, who come from several communities. The latest addition for example is the hosting providers association joining AbuseHub. The first effects study showed that there is a shift of infections from members of the AbuseHUB to non-members.[99] The wording is guarded as further study is still needed, but the findings are nevertheless encouraging. In Finland, botnet mitigation for ISPs is a part of legislation. As a result Finland traditionally has the lowest infection rates in the world.

More generally, it can also be concluded that in order to be successful in mitigating unsolicited communications, cooperation between different stakeholders is needed and often across national borders.

### Training for Africa

The BPF prioritised learning more about the needs and wants of those users coming newly online and thus solicited input from developing nations; working closely with, specifically, the regional African IGF initiative. A survey was sent by the African IGF Secretariat to its members; leading to a response from 15 persons. The results[100] were discussed during the African IGF's annual meeting in September and it was reported that the participants "found the results reflecting the real situation in Africa".

Capacity-building and training were flagged as a particular need by survey respondents. To therefore focus more on this issue, the BPF organized a "matchmaking" session on "Day Zero" of the IGF 2015 meeting in João Pessoa, Brazil; an experiment that contributed to the work in a significant way. The session discussed many of the issues that were highlighted in the BPF report and detected a willingness from many participants to collaborate in moving these issues forward. Some felt strongly that it is important for trainers to travel to the people who are in need of training. In the future, the organization and funding of such capacity-building initiatives could be discussed to put the concept of training into practice.

This BPF is close to consensus on the need for training at the network level in Africa and concludes that this BPF's survey results from the African IGF provide an indication of some of the realities in African contexts where unsolicited communications are concerned. The focus should primarily lie with basic cybersecurity capacity-building within an expanded remit that encompasses broader cybersecurity and cyber safety issues for network and anti-abuse administrators within telecommunication companies, ISPs and hosting providers in Africa (and, by implication, also other developing nations). This body of work should focus on the implementation of basic security measures and measures that are fairly easy to implement and come without debilitating costs. The BPF found that there is a strong need to make the African Internet and ICT experience safer and a related desire from ISPs in developed nations for Africa to be safer so that less abuse is received globally.

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[99] Giovane C. M. Moura, Qasim Lone, Hadi Asghari, and Michel J.G. van Eeten (2015). *Evaluating the impact of AbuseHub on botnet mitigation. Interim deliverable 1.0*. Available: *https://www.rijksoverheid.nl/...impact-of-abusehub-on-botnet-mitigation/evaluatie-the-impact-of-abusehub-on-botnet-mitigation.pdf* (Accessed 15 December 2015).

[100] The results can be found in the full report, pp 18 – 22.

The need for training is confirmed by data from Kenya. A graph from a research report showed that cyber abuse using broadband connections rises faster than the number of broadband connections itself in the country.[101]

The BPF noted that there is a willingness to provide this training, and some participants with experience in training exercises stressed the importance of on-the-ground, hands-on training. To facilitate such opportunities for capacity-building, it will be necessary to coordinate and connect relevant individuals and organizations that are able to coordinate and potentially fund such initiatives. The BPF asks the IGF to look into the facilitation of further matchmaking sessions between relevant stakeholders.

### A single data set

As already noted, it proved impossible to present a single data set that showed in which way countries, economies or companies are all impacted by unsolicited communications. The BPF thus recommends that more research should be done to measure the scope and to scale the problem and its cost on economies – both for industries and governments.

There could be a connection in this regard with the fact that it is not typical to report cyber incidents and cybercrime to the authorities, who in return often do not distinguish between offline and online crime in their statistics. Despite the fact that this BPF acknowledges that, for example, fraud is fraud no matter how it is committed, many experts agree that there is a need to start making a distinction and to create the infrastructure to report online crime differently. As one expert wrote: "What gets measured, gets done."

### Cross-border cooperation

International cooperation is a prerequisite when mitigating or successfully investigating unsolicited communications. One contribution from academia noted:

> *"Contrary to law enforcement powers, online activities are characterised by the fluidity and thinning of geographical borders. In cyberspace, communication is ubiquitous and malicious users take advantage of this flexibility to target victims in various parts of the world, while subjecting themselves to minimum risk."*[102]

Another stated:

> *"The issue of jurisdiction over online activities has been controversial since the earliest days of large scale Internet usage… the time has come to abandon territoriality as the core principle of jurisdiction."*[103]

On the basis of the input provided to this BPF in the past two terms, from academic researchers as well as in the above-mentioned recommendations made by some African participants, it is the consensus view of this BPF that cross-border cooperation must evolve.

### Examples of mitigation

[101] Kenya cyber-security report 2014. Rethinking cyber-security – "An Integrated Approach: Processes, Intelligence and Monitoring." See www.serianu.com/downloads/KenyaCyberSecurityReport2014.pdf (Accessed 15 December 2015).
[102] Contribution by Karine e Silva of the University of Tilburg. See annex 6 of the full report.
[103] Professor Dan Jerker B. Svantesson Co-Director, Centre for Commercial Law, Faculty of Law, Bond University (Australia). See annex 7 of the full report.

This BPF has found multiple examples of how different stakeholders cooperate, support each other and work together to mitigate different forms of unsolicited communication and presents them as examples to learn from. In many nations there is no law against unsolicited communications. The countries that have a law and an entity that can enforce have found that a law is one of the pillars of mitigation.

## PRACTICAL RECOMMENDATIONS

This year's work led to several general recommendations, presented below, that cover a diversity of topics including, but not limited to, training, education, the value of botnet mitigation centres, cybercrime reporting, the desirability of further region-specific surveys, and the benefits of multistakeholder arrangements (both public-private and private-private).

The BPF also presented and individually discussed the draft recommendations during its session at the IGF 2015 meeting in João Pessoa, Brazil, through so-called idea rating sheets. The recommendations were, generally speaking, received well and many have been nuanced in response to the productive and candid discussions that resulted. This process proved to be successful, productive and very interactive. It led to the following (general) recommendations for the consideration of those actively involved in unsolicited communications and cybersecurity at large (the recommendations have been extracted verbatim from the BPF's output document and are listed below).

Recommendation 1: That newly connected economies consider multistakeholder anti-botnet efforts (botnet mitigation centers) as they have a role in reducing the number of infections on end users' devices.

Recommendation 2: That effort be taken by law enforcement to categorise crimes undertaken using the Internet.

Recommendation 3: That governments and law enforcement take proactive steps to encourage the reporting of cybercrime by all users: citizens and industry.

Recommendation 4: That further attention ought to be given to surveying the needs of African nations (and other developing nations), not only in dealing with the problem of spam, but the broader issues of cybersecurity and cyber safety.

Recommendation 5: That there is a need for basic cybersecurity training, including in relation to the mitigation of unsolicited communications, in the African region and perhaps other regions of the globe. Active participation from other regions is recommended. An example could be to organise workshops at the African Internet Summit.

Recommendation 6: That there is a need for education of citizens, including children, on matters relating to cybersecurity in economies coming newly online.

Recommendation 7: That industries affected by spam, phishing, etcetera must continue to evolve in order to protect their own reputations and to ensure that their own customers do not become victims; including the provision of funding for education programs.

Recommendation 8: That further consideration ought to be given to producing simple lists of low or no cost initiatives that can assist newly-connected economies to protect their infrastructure.

Recommendation 9: That consideration ought to be given by newly connected economies to a wide variety of multi-stakeholder arrangements, including public-private and private-private initiatives in combating unsolicited communications.

## LESSONS FROM CASE STUDIES

Many of the recommendations listed above are bolstered by the case studies this BPF received, which are presented in the annexes of this year's outcome report. Importantly, these case studies all indicate that there can be various different solutions to related problems.

A few insights are also evident from these examples, including that every solution begins with a vision that can originate from within the government, a private company, a branch organization, a CSIRT, an individual, etc. From there (multi)stakeholder cooperation is sought to tackle a specific cybersecurity challenge. There simply is no one-size-fits-all solution.

The other overarching conclusion that presented itself was that it is impossible to achieve cybersecurity alone. In all of the examples encountered by the BPF, forms of cooperation are evident in which different stakeholders contribute, participate and share to become safer together. In discussions it seems common to look to a government to provide solutions, but many case studies submitted to the BPF showed that some solutions were built without any government involvement at all. In some instances, the government facilitated and/or actively supported a mostly private process, while in others government was a leading or instigating factor.

The examples presented in the case studies offer valuable experiences that others could learn from and adapt to their own circumstances.

## RECOMMENDATIONS FOR FUTURE RESEARCH

This BPF considers its work and mandate completed and advises to stop work on "unsolicited communications". In general, this work was found to be valuable and it was acknowledged that, in order to facilitate the implementation of the recommendations, there is a need for a regular 'check-in' or review. The IGF is asked to assist in organizing this process in the coming years.

The suggestions for future work relate to the IGF and include considerations for the immediate follow-up to this BPF as well as possible themes for the future work for the IGF.

The BPF identified the need for future work in the broader cybersecurity and cyber safety areas as unsolicited communications are only one aspect of the many issues relating to the protection of infrastructure and citizens online. One way forward to continue work in a meaningful way could be to form a dynamic coalition. As there are overlapping issues concerning cybersecurity and network abuse with the work carried out by the BPF on CSIRTs,[104] one option could be to involve experts who worked in both of these BPFs.

[104] See the full report of the BPF Establishing and Supporting Computer Security Incident Response Teams (CSIRTs) for Internet Security, page 26. http://www.intgovforum.org/cms/documents/best-practice-forums/establishing-and-supporting-computer-emergency-response-teams-certs-for-internet-security/627-bpf-csirt-2015-report-final-v2/file.

To avoid a duplication of efforts, any future work the IGF undertakes needs to take into consideration ongoing work in other organizations and fora, such as FIRST, M³AAWG, and the International Telecommunications Union (ITU). The IGF can add value by connecting stakeholder communities and fostering discussion and cooperation with a view to implementing outcomes. The themes proposed for future work could be taken up as workshops, main sessions, new BPFs, dynamic coalitions or other new initiatives.

The following themes are offered to the broader IGF community for consideration:

### *The implementation of Internet standards and best practices*

Cybersecurity is achieved through a combination of factors, namely the implementation of standards and (maintenance of) best practices; end users' use of cyber sanitation measures; governmental interventions (like awareness programmes); safer ICT products (throughout the whole production chain); etc. No single actor can influence a safer Internet environment on its own as there is a strong interdependency. By focusing work on the need for implementing standards and best practices, different stakeholder groups can be brought together and can discuss the hurdles that prevent the implementation of Internet standards and best practices.

This topic touches on establishing and fixing the root causes of unsolicited communications, for example vulnerabilities in soft- and hardware, unclear responsibilities in production, maintenance and service chains, weak enforcement, the voluntary patching of security flaws, national jurisdiction versus the Internet, etc. The root causes were also not dealt with in-depth in this report, although they were sometimes alluded to. To have delved into root causes would have meant widening the scope of this BPF beyond manageable proportions.

Other related issues that were not addressed by the BPF but could be addressed in the future include root causes of cyber insecurity and challenges related to the IoT.

### *Developing reliable metrics*

There is a need for further work to be done to pin down a set of reliable metrics that relate not only to spam, but also to broader cybersecurity issues.

### *Cybercrime and cybersecurity incidents: reporting and statistics*

The BPF has shown that it is not common for citizens to report cybercrimes or cybersecurity incidents. In addition, when cybercrimes are reported they may not be categorised as such, making reporting and developing strategies for dealing with systemic issues difficult. Experts consider that it is important that reporting becomes the norm in order to classify, measure and start preventive as well as investigative actions. A next step could be to bring the involved stakeholders together and discuss potential ways forward so that priorities can be set and scaled.

### *Basic cybersecurity training in developing countries*

There was consensus on the need for basic cybersecurity capacity-building within an expanded remit that encompasses broader cybersecurity and cyber safety issues for network and anti-abuse administrators in developing countries. This report lists the first steps in this regard, including identifying willing actors that could aid such capacity-building efforts. The IGF could assist by bringing the right people together and thus facilitate meetings where the organisation and funding of cybersecurity workshops in developing countries can be discussed.

There are also other regions and topics to consider besides Africa and this aspect of cybersecurity and safety. There is merit in broadening and professionalising this BPF's basic survey to find out what the challenges in the different regions are.

## CONCLUSION

In conclusion, this BPF has taken significant steps to outline the scale and scope of the unsolicited communication problem, taking into account the limitations of such an exercise. The BPF has engaged directly with some of those stakeholders who are newly online in parts of Africa and has formed a view that although cybersecurity is constantly evolving, the assistance that is sought by those directly affected generally matches with the expectations of those who can assist.

The BPF has outlined in some detail the experience of others through case studies, and hopes that these experiences also provide a guide for those who are still coming online. It remains, however, for those with funds and in positions of power, including governments, to consider their roles in protecting the connectivity of their respective jurisdictions and educating citizens on safe online practices.

## FURTHER READING:

**Literature list available online:** http://www.intgovforum.org/cms/documents/best-practice-forums/regulation-and-mitigation-of-unwanted-communications/501-literature-list

# 3 IGF Policy Options for Connecting the Next Billion: Final Compilation

## IGF Policy Options for Connecting the Next Billion

## Final Compilation

### *Prelude:*

*This final version of the 2015 IGF 'Policy Options for Connecting the Next Billion' compilation has been updated on an ongoing basis during the months leading up to the IGF in Brazil and immediately after the main session at the 10th IGF where the document was presented to the IGF community in a plenary session[105] on 11 November 2015. The community was invited to submit background contributions between the end of May and 3 October 2015 and was also able to comment[106] throughout the drafting process using the IGF review platform. After 3 October the community was able to continue commenting until 16 October; however, only new inputs from national and regional IGFs, IGF Best Practice Forums and Dynamic Coalitions were accepted after 3 October for integration into the compilation leading up to the IGF in Brazil. For additional background and information on the process, please visit the IGF website. The full list of background inputs and contributions received from the IGF community that make up this compilation can be found on the IGF website here: http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/classified-list-of-contributions.*

*More than 80 background contributions were received from the community including submissions from 5 regional IGFs representing most regions of the world (Asia-Pacific IGF, Arab IGF, African IGF, European Dialogue on Internet Governance, Latin American and Caribbean IGF), 10 national IGFs, and inputs from Governments, Intergovernmental Organizations, Civil Society, Private Sector and Business Community, Technical Community, Academic Community, IGF Best Practice Forums and Dynamic Coalitions and individual IGF stakeholders. Many of these contributions can be found in full via working links throughout the document to the respective inputs listed on the IGF website. We hope this compilation document and the full list of background contributions can serve as robust resources on this important topic and can also serve as inputs into other relevant Internet public policy fora and processes moving forward.*

### *Acknowledgements:*

*This compilation represents a truly bottom-up and collective effort from the global IGF community. A special thanks goes out to all contributors to the process and those who made comments on the various drafts. This compilation would not have been possible without the leadership of the IGF MAG, including, but not limited to, Jānis Kārkliņš, Constance Bommelaer, Benedicto Fonseca, Lynn St-Amour, Avri Doria, Virat Bhatia, Carolyn Nguyen and Baher Esmat.*

- ***IGF Secretariat***

## I - Introduction

### 1. Broader Context

This bottom-up and community led Internet Governance Forum (IGF) 'Policy Options for Connecting the Next Billion' process has been carried out to produce a collaborative document to help identify obstacles, solutions and strategies to improve and increase connectivity and access. This is a timely endeavour given the ongoing process of reviewing the outcomes of the World Summit on the Information Society (WSIS+10)[107].

Technological advances in connectivity have expanded broadband access and mobile penetration in recent years. More than three billion people[108] will be connected to the Internet by the end of 2015; however, more than 4 billion remain unconnected. Despite the progress achieved, more effort is necessary in order to connect

[105] Full session transcript: http://www.intgovforum.org/cms/187-igf-2015/transcripts-igf-2015/2339-2015-11-11-igf-intersessional-work-policy-options-and-best-practices-for-connecting-the-next-billion-main-meeting-room

[106] Comments on the IGF review platform were received and integrated into the compilation from the following individuals: Amanda Soares Kemmer, Kasek Galgal, Dr. Argyro P Karanasiou, Ana Kakalashvili, Lianna Galstyan, Mwendwa Kivuva, Grace Mutung'u, Suprita, Mohit Saraswat, Shreedeep Rayamajhi, Evelyn Namara, Krishna Kumar Rajamannar, Michael Oghia, Chris Prince Udochukwu Njọ kụ , Andy O'Connell

[107] http://unpan3.un.org/wsis10/

[108] https://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2015.pdf

the next billions, the last billion, and to address the digital divide. Connecting these people requires not just addressing the challenges of the supply side: building the infrastructure needed to provide universal and affordable access; but also addressing the considerable challenges of the demand side: local capacity-building to enable not just adoption, but also production and consumption of localized content and services through training for all people, especially youths, and disadvantaged populations, along with support for local small- and medium-sized enterprises. Local entrepreneurship is key to enabling sustainable development. In the pursuit to connect the next billion there is also much to be learned and applied from the experience of stakeholders addressing the digital divide to date. This initiative has drawn upon existing experiences from the IGF community to address the upcoming challenge of connecting the next billion global citizens to the Internet, enabling each to reach their full potential in "a people-centred, inclusive, development-oriented and non-discriminatory Information Society." (Tunis Agenda)

The newly adopted United Nations Sustainable Development Agenda[109] recognizes that ICTs are a crucial enabling platform for the implementation of the new Sustainable Development Goals (SDGs) and the agenda sets an ambitious goal to "significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020". Collaboration between governmental and non-governmental actors is clearly key to meeting the post-2015 development challenges and the multistakeholder nature of the IGF makes it a unique space for this ongoing discussion.

The Internet has been identified as a key enabler of development by helping facilitate positive results in education, healthcare, agriculture, employment, commerce and many other areas. The SDGs are aimed at guiding policy in achieving dignity, well-being, and equality for all the world's people - especially the poor and underserved[110]. A number of SDGs and related targets reference the role of ICTs and the Internet in achieving such goals. A report from the Human Rights Council of the United Nations General Assembly also declares access to the Internet a basic human right which enables individuals to "exercise their right to freedom of opinion and expression[111]."

The Internet provides opportunities and allows people to take part in the digital economy, stimulates economic development and enables the transition to knowledge-based economies. It lowers barriers to markets, driving new ideas and innovation, and stimulating demand for data and devices. By enabling individuals to exchange information and ideas instantaneously and inexpensively across national borders, the Internet allows affordable access to information and knowledge regardless of location that was previously unattainable and helps users make informed decisions. For many in the developing world, access to information contributes to the discovery of knowledge, creates access to transformative technology, and drives societal progress as a whole.[112]

## 2. Overview

A report produced by the UN General Assembly's Economic and Social Council (ECOSOC) Working Group on Improvements to the IGF called for the development of more tangible outputs to 'enhance the impact of the IGF on global Internet governance and policy'[113]. The report also encourages better communication and interaction between national and regional IGF initiatives and the IGF, and for the IGF to "improve its interaction and communication with other Internet governance-related entities in order to further global policy dialogue". To enrich the potential for IGF outputs and to promote and enhance linkages between national and regional IGF initiatives and the IGF, the IGF Multistakeholder Advisory Group (MAG) has developed this

[109] https://sustainabledevelopment.un.org/post2015/summit

[110] The Internet and Sustainable Development

[111] http://www2.ohchr.org/english/bodies/hrcouncil/docs/17session/A.HRC.17.27_en.pdf

[112] Concept note of IGF 2015 Main Session on Internet Economy and Sustainable Development

[113] http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf

intercessional programme for 2015 to complement other ongoing IGF activities, such as national and regional IGF initiatives, dynamic coalitions, and best practice forums (BPFs).

The outputs from this intercessional programme will become robust resources, to serve as inputs into other forums, into policy development processes and to evolve and grow over time. The theme "Policy Options for Connecting the Next Billion" was chosen for the 2015 intercessional work after an extensive public consultation with the global IGF community.

To put together this "Policy Options for Connecting the Next Billion" compilation, rounds of online public consultations have been conducted. Following the example of the IGF best practice forums, an open and bottom-up process, aimed at gathering as many diverse views and opinions from the community, forms the foundation of this exercise. The theme of 'Connecting the Next Billion' was suggested as a theme for the national and regional IGF initiatives and this compilation draws heavily upon the views from these initiatives. This work also builds upon previous IGF discussion on the topic and draws upon the ongoing work of the IGF Best Practice Forums and Dynamic Coalitions.

Draft compilation outputs have been produced and further discussed using an open mailing list and the IGF public online review platform. This final compilation output will now be shared with relevant fora (e.g., WSIS+10, UNCTAD, UNESCO, etc.), and the goal is for it to provide a resource for anyone looking for ways to increase connectivity – one of the main goals of the WSIS and a foundation of the SDGs.

The IGF provides a unique platform for this collaborative work which aims to collect the views of the broader Internet governance community on the topic of connectivity and access, and organize the information received in a holistic framework. The IGF strives in all of its work to provide a neutral and open platform which ensures that all interested parties in the multi-stakeholder Internet Governance (IG) community can contribute in a bottom-up fashion. Increasing Internet access is a shared goal which is at the core of Internet governance, and many policy issues contribute to the enabling environment for improved access. Section 72 of the Tunis Agenda[114], where the IGF derives its mandate, also asks the IGF to embark on this type of bottom-up, community driven work.

## 3. Defining the Issue

The IGF community contributed a broad range of inputs to the call for contributions for this initiative. In addition to individual stakeholders who filled out an online form/questionnaire[115], a number of related background papers were submitted by the multistakeholder community that are closely related to the broad topic of access and connectivity, particularly for the next billion global citizens who currently do not have Internet access for a variety of reasons. A number of contributions represent the views of the national and regional IGF initiatives[116] who decided to discuss the topic of "Connecting the Next Billion" within their respective IG forums at the national and regional levels.

One thing that is clear based upon the submissions received from the community is that the broad issue of "Connecting the Next Billion" can and does mean very different things to different stakeholders. While some inputs received concentrated on suggesting concrete 'policy options', others focused on describing the main obstacles, from their own unique perspectives, to achieving connectivity for the next billion users. For many, to 'connect' is defined as providing the means by which people have access to each other, information, education,

[114] http://www.itu.int/wsis/docs2/tunis/off/6rev1.html

[115] The following questions made up the online survey for this call for inputs: How would you define the issue "Connecting the Next Billion"? Have you observed any regional or national specificities regarding connectivity (e.g. Internet industry development)? Do you know of existing policy measures, and private sector or civil society initiatives addressing connectivity? If yes, was the policy a government policy, industry policy (either collective best practice or corporate policy), technical policy, or did it pertain to civil society collaboration? Describe them. In your opinion, what worked well in the development of the policy, and what impediments were encountered? What was the experience with implementation? Did you experience any unintended consequences of policy developments/interventions, good and bad? Can you think of unresolved issues where further multistakeholder cooperation is needed? Did you gain any insight as a result of the experience? List proposed steps for further multistakeholder dialogue/actions.

[116] http://www.intgovforum.org/cms/home-36966/77-igf-regional-events/igf-regional-and-national/2160-list-of-national-and-regional-igf-initiatives-2015

and other related topics. To some in many ways the 'connection' needs to be put in place to 'access' something or someone. The connection provides the means for persons to choose what they will do and it is considered the first critical piece by many. Largely the 'connection' will be technical, but the levers and ways for achieving that connectivity in the first place may come through the impact of investment, the development of enabling environments, or the desire to be empowered through the realization of human rights. Many inputs have suggested that connectivity and access are therefore mutually reinforcing.

For example, to many in the developing world, "Access is understood not only as a measurement of physical access to the Internet, but also – from a rights-oriented perspective – as the capability to retrieve, produce and distribute information (text, visual, audio and video) over the Internet. The extent to which such capability can be attained and exercised is determined by the interaction between national and international regulatory frameworks, which establish the rights and obligations of those involved in such communications, including nation states, carriers and other stakeholders.[117]"

During the 2014 Istanbul IGF plenary focus session on 'Policies Enabling Access, Growth and Development on the Internet', the IGF community made a strong call "to facilitate the connection of the next five billion currently without access." Another call was made to "increase the emphasis and inclusion of ICTs and Internet access in the post- 2015 development agenda of the UN as a catalyst for economic growth. Many participants stressed that enabling access should be a concern for all who are part of the Internet community. It was said that while there are certainly challenges in both hemispheres, through perseverance and learning from mistakes and embracing best practices, we can reach the goal of bringing every person on the planet broadband access to the Internet. Another issue that was highlighted was that broadband access should be recognised as a universal right and key to digital social inclusion. This was considered to be especially important for users with disabilities and marginalised groups, and for promoting multilingualism."[118]

**In the following section's, the contributions received from the IGF community to this process are organized in the following way, also following the table of contents:**

- **Issues in increasing access as they relate to:**
    - **Deploying Infrastructure**
    - **Increasing Usability**
    - **Enabling Users**
    - **Ensuring Affordability**
- **Recommendations on creating an enabling policy environment for increasing access from government, private sector, and civil society.**

**Some inputs and contributions have been included verbatim into the compilation, some have been lightly edited, while others have been summarized. Links to the full text of all the contributions referenced have also been included. The full list of contributions is available on the IGF website.**

## II - Policy Issues and Options related to Connecting the Next Billion

As evidenced by workshops and panels at national and regional IGFs, the policy issues and options related to Connecting the Next Billion are critical global topics.

"Access requirements are different depending on the different users' requests. However, the differences do not only relate to physical infrastructure. When addressing access, different layers need to be taken into account: the physical layer (cables, satellites, technologies, etc.); the logical layer (DNS, protocols, open standards); and the content layer (digital literacy, skills).

[117] http://www.researchictafrica.net/publications/Evidence_for_ICT_Policy_Action/Discussion_paper_-_Mapping_Multistakeholderism_in_Internet_Governance_-_Implications_for_Africa.pdf

[118] http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/list-of-contributions/details/31/2387/list-of-contributions-none

Different challenges require different solutions: aspects like geography (island countries) and demography (population density, rural areas, aging population) also play a role. Therefore "policy options" need to be adapted to the national and local circumstances." (Input from the European Dialogue on Internet Governance (EuroDIG)

"Bringing the next billion online and bridging the digital divide: Combined efforts from public, private and community sectors are needed to create sustainable initiatives to solve issues of affordable accessibility and digital literacy for all. Effort is also necessary to support local languages in all facets, as well as new emerging digital divides with new technologies." (Input from the Asia Pacific regional IGF (APrIGF)

## 1. Deploying Infrastructure

Many contributions provided examples, both 'good' and 'bad', related to the infrastructure needed to provide Internet access to the next billion users. Some offered policy suggestions as to how infrastructure should be developed while others offered insights on some major obstacles in the way for deployment of necessary infrastructure, particularly in the developing world. This section also examines the emerging role of mobile connectivity and the variety of new ways that those in the developing world are becoming connected to the Internet for the first time.

In recent years, an incredible amount of work has been done to build out infrastructure such as submarine cables to increase international bandwidth. Terrestrial infrastructure has also increased in parallel to improve conditions; however, much more investment and public-private cooperation is necessary to strengthen national backbones in the developing world, and, in particular, rural populations, and to increase and scale-up cross-border connectivity. Internet exchange points (IXPs) have become a priority for some countries to increase local infrastructure development and to help bring connectivity costs down. IXPs also can stimulate build-out of terrestrial fibre, attract regional and international operators, increase locally hosted content development, all of which can make access and use of the Internet cheaper and faster. Another issue raised by contributors related to long-term Internet expansion is deployment of IPv6.

It is clear from the submissions received that infrastructure development is a key driver for socio-economic growth and access to that infrastructure is paramount to development.

### a. Physical, Interconnection Layers, and Enabling Technologies (Undersea Fibre Cables, Broadband, Spectrum, Mobile, IXPs, IPv6, etc.)

Recommendations from the African regional IGF related to physical infrastructure:

- Regional initiatives should be enhanced to promote broadband infrastructure.
- Power grid capacity should boost through diverse sources.
- The African Union should explore the creation of a continental common toll-free Internet platform in conjunction with Telco's and other stakeholders to preserve the identity and unique cultural heritage of Africa.

Submission from the Ministry of Communication of Brazil:

"Because of the continental dimensions of Brazil and the lack of infrastructure in areas of difficult access, the Federal Government commissioned the production and launch of Geostationary Satellite Defence and Strategic Communications - SGDC, which will operate in the Ka-band for civil communication, and the X-band for military communication. The project perspective is that the satellite will be launched by the end of 2016. Among the obligations of the contractors, is the contractual obligation to transfer and facilitate the absorption of the technology, in order that Brazilian industry may participate in the supply chain for this sector. Currently, the satellite Internet access service (provided mainly by satellites operating in C or Ku bands) costs between R$ 1,000.00 and R$ 3,000.00 (USD$ 290.00 – USD$ 858.00) monthly for packages with 1 Mbps speed download. With the operation of SGDC, it is expected that prices will stabilize around the level of prices charged in other countries for Ka-band services provided or about US$ 50.00/month for 10 Mbps.

Connection with the world: Submarine cable between South America and Europe -

The company Telecomunicações Brasileiras S.A. – Telebrás has been working on a project to launch a submarine cable for data connection in between Brazil and Europe. The cable will have approximately 7,8 thousand Km of extension and will hold a much larger data transmission capacity then what is presently available in between these two continents. The project counts with a European partner who possesses an extensive experience in the area and will enable Telebrás to achieve autonomy regarding the international IP traffic. Therefore, it is expected that the costs will be significantly reduced after the completion of the project. This project has been counting both with the support of the Brazilian Ministry of Communications as well as with several bodies of the European Union.

Internet Exchange Points and South America:

It is understood that Internet Exchange Points are important in terms of cost reduction, routing optimization and latency reduction in the operation of data traffic services. That is the reason why Anatel has established as one of its weighted measures - applicable to group which hold significant market power - the obligation to connect to points of traffic exchange, along with the obligation to make the offer of full peering, paid peering and traffic available. As a soon coming next step the Federal Government intends to amplify the range of impact of Internet Exchange Points in order to reach the entire region of South America."

Input from the EuroDIG:

"In the physical infrastructure layer, aspects like geography (island countries), and demography (rural areas, aging population) play a role. Solutions include: public policies to stimulate investments for broadband rollout and to provide funds where private investments are not enough; and the development of PPPs (public-private partnerships).

One shared example was that of Slovenia, where the government, in cooperation with the local community, is driving an initiative through which 80 million USD are allocated for bringing broadband to rural areas; around 30,000 connections (most of them optical) to individual households have already been established. The government is now working on a new broadband strategy and the plan is for the state to only support projects that look at establishing broadband connections of at least 100 Mbps.

In Latvia, both the government and the private sector are working together to expand access to broadband infrastructure. While the government is allocating financial support in such a way as not to disturb competition on the market, the private sector continues to invest in broadband, while being driven by two key elements: innovation and competition. One interesting aspect when it comes to competition is related to the fact that, in addition to the existing fixed and mobile access to broadband infrastructures, there are more and more organisations that provide free of charge Wi-Fi access. At this point, there are more than 4000 such access points in the entire country and they are becoming a competition for the mobile networks. In term of actual use, the government, together with the industry and the education sector, is building policies aimed at encouraging people to use the Internet more widely; one example is the development of e-government services and the requirement that some public services (such as payment of certain taxes) are provided only via the Internet."

Input from the APrIGF**:**

"Open access and spectrum for Wi-Fi for development: Wi-Fi, including open Wi-Fi has become a vital method for achieving Internet connectivity, due to its use for ad-hoc local networking, and its easy accessibility from mobile devices. Open access to the Wi-Fi spectrum is increasingly important to support the ongoing demand to access content, services and applications that serve development needs."

Submission from the European Broadcasting Union (EBU):

"Spectrum policy worldwide needs to be inspired by criteria of public and general interest because spectrum is a common good - and not only based on the principle to find cash resources for governments looking for additional source of revenues."

Submission from the International Chamber of Commerce Business Action to Support the Information Society (ICC BASIS):

"A pro-competitive broadband policy that ensures the right market conditions for infrastructure investment and innovation is essential to the on-going deployment of broadband. This pro-competitive framework must be technology neutral and market-led. Otherwise, the potential for broadband deployment may easily be stifled. Several policy challenges need to be resolved to create the right market conditions to promote broadband deployment such as: promoting a culture of security, combating cybercrime, ensuring effective intellectual property protection."

One submission analyses barriers to Internet connectivity in Latin America. The report examines the issues using data from large-scale household surveys in several countries in the region. The analysis suggests that policy initiatives targeted at specific socio-demographic groups are critical complements to national broadband plans. The report also examines to what extent connectivity gaps are associated with affordability as opposed to other factors such as lack of interest and skills. In general, the results show that, despite significant decreases in Internet access prices over the past five years, the cost of services continues to be a major barrier for adoption. By parsing out the effect of affordability from other reasons for non-adoption, the analysis contributes to a better understanding of how best to address existing connectivity gaps in the region.

Benin's national IGF took stock of the situation regarding access in the country, citing many of the concerns and themes relevant to the developing world. A snapshot of Benin reveals a majority of Internet users connect to the web through a mobile device rather than a fixed line (some 2 million versus 50,000 users), that social media networks have had a so-called 'democratization' effect in urban areas where most Internet traffic flows, and that more than half of Beninese people live in rural areas. The urban/rural divide looms large over the issue of access, as does the question of whether or not investments in fixed broadband capabilities will truly benefit a population that is largely mobile-enabled only. Members of this national initiative conclude that infrastructure stands as a starting point, and can have a catalysing impact. Progress on content development, computer literacy, and technically-trained human resources, could come on the heels of infrastructural improvements to fixed access.

**Mobile:**

The *(Groupe Spéciale Mobile)* Association (GSMA) Global Mobile Economy Report states that: 'The mobile industry continues to scale rapidly, with a total of 3.6 billion unique mobile subscribers at the end of 2014. Half of the world's population now has a mobile subscription—up from just one in five 10 years ago. An additional one billion subscribers are predicted by 2020, taking the global penetration rate to approximately 60%. There were 7.1 billion global SIM connections at the end of 2014, and a further 243 million machine-to-machine (M2M) connections. The benefits of the new mobile ecosystem are not limited to the developed world. Innovative mobile solutions are helping to provide underdeveloped, underserved and poverty stricken regions with the opportunity to overcome socio-economic challenges, particularly in the areas of financial inclusion, health, education and disaster response.

A group of researchers at ICT Africa submitted a research paper on the connectivity and Internet usage status in 11 African countries based on household and individual ICT survey data. The paper gives a special focus to the problem of expensive prepaid mobile Internet service that are only available to 'elites', while the rest of society has to rely on public access points. It is asserted that increasing competition in mobile markets is an efficient way of fulfilling the gap that exists in the homogeneous market and will result in an increase in the choice of services and a reduction in prices.

A submission from the IGF chapter in Niger, which is ranked 142nd in the World Bank's listing of countries by GDP, and last on the Human Development Index, credits mobile phones for nearly all progress on connectivity in the country. The further progress expected with the establishment of 3G networks, however, is left wanting.

Submission from GSMA:

"A precious and finite resource, radio spectrum is fundamental to the delivery of mobile services. The International Telecommunication Union (ITU) estimates between an additional 1340 MHz and 1960 MHz of spectrum will be required to meet the anticipated demand in 2020. As mobile disrupts and affects more areas of consumer and business life, the potential for collaboration also grows. Players from across the digital ecosystem, ranging from mobile operators to new entrants and existing players in adjacent industries, will increasingly recognise the need for collaborative innovation, rather than competition, if they are to realise the full potential of mobile."

The deficit is notable in a Latin American country like Brazil, where the country's size and large rural areas, some of which lack access to electricity, create barriers to connectivity. The Movimento de Espectro Livre argues for investment in wireless technologies in these areas, rather than cable, which could derail connectivity.

### b. Funding Sources: Universal Service Funds, Public Private Partnerships

One recommendation from the African regional IGF was that "Universal Service Provision Funds should be used to engender infrastructure into under served areas and to enable access affordability."

The Alliance for Affordable Internet has examined the use of Universal Service Access Funds to increase equitable and affordable Internet access. USAFs should start by addressing the institutional environment in which they operate, including factors such as operational independence, legal clarity, and internal capacity. To go further, USAFs can also support both the demand and supply of broadband. Here, strategies have included infrastructure support, subsidising access to devices, improving rural connectivity, and building demand through training and awareness. The most successful funds are those that expend resources in a very targeted manner to address critical affordability and access gaps. (Submission from the Alliance For Affordable Internet)

On behalf of the Universal Access Fund and ICT Infrastructure Investment Africa, a group of researchers submitted a paper that focuses on the problem of unequal investments in ICT infrastructure between urban and rural areas. Even though most people live in rural areas, in many parts of Sub-Saharan African countries, the investments on behalf of Universal Access Funds are mainly directed into urban and semi urban areas, as they are more economically profitable. Investment into rural areas, which have traditionally been perceived as uneconomic, has been limited by the high cost of rolling out networks and services.

### c. Deployment

Internet Exchange Points (IXPs) are a well-established concept and there is a substantial body of expertise on Best Practices and the characteristics of local environments that are conducive to the formation and success of IXPs within the IXP operator community. This knowledge is not evenly distributed, and some stakeholders have expressed a need for wider awareness raising.

The aim of the 2015 IGF Best Practice Forum on Enabling Environments to Establish Successful IXPs is to help make that knowledge more widely available, and to assist interested parties in discovering how to access community knowledge, rather than developing new concepts.

Generally, IXPs are simple technical switching fabric where different players in the Internet ecosystem (ISPs, content providers, hosting companies) exchange Internet traffic with each other at a lower cost. An Internet Society report takes stock of the development of IXPs in Latin America and the Caribbean, documenting best practices in four selected cases: Argentina, Brazil, Colombia and Ecuador. It argues for accelerating the development of IXPs as a necessary step towards improving the quality and coverage of access services in the region, and points to the role that IXPs can play in lowering connectivity costs.

Internet Protocol (IP) addresses uniquely identify devices on the Internet. The original IP addressing scheme, IP version 4 (IPv4), is running out of unallocated numbers while the demand for Internet connections continues to rise. The successor to IPv4 is IP version 6 (**IPv6**), a new version of the Internet Protocol.

Currently, both IPv4 and IPv6 are in use, but the goal of widespread IPv6 adoption is particularly important to maintaining the growing Internet's global reach and integrity.

A successful deployment of the new addressing scheme will go easier and quicker in an environment that is favourable to IPv6 adoption. The IGF Best Practice Forum (BPF) on Creating an Enabling Environment for IPv6 Adoption seeks to collect and describe best practices that could help policymakers in creating an enabling environment for IPv6 adoption. Different practices will depend on the particular characteristics of any given community (e.g. technical, economic, regulatory or legal, human resources) and local factors.

"In the logical layer, the development of IXPs and the deployment of IPv6 and Internationalized Domain Names (IDNs) are examples of technical aspects playing a crucial role in the enhancement of access." (Input from the EURODIG)

### 2. Increasing Usability

The need to ensure that people are able to use the Internet according to their needs was reflected in many of the contributions. Providing access to the Internet is only the first step – once in place people must be able to use it. Ensuring availability and the ability to use applications, to stimulate the development of local content and services in all languages, and to implement strategies for safeguarding access to people with disabilities were some of the issues identified by the community.

#### a. Applications

A World Bank Report interprets how the poorest of the world's citizens use mobile phones to enhance their lifestyles and livelihoods, using, as a case study, the example of South Africa. The paper presents the causal relationship between low usage of mobile media tools and Internet literacy which is based on the argument that even when people have access to the Internet, they lack understanding of it. The goal of the study is to investigate the demand for mobile applications, services and products, with a view to increasing economic opportunities and improving well-being for users of some of the poorest countries in the world.

#### b. Services

One submission from a civil society stakeholder emphasized that in Peru and many countries in Latin America, citizens need more knowledge about what the Governments and the Private Sector are doing to increase access and connectivity, especially people in rural areas where geography and culture must be taken into account.

A chapter from the World Economic Forum Global Information Technology Report 2015, Understanding Digital Content and Services Ecosystems: The Role of Content and Services in Boosting Internet Adoption, analyses a key reason that Internet penetration rates in some developing countries are lagging behind others, despite the fact that online connectivity is both available and affordable. The authors focus on the role of digital content and services in the evolution and development of the increase in Internet adoption and usage.

#### c. Local Content, Multilingualism

In the content layer, stimulating the creation of local content in local languages play an important role. In order to increase the demand at local level, content has to be accessible, cheap and interesting for users.(Input from EuroDig)

The 2014 IGF Best Practice Forum on Creating an Enabling Environment for the Development of Local Content produced the following findings at the conclusion of the 2014 IGF in Istanbul:

One submission problematizes the geographies of Internet coverage space. The paper argues that even in an age of almost ubiquitous potential connectivity, online voice, representation, and participation remain highly uneven. The input explores why, in an age of almost ubiquitous potential connectivity, so many people are still left out of global networks, debates, and conversations.

Submission from ICC BASIS:

"Policies that promote the continued creation of locally relevant content should be encouraged, including protections for the freedom of expression, the press, privacy and intellectual property, the development of e-commerce infrastructure, consumer protections, and trusted online payment systems. Such policies should be market-driven and based on voluntary commercial arrangements, avoiding schemes that unduly burden any one sector over another such as mandatory must-carry regimes."

Submission from the Iberoamerican Federation of IT Associations:

"The main policy we want to suggest is on the subject of the local development of contents (social, education and technical), innovation and technical developments. If the initiative just works on expanding infrastructure, the whole effort will just bring more users into huge companies, but not achieve its full potential in impacting local societies and their economies."

Submission from the Paraguay IGF:

"Connecting the next billion is always associated with infrastructure and access, but it also has to be considered about access to information and content in our own languages and from our own culture. So, policy must also focus on these aspects and promoting local content creation and in Spanish and respectful of native American languages. It is not only a matter of being connected but making a very good use of it to improve social, economical and human development. This can only be done with connectivity and digital literacy."

### d. Media

Submission from the European Broadcasting Union:

"Media provides one of the main incentives to access the digital world. When one considers that penetration of the Internet around the world is 3.2 billion people out of a total of 7.2 billion (so less than 50%) and access to TV is around 80% and radio is around 98% you see that there is room for improvement and tighter cooperation among these three. Media and their attractive and professional content are one of the main reasons and incentives for audiences to move into the digital world. Most of the Internet traffic around the world is driven by professionally produced quality content.

Another contribution from media is the production of local contents in local languages, which is one of the key components for the education of future society and also for democracy. In the transition to the Internet, this characteristic of traditional media risks to be hampered or even totally cancelled by the progressive erosion of resources. The globalization of the markets makes easier for a developing country to exports its goods, but on the other hand exposes its own local content industry to the competition of globalized players of enormous dimensions."

### e. Accessibility

Recommendations of the Swiss IGF:

"There was wide agreement that although an appropriate national and international legislative framework on accessibility is available, a lot of work remains to be undertaken on its actual implementation, both by private and public actors. Awareness-raising, education and training of specialists is needed. Otherwise we risk a growing divide, as access to new digital services and content grows more and more pervasive, missing the chance for fuller integration and losing the opportunity of reaping the benefits for the wider population which stem from accessibility. Accessibility requirements should be mandatory for all government procurement.

On the role of copyright as a possible barrier to full access to content, a fact-based approach was advocated. The need to adapt existing rules to the new digital environment and new forms of use, while maintaining pre-existing public interest uses – as for public libraries and the archiving of relevant public digital native content – and established user rights as the possibility of private copying, was identified by participants. In addition, open access solutions for publicly funded scientific publications and research results were also mentioned as a good way forward. Or: Anything paid by the public must be accessible for the public."

The IGF Dynamic Coalition on Accessibility and Disability facilitates interaction between relevant bodies, to work towards ensuring that ICT accessibility is included in the key debates around Internet Governance in order to build a future where all sectors of the global community have equal access to the Information Society.

Submission from ICC-BASIS:

"People with disabilities experience a variety of barriers to fully participate in the information society, including inaccessible web sites, mobile phones, personal computers, tablets, as well as many other digital interfaces in public and private spaces such as electronic kiosks, banking machines, or electronic voting machines. If ICT accessibility requirements are not adequately addressed, people with disabilities and senior citizens with sensorial, physical or cognitive impairments are excluded from mainstream information sources and services, reducing their ability to participate in information societies, and thus minimizing their potential contributions."

### 3. Enabling Users

Many inputs provided insights and examples of issues related to enabling individuals online once they have gained some access to the Internet. Examples of good practices that have improved digital literacy at the national and regional levels were offered, while others examined the obstacles in place in terms of providing the necessary user literacy education when getting new users online. Inputs stressed the importance of human rights online and the need to focus on the enablement of young people, women and girls, the elderly and persons with disabilities.

#### a. Human Rights

"Human rights and development are integrally linked. It is widely accepted that human rights standards should equally apply online. Respect, defence and the promotion of a wide range of human rights online in the region need to be strengthened. Violations of rights to freedom of expression and to privacy through online censorship, sexual harassment and mass surveillance are growing concerns. Commitment by states and private sector to developing and adopting clear standards, procedures for protection and transparency are needed to strengthen respect for human rights on the Internet in the region." (Input from the Asia Pacific regional IGF - Asia Pacific regional IGF - Human rights and development on the Internet)

Input from the African IGF Session on Human Rights on the Internet:

"The panel noted that Access to the Internet is essential for the full realization of human development and facilitates the exercise and enjoyment of a number of human rights and freedoms, including the rights to freedom of expression and access to information, peaceful assembly and association.

The following specific recommendations were made:
1. Establish, with the ACHPR, of mechanisms to promote, monitor, and popularize the African Declaration on Internet Rights and Freedoms and UNESCO's concept of internet universality across the continent to ensure their role as guiding principles for the further development of public policy in support of human rights and the internet;
2. Establish of self regulatory, independent objective oversight, and sanctioning mechanisms in light of the Declaration of principles to ensure Rights to Privacy in the Digital age are protected and the Johannesburg principles on national Security implemented, similar to an Ombudsman. 3. Recognise that meaningful access to ICTs including control over ICTs as a key resource, play an important part in catalysing change towards advancing the status of women and girls, and their human rights.
4. Recognise and develop responses that empower women, working with all other stakeholders, to address the emerging issue of online violence against women."

#### b. Inclusiveness (Gender, Youth)

The 2015 IGF Best Practice Forum on Countering the Abuse Against Women Online provides an open and inclusive multistakeholder platform for the exchange of information on online conduct and behaviour that potentially constitute abuse and/or violence of women, with the aim of collecting and compiling a helpful resource output for communities to create a safe and enabling environment for women online to participate fully in the development of an inclusive and people-centred information society.

"A gender digital gap still persists and is expressed in multiple dimensions. This begins from unequal access to basic Internet infrastructure; the affordability of connectivity costs and devices; gender disparity in education opportunities, including digital literacy; uneven capacity to use the Internet for their needs and priorities; specific gender-based challenges and barriers, including the availability of relevant content and the censorship of online content related to gender and sexuality; and gender-based harassment and violence, both in physical spaces for accessing the Internet (such as public access points like cyber cafes) and in online environments (including online harassment and cyberstalking)." (The 2015 IGF Best Practice Forum on Countering the Abuse Against Women Online)

### c. User Literacy

Recommendation from the African regional IGF: "Open Data Models, local content development, eLearning initiatives & others should be used to boost demand."

The IGF Dynamic Coalition On Public Access In Libraries (DC PAL) has developed a set of Principles on Public Access in Libraries for review and feedback as part of the Dynamic Coalition Main Session scheduled for the 2015 IGF meeting in Brazil. The WSIS+10 review is underway and the UN post-2015 development agenda continues, with national development plans to follow. Feedback on this statement from IGF participants in 2015 would underline the critical role of libraries in ensuring access to information through providing internet and supporting technology, and support libraries in their efforts to engage in the national development plans related to the sustainable development goals.

### d. Digital Citizenship

"Fostering public access points, as for example in public libraries and community centres among others, and promoting in those spaces digital literacy and local content production activities could also secure better conditions for Internet access and use." (Input from the LAC IGF)

The submission of the International Federation of Library Associations and Institutions reported on an IFLA workshop held at the Asia Pacific regional IGF 2015 in Macau, where participants discussed scenarios and cases reflecting different requirements for information by different communities, from highly urbanized populations to those scattered in rural areas, from sophisticated users of modern metropolitan web-based library systems to indigenous communities in remote areas coming to grips with basic digital literacy in their own language in order to develop small enterprises. Some key points made at the Macau workshop were; "The principles of the UNESCO/IFLA 'Manifesto for the Public Library'[119] are relevant. In a modern urban environment, with high levels of household Internet penetration and even higher levels of personal (mobile) usage, library systems operate through a digital platform for multimedia materials."

**Contribution from Microsoft**:

Overall, about one billion people, or 15% of the world's population, have some form of disability, and 80% of them live in the developing world. Microsoft also embraces the multistakeholder approach in meeting this accessibility challenge. Examples of efforts to include the disabled include working with a school for blind students in Kenya, low income populations with disabilities in Latin America, and accessible electronic voting machines. In 2013, Microsoft joined with the Broadband Commission for Digital Development, the Global Initiative for Inclusive Information and Communication Technologies (G3ict), the International Telecommunication Union (ITU), The United Nations Educational, Scientific and Cultural Organization (UNESCO), and others to jointly produce a report, "The ICT Opportunity for a Disability Inclusive Development Framework." G3ict also produced a UNESCO report on WSIS progress relative to people with disabilities, with specific recommendations and a call to action for governments. These efforts help disadvantaged communities not only access information, but build capacity to utilize that access in meaningful ways.

### e. Entrepreneurship

[119] http://www.unesco.org/webworld/libraries/manifestos/school_manifesto.html

In a chapter from the World Economic Forum 2015 Global Information Technology Report, ICTs for Inclusive Growth: E-Entrepreneurship on the Open Internet, the opportunities for entrepreneurs worldwide that are created by access to the open Internet are outlined. Those formerly excluded from economic opportunity can now use the Internet for education, research, fundraising, and collaboration to start their own companies—opportunities that would be unimaginable without access to the open Internet.

## 4. Ensuring Affordability

Many inputs received focused on the critical issue of costs and the affordability of Internet access, particularly in the developing world. For many, cost of access is the biggest impediment to getting online; and, subsequently, much of the major work being done around the world to get the next billion online focuses on bringing down the costs of access to make the global Internet affordable for all.

### a. Digital Divide

The Brazilian civil society organization, Movimento de Espectro Livre, references a "digital divide" in the Internet economy - between the domestic production of Internet equipment and devices and their international production. Despite attempts to bolster a national industry, without the sufficient investments in R&D, Brazil cannot compete with foreign-produced goods. While the country can claim that connectivity is improving, it is not fully benefitting from the Internet economy.

A report from the Internet Society underlines the vast diversity of economic conditions among ASEAN member states and how this reflects a digital divide in the region. To remedy the divide and increase Internet penetration rates, it argues that the focus should squarely be on increasing supply and lowering the cost of access. The multiplier effects from increased Internet usage to the economic and social development of ASEAN member economies are so profound as to warrant a specific and sustained focus.

Contribution from the Arab IGF:

"In the context of the Arab region, the issue around connecting the next billion Internet users is specific to bridging the persisting both urban and rural digital gaps. There is a need to address infrastructure issues, namely spectrum availability of 3G and 4G services, which are critical mainly because mobile broadband is a key enabler of consumer economic benefit. Affordability of Internet access, which is affected by the regulatory framework and the scarcity of IXP's at the national and regional levels can significantly impact lowering the cost of communication. Devices cost and computer illiteracy are also the main reasons why Internet penetration is still sluggish, which affects directly the establishment of a robust local content industry and profitable Internet economy. The foresaid challenges trigger a domino effect, hence is the need to set up a long term vision which takes into account policy implementation that does not conflict with the overall benefit of being connected to the Internet."

### b. Costs of Access per Capita

"Most of those who are not connected simply cannot afford to be. While many studies note that access prices are falling around the world, we find that the cost of fixed broadband remains about 40% of an average citizen's monthly income across the 51 countries covered in this study, while the price for an entry-level mobile broadband package hovers at just above 10% of monthly incomes. Other issues, such as lack of relevant content, and limited digital and language literacy, combine to entrench this divide even further. The Alliance For Affordable Internet's 2014 Affordability Report is an effort to identify and quantify some of these challenges, and to identify what policy and regulatory drivers can lead to enhanced affordability. We aim to understand why some countries have succeeded in making Internet access more affordable, accessible and universal, and what others can do to catch up quickly."

In their input, The Policy Tools Making Internet Access More Affordable Across The World, the Alliance for Affordable Internet also reported that increasing affordable Internet access is essential if countries are to achieve the social developments and inclusive knowledge-based economies they desire. Many of the challenges in improving Internet affordability require both innovative policies and methods to make these strategies a reality.

There are many well-known benefits to infrastructure sharing, such as lowering industry costs. For example, in India, the GSMA estimates that to date tower sharing has saved operators 40- 50% on their capital expenditure costs. To encourage this practice and make operators more amenable to sharing, governments can put in place guidelines and regulations to support infrastructure sharing and introduce new business opportunities. These can include licenses for companies that focus on infrastructure sharing (e.g., independent tower companies) and incentives for sharing. Taxation can be a highly political issue, but is also an important factor in determining affordability. Identifying the right balance between short-term revenue gain and long-term socio-economic growth is crucial for developing sustainable fiscal policies that will contribute to national development. The best way to achieve this delicate balance is to develop a policy based on evidence, and underpinned by empirical studies that help to understand the potential impacts of taxation reform. An example of this includes the efforts of the A4AI multi-stakeholder coalition in Mozambique.

In light of the affordability gap in low-income and rural areas of Brazil, the Movimento de Espectro Livre proposes the development of firmware for devices already on the market, so existing devices can still be used and costs decreased through free software. A starting point could be firmware with OpenWRT-based developments (https://openwrt.org/), which has evolved a lot in this respect.

### 5. Creating an Enabling Environment

Many inputs received examined various policies and politics that either encourage and increase or impede access. Contributions emphasized the importance of creating attractive and successful business environments through policies, regulations and legislation; however, such best practices will be very different depending on existing government policies in place particularly in developing countries. Some contributions offered examples of interventions, strategies and regulatory measures that have found success while others offered some failed examples for others to learn from.

Submissions to this process emphasized that future connectivity efforts need to ensure that those coming online have access to the entire global and open Internet. Access should be universal, equitable, secure, affordable, and high-quality on the basis of human rights and the rule of law and respect should be given to privacy and the freedom of expression.

#### a. Government, Regulatory Authorities and IGO Frameworks, Laws and Regulations

Some Recommendations from the African regional IGF were as follows:

"- Connecting the next billions should be viewed as a Programme/Project by countries and stakeholders and as such should be approached using Programme/Project best practices and methodologies.
- Ministries of Communications & Information Technology or departments responsible for ICTs should review their ICT & broadband policies/plans through enhanced multistakeholder cooperation involving diverse stakeholder groups, towards ensuring that all are involved in policy implementation.
- Governments should demonstrate requisite political will to implement viable policies already in place. There are cases such as when one government replaces another, the new government abandons an ongoing project by the previous government.
- The Smart Africa initiative at the regional level should be sustained to help remove e-frictions in states/countries such as right of way challenge, multiple taxation and deployment of government services online using the open data model.
- Effective monitoring and evaluation of programmes using online and real-time portal reporting.
- The African Union (AU) should embrace an enhanced multistakeholder approach to its meetings and consultations with governments, private sector, civil society, academia and the technical community."

Input from the Arab IGF:

"Most initiatives to address connectivity issues in the Arab region are led by the government. The Ministry of Telecommunications in Lebanon for example took the following measures to reducing the tariffs of communication on local, international and mobile calls along with sharp decrease on Internet services fees,

which resulted in an increase in landline and Digital lines (DSL) subscribers and led to an increase in Internet penetration from 70% in 2013 to 86% in 2015. It also upgraded the DSL network introducing VDSL2 technology increasing the Internet speed to between 30 Mbps and 50Mbps.

Jordan on the other hand has developed a five-year strategic plan for the telecommunications and information technology sectors, prepared in full partnership with the private sector, with the purpose of improving the role of ICT in Jordan's economic development and job creation. The strategy is designed to be aligned with the Government of Jordan's Policy in the Telecommunications and IT Sectors in its recommendations. The strategy was prepared by INTAJ "Information & Communication Technology Association-Jordan" and is entitled "national ICT Strategy 2013 - 2017", available at:
http://www.intaj.net/sites/default/files/jordan_nis_june_2013.pdf"

From the Mozambique IGF:

"In Mozambique we actually are discussing within different forums (A4AI, NIGF and Smart Dialogue for Internet Governance) the alternatives for affordable Internet access in order to encourage more users to be connected to the Internet, and within that discussion we have identified some issues that we can consider as policy options for connecting the next billion:

- Infrastructure Sharing and Open Access,
- Fiscal policy, Taxation,
- Research and Data Collection.

Infrastructure sharing mechanisms could cut broadband costs significantly – by up to 80% of current deployment costs, according to a forthcoming study by the Association for Progressive Communications. Infrastructure sharing reduces the capital costs of network deployment and therefore supports expansion and increased geographical coverage. It also reduces operating costs (e.g., tower maintenance and operation) by allowing operators to share these costs. If new market players can gain access to existing infrastructure at competitive rates, entry barriers will be minimized, promoting competition that can result in reduced prices for Internet access to the end user.

Infrastructure sharing occurs at different levels — through opening up access to existing copper networks, through joint building and operation of shared backbone infrastructure, or through coordination among linear infrastructure providers, and over a variety of conduits like power lines, gas pipelines, and/or roads. The participation of all market players in creating a special purpose vehicle for aggregating, building and marketing backbone networks under open access principles has been gaining momentum in Africa in recent years and, as evidenced by the case of Burundi, has had a positive impact on network expansion and affordability.

Our research shows that countries that have instituted shared infrastructure in the backbone market fare better than those with limited initiatives for cooperation between operators. Countries that have implemented infrastructure-sharing mechanisms have generally seen improved access at affordable prices (e.g., Kenya, Malaysia, Ghana and Nigeria). It is therefore important to promote commercially driven sharing, based on open access principles, and encourage collaboration among linear infrastructures providers, like power, gas and railway firms, to coordinate the building of broadband networks and leverage their rights of way and other assets to reduce access costs.

The Burundi Backbone System (BBS) is a partnership between different players with the intention to share a national backbone on an open access principle. It is a joint venture between the Government of Burundi, with initial financial support from the World Bank and four telecom operators (Ucom Burundi, Africell Tempo, Onatel and CBINET). The model separates the roles of the service provider and the network operator and provides services to operators on a fair and non-discriminatory basis.

The BBS is an independent infrastructure provider (Infraco) company that manages the Burundi backbone and ensures connection of the network to the landing stations of submarine fibre optic cables via Tanzania, through Rwanda, and onward to Kenya through Uganda. It operates and maintains the fibre optic communication network, and leases fibre optic connections to operators and companies, as well as to the government.

Based on interviews with BBS representatives, we learned that the completion of the backbone network and availability of relatively competitive access to international submarine cables has already reduced broadband prices from an average of US$1200 per Mbps/month to about US$300 per Mbps/month for end-users in Burundi. The government of Burundi is also one of the main beneficiaries of the initiative. It has negotiated a 10-year Indefeasible Right of Use (IRU) to deliver Internet connectivity for ministries and other government offices in the capital city of Bujumbura."

The Alliance for Affordable Internet Affordability Report study covers 51 developing and emerging countries and contains a roadmap for achieving affordable Internet, with more than 30 detailed policy recommendations for governments, businesses and not-for-profits.

The submission from the Association for Progressive Communications emphasizes that, "Significant resources will be needed to support national policy and regulatory changes to improve affordability and coverage of broadband networks. It should be emphasized that there is no 'one-size-fits-all' solution and that national broadband strategies need to be developed through extensive public consultation which include all stakeholder groups – national and regional government structures, private sector and civil society.

Key policy strategies to address the access gap:
• Eliminating market protections for incumbent operators and levelling the playing field where markets are encumbered by dominant operators
• Increased government investment in public access facilities and awareness raising of their uses among disenfranchised groups in particular
• Allowing innovative uses of spectrum and new spectrum sharing techniques • Promoting local ownership of small-scale communications infrastructure (local license availability)
• Using public funds and utility infrastructure to ensure national fibre networks are extended into remote and sparsely populated areas
• Adopting effective infrastructure sharing guidelines and regulations • Reducing taxes on ICT goods and services"

Contribution from the European Commission:

"Among the policy options implemented by the EU to increase digital access and inclusions, some concrete initiatives include the establishment of broadband targets in the Digital Agenda for Europe; the creation of ad-hoc funds to stimulate investments (European Structural and Investment Funds, European Fund for Strategic Investments; Connecting Europe Facility); actions to improve digital skills and literacy (Opening-up Education initiative; European Coding Initiative, EU Code Week, "Grand" for digital jobs; creation of networks of Digital Champions in all European Union Member States), among others.

International organisations can and should have a role: together with the private sector. International organizations can: Show the benefits of investments in access, including high capacity connectivity; Promote healthy, competitive and stable market environments; Develop private-public partnerships for non-commercially viable areas; Transfer expertise and technology and share best practices."

Contribution from the Colombia IGF:

"In Colombia civil society initiatives grouped in a national Telecenter Network shared their strategies of appropriation with government initiatives (Compartel centres) in order to replicate the experience of managing call centres operated by Civil Society Organizations - CSO. This experience was very positive results that showed that involving different groups of the community in the use and appropriation of new technologies is a task that needs to take into account their needs and realities so that their participation enables the development of their own models of development. In addition, applying these proven methodologies of appropriation in the telecentres operated by CSO showed that increased the use by community of the telecenters and their participation in ICT training processes. This experience showed that connectivity policies should be accompanied by a component of ICT appropriation in order to take advantage of this infrastructure more efficiently and demonstrates that work with multiple stakeholders improves the chance of success of these processes of appropriation of ICTs."

Contribution from the Nigeria IGF:

"In Nigeria, there are some policies in place that address connectivity. Most of these policies are government policies, but they are as a result of collective contributions from various stakeholders, with the adoption of best practices. There have also been Internet access initiatives by private organisations, where institutions/organisations provide free or affordable Internet access to rural communities as part of their Corporate Social Responsibilities (CSR).

Some of the policies developed by the government are the Broadband Policy, ICT Policy and the Local Content Policy. These policies are implemented by various sectors and agencies. The Broadband Policy was a reaction to the International Telecommunication Unit (ITU) call for a national broadband policy in Nigeria. The goal of the Nigerian Government through this policy is to deliver a broadband speed of not less than 50% of the average speed available worldwide to consumers within five years. It is widely believed that for there to be an increased access to the Internet, there must be an improved broadband penetration.

The Federal Ministry of Communication Technology developed a national ICT Policy to establish a comprehensive framework for the ICT sector in Nigeria that will encourage investments and also enable rapid expansion of ICT networks and services that are accessible and affordable to all. Apart from the policies set by the government, there have also been countless initiatives by agencies and organisations to improve access in Nigeria. The national Information Technology Development Agency (NITDA) has a number of initiatives, and they are as follows: Rural Information Technology Centre (RITC), Campus Wide Area Network, Knowledge Access Venues (KAV), Community Access Centres (CAC) in Libraries, IT Infrastructure for Tertiary Institutions, to mention a few. Please visit their website to read more about these projects. (www.nitda.gov.ng)

The Nigerian Communications Commission (NCC) under the Federal Ministry of Communication Technology, in line with the national Broadband plan has put in place new licensing regimes that will facilitate rollout of telecommunications infrastructure to hinterland. The Commission in collaboration with the Universal Service Provision Fund (USPF) also has some initiatives that enable this. The NCC has carried out numerous access projects, namely, State Accelerated Broadband Initiative (SABI), Wire Nigeria Project (WiN). Also, through the USPF, the NCC has carried out many Internet access/broadband improvement projects. Some of them are, Community Communications Centre (CCC), Rural Broadband Internet (RUBI) Access, Accelerated Mobile Phone Expansion Project (AMPE), School Access Projects, etc. To read more about these projects, kindly visit their website www.ncc.gov.ng."

### b. Private Sector-Led Initiatives and Market Strategies

Alliance for Affordable Internet recommendations:

"- Liberalized market with an open, competitive environment
- Nurture healthy market competition

• Streamlined licensing process with no legal barriers to market entry
• Ensure a competitive market structure, with limited or no national government ownership of end user service providers
• Available access at reasonable market rates to international gateway or cable
• Transparent disclosure of pricing and service options to end users
• Permit pre-paid and tiered pricing models
• Remove barriers to crossing national borders with network infrastructure and traffic"

**Input from ICC-BASIS:**

"Strategies proven to promote broadband deployment and, in turn, fuel the growth of the Internet include:
"(1) open and competitive markets with fair, investment-friendly and comparable regulatory intervention for all actors active in the digital value chain;
(2) a strong reliance on voluntary commercial arrangements;
(3) policies that promote efficiency through engineering-driven design, such as the creation of IXPs; and
(4) policies that promote the growth of the products and services delivered over broadband."

From the Kenya IGF:

"One initiative changing lives in Gulu, Northern Uganda christened "Zoom Wireless" is a good model for expansion in underserved areas of Africa, where traditional ISPs and mobile operators fear to tread, especially most parts of Sub-Saharan Africa. This project has been running for slightly over 2 years championed by Brian Munyao Longwe, a renowned Internet pioneer in Kenya. Its products range from a symmetrical 512 Kbit/s link to 9 Mbit/s with the top-end speeds costing about $190/month which Brian says are competitive enough except compared to slower mobile network bundles. The total cost of the Gulu roll-out was $45 000 for three points of presence, including all of the equipment to run the operation. $25 000 of this total went into the solar backup to provide 36 hours of uninterrupted service in event of an outage. Extension for each town of Lira, Soroti and Mbale cost just about $30 000.[120]

In a post in a popular Kenyan advocacy group called KICTANET, Brian says, "we established a social enterprise that is using internet technologies to improve livelihoods for communities in this post-conflict region. This is mainly through making high speed broadband available to rural communities at low cost. NGOs, corporates and individuals alike have been flocking to take up the broadband services after years of poor quality and expensive services from the mobile operators who sell mainly data bundles that have poor performance. We ride on Uganda's national optical fibre network (owned by the ministry of ICT's national IT Authority - NITA-U) and from Kampala interconnect with a variety of bulk providers (Seacom, Liquid Telecom, Simbanet) who are connected to submarine networks via Mombasa. Our service approach has greatly challenged the internet services paradigm and scored greatly with our subscribers, many of whom enjoy better services in these rural towns than their colleagues in the capital Kampala. All locations and equipment are solar powered as there is very little infrastructure in Northern Uganda".[121]

At the East African IGF held in Kampala, Uganda, where Brian presented their work to participants, he noted that although the cost is still high, Zoom Wireless has helped bridge the gap and take broadband to nearby businesses which would otherwise be unconnected. This demonstrates that networks can be set up relatively cheaply to cover towns and districts that have existing mobile data but not a solid broadband service for the home or office."

### c. Non-Profit, Public-Private Partnerships and Other Initiatives

Recommendations from the Arab IGF:

"Proposed steps for further multistakeholder dialogue/actions:

- Foster private-public partnerships to invest in telecom infrastructure to reach out to disadvantaged areas.
- Establish national and local dialogues on the benefits of the Internet and how it could improve the economic situation of individuals.
- Develop policies and regulations that cater for a competitive access-price strategy to ensure the Internet is affordable at the macro level.
- Engage with CSO's to reinforce their role in mobilising the communities they work with."

Policy Suggestions from the 2015 Latin American and Caribbean IGF (LACIGF):

- In the past 7 years, more than $ 150 billion in infrastructure was invested in the region. Latin America has made great progress: the penetration rate is very high with respect to mobile telephony; the connection and the speed of the Internet are increasing and the prices have fallen by 30%, between 2010 and 2012. For the next 7 years, it will be required another $ 400 billion to achieve the goal of ending the digital divide;
- There is an increasing pressure for more regulation and it increases the cost associated with the investments and operations of telecommunication networks;

[120] In Africa, ISPs fill the broadband gap http://www.techcentral.co.za/in-africa-isps-fill-the-broadband-gap/50508/

[121] Here's the Real Way to Get Internet to the Next 4 Billion People https://lists.kictanet.or.ke/pipermail/kictanet/2015-September/047168.html

- It is urgent to facilitate the deployment of telecommunications infrastructure, to facilitate the access to spectrum and lower taxes;
- Companies must have the ability to develop business models to break restriction income; - Internet access can be universalized through mobile telephony, but it has to be ensured that this access be neither restricted nor fragmented;
- Digital inclusion programs such as the distribution of computers to children in public schools in Uruguay are very important; - Investments in network services in order to close the coverage gap and increase capacity and quality is quintessential.

Submission of the Benin IGF:

"Sectoral steps have already been taken with reforms of Benin's telecommunications industry. The state telecom company has partitioned into distinct service-oriented (Bénin Telecoms Service SA) and infrastructure-oriented (Bénin Telecoms Infrastructure SA) companies, both open to public and private investment. The reforms include a critical planned roll-out of fibre optic cables across the country. Of particular importance to members of the group is the visibility and popularity of Benin's national domain, '.bj'. In a country of 10 million people, the domain has only 500 registered websites, due in part to low web penetration in Benin overall. The domain name is seen as key to national awareness-raising campaigns on Internet use."

Recommendations from the Federal Telecommunications Institute of Mexico:

"Proposed steps for further multistakeholder dialogue/actions:
• To promote access for persons with disabilities to information technology and communications, with emphasis on the development of applications that meet the standards and criteria of inclusion and accessibility.
• Make terminal devices and telecommunications services more affordable and better quality in order to provide widespread access to digital services, mainly ensuring the inclusion of vulnerable groups.
• Strengthen the telecommunications infrastructure by encouraging public-private partnerships.
• Encourage campaigns aimed at creating and improving skills in relation to network threats, both users and service providers. Also create campaigns aimed to encourage good use of technology to increase the economic, social development and improve knowledge.
• Encourage the scheme governance in multi-stakeholder Internet issues, understanding the role that each stakeholder has for the development of this important economies and the exercise of human rights tool."

'Policies Enabling Connectivity' Submitted by Facebook:

"Governments play a crucial role—where governments lay the foundation, the private sector can build. There are a number of policies that governments can explore and adopt to promote investment and innovation in support of connectivity.

Reduce the Cost of Internet Access:
As mentioned previously, the cost of Internet access remains one of the biggest inhibitors to universal connectivity. On this issue, governments have significant leverage in helping businesses lower prices. For instance, governments can support innovative business arrangements, such as Free Basics, that provide access to affordable basic services, including but not limited to messaging, search engines, social networks, weather, education, and financial services. This will encourage the expansion of access for first-time Internet users.

Promote a Free and Open Internet:
Maintaining a free and open Internet is essential for the industry's innovation and growth. Governments should prohibit ISPs from blocking, throttling or building fast lanes to privilege certain products over others. Access providers should not impose barriers between people and the content and services they want to access. When introducing new legislation relevant to the Internet industry, governments must also be cautious to avoid inhibiting innovation. Innovative business arrangements that promote connectivity and economic development, such as zero-rating of content, give more people more access to more content and are critical for expanding access. By increasing local demand for Internet content, such arrangements lead to more competitive markets with more diverse content.

Expand Connectivity Infrastructure:
Gaps in connectivity infrastructure is not only a major barrier but also an opportunity for public-private cooperation. Governments can facilitate quicker and cheaper deployment of Internet infrastructure by streamlining the local licensing process and reducing other legal barriers to entry. Another effective policy is to promote the sharing of passive infrastructure by adopting a "dig once, build once" philosophy that encourages providers to determine if others wish to share in the initial costs of deploying connectivity infrastructure and then share its use. Tax incentives can also accelerate Internet deployment and adoption processes, such as accelerated depreciation for connectivity infrastructure investments, R&D tax credits to promote infrastructure innovation, and a tax credit to companies that provides mobile broadband to employees."

Recommendations from the Colombia IGF:

"List of proposed steps for further multistakeholder dialogue/actions:
- Multistakeholder actions are needed to extend the impact of ICTs in reducing the extreme poverty in countries like Colombia.

- Participate in spaces like the Internet Governance Forum at local, regional and global levels that support the implementation of policies that contribute to the stability of Internet as an agent for development and reduction of the digital divide.

- The ICT appropriation component linked to access is very important to increase the impact of government initiatives and reduce the digital divide.

- Working together to promote the production of software and local contents with a social focus on the improvement of education through the use of ICTs, the facilitation of access to online financial services and reducing the digital divide.

- It's key to continue to encourage public Internet access strategies and not neglect them for the opportunities posed by mobile Internet access because these spaces are an opportunity for vulnerable communities to link to the information society. The figures show in the case of Colombia only 9.64% have mobile access to monthly paid plans.

- Work together to expand access in rural areas and communities not connected promoting, among others, the community wireless networks and the connection of schools and libraries to broadband.

- Reduce or eliminate taxes related to Internet access and devices needed to deploy infrastructure.

- Work to reduce gender gaps and ICTs."

The Broadband Commission's report on The State of Broadband 2014: Broadband for all concludes that Countries must prioritize both supply and demand-side policies to develop a full range of broadband infrastructure, applications and services. national strategies to increase broadband adoption and use must take into account the full range of government actions or policies and their impact on the cost to consumers of services, devices and relevant apps.

The report also concludes that "to help empower their populations and to cope with this challenges of capacity, Governments must initiate and prioritize their national Broadband Planning process and invest in ICTs and digital e-skills as an engine of economic growth and development. These Plans must take into account both supply and demand – equitable deployment of broadband cannot be accelerated by consideration of one side alone. In line with the Commission's targets, Governments should seek to make broadband available, affordable and accessible by both men and women alike."

In addition, the report also asserts that "alongside the strong growth in the market, more complex challenges are emerging. Most notably, regulation is not keeping pace with the changes in the market – Internet players offering equivalent voice and messaging services are, by and large, subject to relatively limited requirements (including consumer protection, privacy, interoperability, security, emergency calls, lawful intercept of customer data, universal service). Asymmetric regulation has resulted in an uneven competitive landscape for

services. Governments and policy-makers need to review and update their regulatory frameworks to take into account evolving models of regulation. It is vital that every country prioritize broadband policy into account to shape its future social and economic development and prosperity, emphasizing both the supply and demand sides of the market. Further, it is crucial to adequately evaluate the alternatives to be implemented in order to encourage private sector investment. A "one size fits all" policy to broadband roll-out could have negative implications for the ICT market. Finally, a detailed cost-benefit approach should be adopted when evaluating different public policies and regulatory options to promote the growth and development of broadband in different countries around the world."

GSMA Mobile Economy Report 2015:

"For the full potential of mobile to be realised, populations across the world need access to mobile broadband networks, and affordable devices and services. The unconnected population is predominantly rural, with low incomes and high levels of illiteracy creating barriers to mobile internet adoption. Operators, other ecosystem players, as well as governments and regulators all have a role to play in addressing these barriers and improving the reach and affordability of mobile services. With a supportive regulatory framework, the mobile sector will continue to drive socio-economic progress, benefiting individuals, companies and governments alike. While regulatory frameworks will differ from market to market, there are some general principles that apply across the globe. There are a number of steps that policymakers can take to encourage investment. These include reducing constraints on market-driven restructuring as operators seek to gain the necessary scale, while also ensuring there is a solid business case for deploying mobile technologies and services. Governments also have a role to play in encouraging innovation, and policymakers can help the mobile industry build the necessary trust and confidence in the digital economy. If policymakers and regulators encourage investment, competition and innovation, both the mobile sector and the wider digital economy will expand, creating prosperity and new jobs."

A submission from a civil society stakeholder suggested that "We need to consider expanding private and public sector engagement in order to be successful in our "Connecting the Next Billion" campaign. We need to significantly augment the current public and private sector ICT stakeholder community. We should start recruiting support and participation from government and industry leaders in trade, transportation, finance, tourism, healthcare, education, construction, etc. as each has significant interest in expanding and deepening individual and corporate engagement with the Internet."

The IGF in Niger notes that lack of political will impede the development of the Internet industry in the country. It has called for more regional cooperation initiatives, spearheaded by bodies like UEMOA (the West African Economic and Monetary Union) and ECOWAS (the Economic Community of West African States) - which already play a role in developing the region's financial and judicial sectors - to provide blueprints for an implementation strategy in Niger.

Microsoft's contribution emphasizes the importance of creating innovative ICT solutions and initiatives that are inclusive, and that help to realize the full potential of peoples around the world, while enabling sustainable social and economic development through partnerships with local business, governments, civil society, and others.

The Microsoft contribution concludes that there are diverse policy tools to facilitate connecting the next billion, but the ones detailed within the report share some important traits:

"1. openness to dialogue among a wide variety of partner institutions and organizations (including government agencies, local communities, international organizations, and non-government actors);
2. inclusiveness of local actors who are uniquely aware of and responsive to community needs;
3. an enabling environment for joint planning and execution of policies and projects among partners;
4. identification of socio-economic development opportunities and priorities, which can speed the process of identifying stakeholders and resources; and
5. application of successful models across disciplines, alongside flexibility to pilot new solutions."

In their submission, Telefonica asserts that "public-private partnerships can play an important role in providing connectivity to remote regions. There are a wide range of initiatives based on public-private cooperation that have proven to be key contributors for narrowing the digital divide:
- Intégrame: Public-private partnership to deploy communications facilities in isolated areas, through wireless technology. Through rolling out 32 new base stations in 29 districts of Peru during the last 4 years, Intégrame has connected 229 villages, benefiting more than 70,000 inhabitants.
- Media Networks: A Telefónica Digital company, provides a pioneer Internet Access service through Ka band satellite communications in Latin America. Available since 2013 in six countries in the region, it plans to reach over 800K homes in the next 4 years.
- M-Inclusion: Funded by the European Commission, this public-private initiative facilitates online dialogue between developers of inclusive mobile solutions, and potential users who are at risk of social exclusion (low income, disability, chronic illness, and isolated areas). M-Inclusion aims also to act as a collaborative forum to reinforce the ecosystem integrated by governments, private entities, NGOs, academics, and researchers, which have the common goal of promoting the digital inclusion. All ecosystem players can participate in the M-Inclusion community free of charge, and access a variety of services, including a virtual marketplace, where developers can offer their inclusive applications to targeted end users."

Spam continues to be a significant problem for Internet users, creating a burden for developing countries, networks, operators and all end users. High volumes of unsolicited email can cause significant impacts to regions with limited Internet access as well as raise concerns for all regions with the increasing malware infections that come from unwanted email. Unsolicited email may be magnified in developing countries, where high volumes of incoming and outgoing spam can cause a severe drain on the limited and costly bandwidth that is available in those regions. The 2015 IGF Best Practice Forum on the Regulation and mitigation of unwanted communications (e.g. "spam") provides examples of best practices used to address the proliferation of spam.

## III – Conclusion and Recommendations - The Way Forward

It's clear from contributions received from the IGF community that an intensified multistakeholder effort is needed to creating the enabling environment necessary to connect the next billion and forthcoming billions to the Internet.

**Beyond the specificities reflected through the national and regional IGF contributions and others, the IGF community identified some common recommendations for multistakeholder actions moving forward:**

- **In the deployment of infrastructure** much more investment and public-private cooperation is necessary to strengthen national backbones in the developing world, and, in particular, rural populations, and to increase and scale-up cross-border connectivity. Infrastructure development is a key driver for socio-economic growth and access to that infrastructure is paramount to development.

- **To increase usability,** it's important to ensure the availability and the ability for users to use applications, to stimulate the development of local content and services in all languages, and to implement strategies for safeguarding access to people with disabilities.
- Policies that promote the continued creation of locally relevant content should be encouraged, including protections for the freedom of expression, the press, privacy and intellectual property, the development of e-commerce infrastructure, consumer protections, and trusted online payment systems.

- **To enable user's online** emphasis should be placed on the promotion of human rights and the enablement of young people, women and girls, the elderly and persons with disabilities. Access to the Internet is essential for the full realization of human development and facilitates the exercise and enjoyment of a number of human rights and freedoms, including the rights to freedom of expression and access to information, peaceful assembly and association.
- Fostering public access points, as for example in public libraries and community centres among others, and promoting in those spaces digital literacy and local content production activities will also

secure better conditions for Internet access and use.

- **To ensure affordability** and address the digital divide, increased efforts and investment are necessary to increase supply and lower the cost of access. Increasing affordable Internet access is essential if countries are to achieve the social developments and inclusive knowledge-based economies they desire.
- Many of the challenges in improving Internet affordability require both innovative policies and methods to make these strategies a reality. There are many well-known benefits to infrastructure sharing, such as lowering industry costs. To encourage this practice and make operators more amenable to sharing, governments can put in place guidelines and regulations to support infrastructure sharing and introduce new business opportunities.

- **In Creating an Enabling Environment** future connectivity efforts need to ensure that those coming online have access to the entire global and open Internet. Access should be universal, equitable, secure, affordable, and high-quality on the basis of human rights and the rule of law and respect should be given to privacy and the freedom of expression.

This initiative has been a unique exercise in the history of the IGF. As a process it is an attempt to mobilize the inherent benefits of solving complex problems through a diversity of perspectives - each with their own contribution to the solution. It is also a unique opportunity for the IGF community to manifest the benefits of a multistakeholder approach in tackling the challenges ahead, and a chance to show the IGF's ability to produce tangible outputs in an efficient and effective manner.

As the Internet continues to permeate almost all aspects of modern society, the importance of bridging the digital divide increases. The Internet has shown its potential to function as a key enabler for economic and social progress, but it could also exacerbate the economic and social inequalities between those connected and those that are not. This is why the issue of connecting the next billion cannot wait. We hope that this initiative is a step towards reaching the goal, and if successful could be linked to efforts in other fora and inspire new collaborations across the wider community.

This compilation output document, available on the IGF website, was presented and discussed during the 10th IGF Main Session on 'Policy Options and Best Practices for Connecting the Next Billion' on 11 November in João Pessoa. During the session the compilation received broad approval from the IGF community and it was suggested by the chair that the document could be shared with relevant organizations and processes working on related issues. The IGF hopes that this final compilation document and the full list of background contributions can now serve as robust resources on this important topic and can also serve as an input into other relevant Internet public policy fora and processes moving forward.

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**Online List of Contributions and Inputs:**

http://www.intgovforum.org/cms/policy-options-for-connection-the-next-billion/classified-list-of-contributions

# 4 Taking Stock of IGF 2015: Synthesis Paper

## Contributions to the IGF 2015 Community Stock Taking Process

## Synthesis Paper

***Synthesis Paper***
***Contributions Taking Stock of IGF 2015 and Looking Forward to IGF 2016***

**I. Introduction**

1. This paper summarizes inputs received from the IGF community in response to an invitation[122] from the IGF Secretariat for stakeholders to submit written contributions taking stock of the IGF 2015 meeting (10th IGF[123]) and looking forward to the IGF 2016 meeting (11th IGF). In total, 28 contributions were received by the Secretariat and they can all be found in their entirety on the IGF website[124].

2. This synthesis paper is intended to form an input for the first Open Consultations and Multistakeholder Advisory Group (MAG) Meeting (4-6 April 2016, Geneva, Switzerland) in the preparatory process for IGF 2016. This paper is a summary of the various contributions received by the IGF Secretariat. Some specific suggestions are included verbatim. A complete list of contributions received can be found here: https://www.intgovforum.org/cms/contributions-for-igf-2016

**II. Taking Stock of the 10th IGF: General Comments on the IGF, the Tenth IGF Meeting and the 2015 intersessional work and preparatory processes**

3. Many stakeholders expressed their deep appreciation to the Brazilian hosts for their hospitality during the 10th IGF, as well as for providing an excellent venue and support team on the ground in João Pessoa. It was said that the Brazilian hosts warmly welcomed IGF participants and that the event was impressively organized and executed by the host. The venue had very high-quality, dedicated facilities.

4. It was emphasized in a number of contributions that the conference center at IGF 2015 was easy to navigate and the simplified naming of rooms was appreciated. The facilities and organization of the rooms were practical and accessible and the lunches and refreshments provided were timely and offered a selection of food. The large dining spaces were comfortable and spacious for participants and large delegations. The printing services available at the IGF were extremely useful and this service was much appreciated. Staff in the conference center were outstanding and extremely helpful and efficient. Many said that the professionalism of the public safety professionals was to be commended.

5. Some contributions did identify some logistical issues that could be improved upon in the future, for instance, some said that the location selected for the IGF was not ideal as the geographical location of the meeting added travel time and costs for some participants. Some noted that a more efficient registration system is needed to avoid long queues at future meetings and that increased security screening capacity is needed at future venues. It was said that providing four lanes of security screening for 2,000+ attendees, nearly all of whom arrive in a compressed window of time, is not sufficient. Some noted that the conference venue itself was somewhat isolated from the hotels, and meeting room facilities at the venue were limited, making planning for meetings challenging.

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[122] https://www.intgovforum.org/cms/call-for-inputs-taking-stock-of-the-10th-igf-and-suggestions-for-the-11th-igf

[123] https://www.intgovforum.org/cms/2015-igf-joao-pessoa

6. Many contributions thanked UNDESA, the IGF Secretariat and the Multistakeholder Advisory Group (MAG) for their efforts in planning the IGF event and developing its programme, and MAG Chair Jānis Kārkliņš for his guidance and leadership throughout the preparatory process.

7. Participants expressed their appreciation for the significant improvements in smooth technical strategy and supervision of the online/remote/e-participation at the IGF 2015. Specifically, it was said that:

- Requests for assistance were attended in a timely manner.
- Assistance with remote presentations (audio and video) was smoothly facilitated.
- Downtime was minimal, and immediately addressed.
- IGF and Brazilian staff working on online/remote/e-participation were responsive, constant, and knowledgeable, and willing to assist and share this expertise.
- Provision of links and passwords to online sessions, upon request, to the DCAD and anyone who might need them to facilitate entering sessions, were implemented on-the-spot and much appreciated.

8. A number of inputs recognized that there were significant improvements and innovations at IGF 2015, including a greater willingness to innovate with session formats and that there were more in-depth and substantive discussions on a range of key issues, and, most importantly, intersessional work that culminated in substantive outputs. It was said that the IGF continues to demonstrate its added value to policy, development and human rights discussions, as well as cementing its important place in the Internet governance ecosystem.

9. Many inputs said that the 10th IGF demonstrated the forum's capacity to be a unique host to address key current and future issues related to the Internet's impact in our societies and economies. For example, the 2015 IGF offered an invaluable exchange platform around the role of ICTs and the Internet to feed Sustainable Development, one of the key UN political agendas in 2015 and beyond. The IGF also offered an open space for all stakeholders to engage in the WSIS+10 review process as perspectives were gathered through a consultation led by the WSIS+10 review Co-facilitators, who injected input from the IGF community in the process leading to the WSIS High-level meeting in New York in December 2015.

10. Many lauded the enhanced participation from youth which was said to be very strong during the 2015 IGF. The Youth Coalition on Internet Governance developed an 'IGF for Newbies' resource to help assimilate young people with the IGF and Internet governance issues. A number of contributions spoke of the significant efforts that went into bringing a large contingent of young people to the IGF, from the region and otherwise, and that energy was palpable in the proceedings. Going forward, stakeholders welcomed young people being even more integrated into the preparation of and participation in the sessions overall, in order to bring that same energy and innovative spirit, as well as their important perspectives, to the dialogue.

11. Some contributions emphasized that the 10th IGF took place during a particularly intense year for Internet governance, with intensification of discussions in various organizations and fora pointing at the importance of ICTs and the Internet in reaching the post-2015 Sustainable Development Goals. In this context, the IGF meeting ran smoothly with a positive and constructive mood.

12. A number of inputs noted appreciation to the efforts to continually improve the workshops at the IGF. Some particularly noted the 2015 work to help the community submit workshop proposals by clarifying proposal criteria and developing guidelines, which were translated into several different languages by community volunteers. This simple step was thought to have had a positive impact on the number of workshop proposals from developing countries. Many also recalled and appreciated the MAG's encouragement of new workshop session formats to promote inclusiveness. It was said that the richness of the workshop sessions at IGF Brazil demonstrated that such improvements yield a broader array of workshop format options for the community to adopt for their specific session. Some stakeholders also recognized the strides made towards developing a more efficient and transparent MAG workshop evaluation and selection process. Other contributions however noted that there were too many workshops at IGF and that some workshops were duplicative in content and had limited speakers. Some said that it would have been better to combine them, have fewer workshops, and clearer criteria for accepting workshop proposals. Other inputs stated that with regard to workshop preparations, although the selection criteria were set, they were sometimes not enforced, which resulted in wasted time and needless delay in finalizing workshops. Some stated that waiting until September to finalize the workshops was too late.

13. Many contributions appreciated the IGF's 2015 intersessional work programme which resulted in the community-driven production of helpful resources on Internet policy issues, for the benefit of any stakeholder interested in the various topics that were addressed. It was said that during the relevant Main Session at the IGF, readouts of the substantive work of the Best Practice Forums, as well as that of the Policy Options for Connecting the Next Billion compilation document, reflected the breadth of multistakeholder expertise and effort that went into the comprehensive intersessional work programme. The written outputs of the programme serve as information-rich resources, informed by the collective expertise of different stakeholders, for governments and all others working on pertinent Internet policy issues.

14. Representatives from many of the IGF Dynamic Coalitions expressed their appreciation for the establishment of a main session for the Dynamic Coalitions at the 2015 IGF in João Pessoa, which was said to be a significant and timely step towards creating a more formal link between these self-organizing thematic groups, and the IGF as a larger process or institution. The new main session provided a good opportunity for the Dynamic Coalitions to present and raise awareness about the importance of their work to the larger body of IGF participants, thereby creating the opportunity for broader feedback on the Dynamic Coalitions' efforts, and for its potential transmission into IGF output documents.

15. While some contributions noted the solid logistical organization and high level of dialogue and participation in the main sessions, others said that although the U-shape organization of panelists provided an open set-up, the main sessions would have benefitted from more interactive communication from moderators as sessions often devolved into a roundtable of speeches. Moderated Q/A within panels (in addition to the audience Q/A) should be encouraged. Compared to the main sessions in 2014, some thought that 2015 saw fewer participants in the main sessions. It was suggested that perhaps a discussion regarding the timing of workshops and other sessions, vis-á-vis the main sessions, needs to be discussed to examine how inputs from the workshops can contribute to the deliberations of the main sessions.

16. Other contributions suggested that better criteria should be set for main sessions and there should be fewer speakers to promote a more interactive discussion. Some said that the IGF should push for more fact-based sessions and promote non-ideological discussion on the different issues. In the case of, for example, zero rating and net neutrality, where it has been agreed that more research needs to be done, the sessions should focus more on the research and tangible results rather than ideologies and perceived results.

**III. Suggestions and Recommendations Looking Forward to the 11th IGF**

17. While it was said that many aspects of the organizational process for workshop submission and evaluation have improved greatly, some contributions thought that there was room for continued improvement. Stakeholders suggested that in addition to reviewing the improvements made to date, the MAG should address the process of Main Session organization and the processes by which Main Session topics are determined and the session programme developed. Additionally, the MAG should review the proceedings of the 2015 in-person workshop evaluation and selection session, and work to develop a process for 2016 that provides greater clarity for all involved in this challenging exercise.

18. It was emphasized that improving the visibility of IGF discussions should remain an area of focus for the MAG and the broader IGF community, given the ever-increasing importance of Internet governance and policy issues to the public at large. One suggestion said that this could be done by focusing on communications and outreach through National and Regional Initiative channels, continuing general IGF outreach efforts, and working to build greater online resources in collaboration with the community.

19. One comment on the intersessional work was that if such work is to be included in the annual IGF meeting going forward, it should be consistent with IGF principles. This means providing enhanced guidelines on the intersessional work and also monitoring from the IGF to take place throughout the year. Certain rules and policies/procedures about such work should be universally known and a prerequisite. Some inputs said that it would be useful to have balanced management of the intersessional work groups to avoid capture by individuals. This could be reflected in the guidelines in the form of recommendations asking intersessional work groups to be facilitated so that all stakeholder groups are evenly represented. Keeping track of participation of different stakeholder groups throughout all phases of intersessional work could be a good practice to observe.

20. Many inputs noted the growing interest and activity in National and Regional IGF Initiatives, and recognized the efforts that have been made to bring the ideas from these initiatives into the global IGF. It was stressed that connecting conversations at different levels of the IGF ecosystem should continue, in order to enrich the global dialogue and contribute to ongoing Internet governance discussions at the domestic and regional levels.

21. It was noted that because the Dynamic Coalition main session was organized for the first time in 2015, some improvements can be foreseen moving forward. In particular, it was felt by some that little of the expected substantive feedback on Dynamic Coalition work was actually received from floor participants at the second half of the split main session, and that indeed a lot of the feedback that was received related to the process itself. This indicates that some improvements to the methodology may be helpful for 2016 and beyond, that would encourage more visibility of Dynamic Coalition outputs as well as more feedback from other participants.

22. Some contributions stated that the reporting guidelines and deadlines for workshop reports could be clearer and communicated in advance of the IGF. It is important that workshops are reported in the most productive and useful way possible and changes of deadlines and submission forms caused challenges for some workshop rapporteurs and organizers. Some suggested that scheduling workshops before a main session dealing with related topics would help to foster higher participation at the workshops given the opportunity it represents to provide input into the main session.

23. Some contributions suggested that the workshop/main session proposal and report forms should be re-assessed. It was stated that the workshops and main sessions should do three things: 1) enlighten the audience through informed discussion; 2) address related challenges and/or identify opportunities; and 3) bring the discussion to a point where ways forward might be agreed. One suggestion said that these three criteria should guide workshop and main session proposals as they would allow for more focused and purposeful discussion and more useful take-aways. It was said that the workshop/main session proposal and report forms can help in this regard by encouraging a more policy-relevant approach. Workshop organizers could be asked to identify key questions that the workshop will seek to answer; the ensuing debate would hopefully result in suggestions as to ways forward in addressing those questions (including possibly policy options). The workshop report should similarly encourage the workshop rapporteur to reflect on the answers to the questions posed in the workshop, to synthesize the responses and to note where there may have been agreement and/or dissension on ways forward. This type of approach could encourage workshop "recommendations" on a range of policy matters (noting that these would be workshop recommendations and not IGF recommendations).

24. Some inputs recommended to reduce the number of main sessions to four or five maximum, and suggested to avoid holding them in conjunction with the workshop sessions.

25. It was recommended to hold the High-Level meeting at the end of the IGF to ensure that the heads of delegations have a chance to acknowledge the work of the IGF. It was mentioned by some that holding the High-Level Meeting prior to the IGF itself means there is some redundancy with the Opening Ceremony.

26. Leaders of the Best Practice Forums and other stakeholders involved in the day-to-day BPF work recommended that each BPF have the ability to decide on its own methods and approach as this was deemed to be very valuable and contributed to the success of the BPFs. Should the BPF work continued, it was suggested that ideally, the choice of topics, coordinators and consultants should be made as early as possible. This longer period would make it easier to reach out to more stakeholders and parties that are usually not involved in IGF processes. It was also suggested that at the start of the BPF's term, an agreement be reached on the terminology used for key actors, timelines and procedures, use of BPF space on the IGF website and that all BPFs be advised to adhere thereto for the sake of consistency.

27. It was suggested that coordinators and/or consultants involved in IGF BPFs invest more in outreach and engage with broader communities, including at conferences and meetings relevant to the BPF topic, in order to present on the BPF process and its desired outcomes, as well as to learn from community members, have one-on-one meetings with them, ask for help, involvement, input, etc. It was also suggested that the BPFs discuss and prepare a strategy to promote and disseminate the outputs of the BPFs post-publication. Various channels

could be used for such promotion, including the IGF mailing lists, cooperation with N/RIs and using the IGF's social media accounts.

28. Regarding the thematic elements of the IGF programme, some inputs noted that the MAG process has matured to allow for more progressive and deeper conversations about any particular topic, as well as to accommodate timely, "hot button" topics. Both types of conversations are valuable attributes of the IGF. It was said that in this regard, one thing for the MAG to consider as it begins the process toward IGF Mexico is how to better reflect bottom-up community input into the sub-theme development process. Innovative ways to explore thematic development for the IGF event could include new uses of technology to collect greater input from the global community.

29. One suggestion was that the sub-themes of the IGF 2016 could be determined based upon the subject areas of workshop proposals as submitted by the community, rather than designated in advance by the MAG (with the understanding that such a step would have to be communicated – and accommodated – appropriately during the workshop development process). Other inputs suggested that the MAG may be able to embrace prospective opportunities to clarify the relationship between the sub-themes (and corresponding main sessions) and the workshop proceedings of the IGF.

30. Many recommended that in 2016, the IGF should maintain flexibility in terms of selecting new and timely themes and that the MAG should continue to lead in setting the agenda.

31. It was said in some contributions that the IGF must focus more on hot and upcoming policy issues in the future to ensure that it remains relevant and spends less time rehashing familiar issues. Where there are important governance issues that have been addressed extensively, the focus of future sessions should be on new challenges, new approaches, new research and other dimensions that would not have been previously covered. The IGF should ensure that there is a good balance between new and existing issues, as well as fully account for the increasingly broad set of issues that involve or touch upon Internet governance.

32. It was said that the emphasis on the sub-theme of cybersecurity and trust in 2015 was an important one. It was noted that over the last few years, there has been a proliferation of fora in which cybersecurity issues are discussed, such as the UN Group of Governmental Experts (UN GGE), the London process and the Global Forum on Cyber Expertise, to name just a few, but that these spaces have relatively limited multistakeholder participation. The IGF is unique in that cybersecurity issues can be discussed in a multistakeholder fashion. Nevertheless, efforts need to be made to bridge the gap between the security community, especially those discussing peace and security issues, and the IGF community. It was recommended that the MAG consider strategies to pursue this goal at the next IGF.

33. Other contributions related to the selection of themes noted that in terms of topics and issues, important discussions revolving around Internet governance issues are ongoing or have yet to take place in the course of 2016. On the global front, a number of hot issues are will be addressed in several venues and processes, including the ongoing reform in the way some of the Internet's core technical functions are managed by ICANN. In the EU, landmark developments are taking place with EU data protection reform, the first net neutrality rules included in EU law and the introduction of EU legislation on cybersecurity for all Member States. It was suggested that the IGF could focus more on these sorts of issues.

34. One input suggested consideration of the theme "Fostering knowledge, forging connections", for 2016. The same input stated that connectivity and the importance of access to information has always been a priority topic of discussion at the IGF; after all, the Internet can only be a tool for economic and social development where it is available. Although connectivity and access to information would certainly be one important aspect that would fall under this theme, the contributor believes there would also be value in focusing acutely on the Internet's role not just in improving access to information, but in empowering people to be creators, producers, and consumers of that information.

35. Other topics and work tracks that were suggested by contributors to the taking stock process include: Continuing the BPF on IXPs; a new BPF on the 'Internet of Things'; having the IGF organize a generic model for handling abuse, focused at (public-private) cooperation; an internet taxonomy initiative with regard to roles and a BPF on Internet of Things & Ethics.

36. Some themes that were suggested for 2016 IGF were: Employability; Education; Political Leadership; Profiling Algorithms; The 'Internet of Things' & Ethics; A Fragmented Europe: Data Localization, the Digital Single Market and Internet Fragmentation; Youth Involvement; Safer Internet Environment; The Impact of the Internet, AI and Robotisation; Responsible Disclosure; Privacy and the App Store and Secure Websites.

37. Some contributions said that delays in visa processing varied from country to country but reinforced the importance of location and dates of IGF being communicated sufficiently in advance of the conference. It was also suggested that the posting of practical information should be done earlier on the IGF and host country websites to allow people to plan ahead. For example, it was said that the dates and location for the 2016 IGF should be published as soon as possible.

38. One contribution said that the IGF must improve in requiring the IGF host countries to provide enough specific visa, hotel and transportation information far enough in advance of the global IGF. The same input suggested that organizing hosts should be required by MOU or contract to assure that visa information is made clear on the event site and that the government visa-information website they provide a link to is up to date.

39. Some of the specific suggestions that were made by the MAG Working Group on Remote Participation were that: remote moderators must not be placed at the rear of the room behind a divider. The panel organiser must have a clear strategy for communication with the remote moderator, and must have this clearly agreed with the remote moderator before the session. The instructions for remote participation should be improved in the workshop proposal information. The remote moderator must be in contact with the session chair before the session begins and coordinate inclusion of the remote participants. The chair must have in mind the remote participants and check often with the remote moderator to see if a remote participant is waiting in the queue. The session chair should provide the remote moderator with all presentations, photographs, charts and other materials that will be shown in the room, so the remote moderator can show them to the remote participants in the remote participation platform.

40. Some inputs noted that annual IGF meetings sometimes lack a proper, spacious space for networking at the conference venue. Networking/coffee spaces where stakeholders can quickly catch up should be central to the IGF's value proposition, as a distinct offer from the more formal, to be booked, bilateral rooms.

41. Many contributions stressed that efforts to improve the working methods of the MAG should continue into 2016, in line with the recommendations made by the Commission on Science and Technology for Development (CSTD) Working Group on Improvements to the Internet Governance Forum, and in light of the United Nations General Assembly's recent call for the "accelerated implementation" of these recommendations. It was also said that the CSTD recommendations and WSIS resolution "asks" must be addressed, i.e. the WSIS UNGA Resolution from December 2015 identifies the following priorities for the IGF: accelerated implementation of the recommendations of the CSTD WG on improvements to the IGF, progress on working modalities, and (progress on) participation of relevant stakeholders from developing countries. It was suggested that MAG working groups could be formed to take responsibility for and report regularly on progress in fulfilling these important "asks".

42. Some stakeholders said that the mix of IGF sessions and their structuring still needs work. The main sessions need further enhancement through improved audience interaction and a wider diversity of speakers. It was said that if the thematic track approach (workshops leading into a main session which worked particularly well for Zero-rating) continues, the workshops need to be better represented and integrated into main sessions (rather than just reporting in). It was suggested that the session formats and speaker choices need to be more audacious, focused on expertise and with the express aim of bringing new, diverse and relevant voices to the discussion.

43. One input noted that as 'Day 0' seems to now be an integral part of the IGF, there needs to be discussion on the MAG role in 'Day 0' event selection, and also transparency on the events, at least to all MAG members, as part of the IGF programme discussion. Consideration should perhaps be given to the prospect of evaluating the impact of a full 'Day 0' agenda on attendance for Day 4 of IGF.

44. In an input submitted on behalf of coordinators and stakeholders of some National and Regional IGF initiatives, the following improvements were suggested: 1. IGF National and Regional Initiatives should be offered more direct involvement in the process of selection of the themes and topics that are reflected by the global IGF intersessional and annual activities; 2. A formal Observatory Advisory Group and corresponding Online Platform could be created for the N/R Initiatives; 3. The N/R IGF initiatives could create an 'Outreach Communication Plan' and 'info-manual' for stakeholders to learn more about the initiatives and their work; 4. There should be space given for a global IGF session for N/R IGF initiatives; 5. Sponsorship could be offered for representatives of National and Regional IGFs from developing countries to attend the global IGF; 6. The practice of designating Secretariat Fellow/Staff to the Initiatives on behalf of the IGF Secretariat and MAG should be enhanced and continued; 7. The IGF community could establish a goal of increasing/doubling the number of IGF National and Regional Initiatives for the period 2016-2018.

45. Representatives from many of the IGF Dynamic Coalitions proposed an idea for a DC Coordination Group, the members of which would be selected by individual coalitions. This group could communicate and coordinate between the DCs and the IGF Secretariat, and between DCs and the MAG, as well as undertake, as a priority function, the drafting of a common framework for DCs. The drafting of Terms of Reference for this group is currently underway and many DC representatives support the idea of a DC Coordination Group made up of DC representatives to act as facilitators in the planning and execution of any coordinated DC contribution to the main IGF meeting agendas. It was also noted that DCs would like to continue their roles individually and in other combinations for workshops and other IGF activities.

46. Many inputs stressed that the value of a multistakeholder discussion increases with greater and more diverse participation saying that the more diverse viewpoints and perspectives considered during discussion on an issue, the more informed and thoughtful the end result will be. It is vital to continuously work for diversity of people and ideas in ways that facilitate participation by individuals and organizations that are not among those who tend to be the constantly-heard voices in the Internet policy arena.

47. Many recognized the community-driven translation of workshop proposal guidelines into several different languages in 2015, which is thought to have increased the number of workshop proposals from developing countries, and recommended that this practice continue.

48. Many inputs acknowledged the number of organizations that have sponsored participation in the IGF for those who may not have been able to participate otherwise and supported the IGF Secretariat's fellowship programme. Many stakeholders welcomed similar sponsorships to bring more participants to the IGF moving forward, particularly from the developing world.

49. One input invited the MAG to consider if and how the Global Internet Policy Observatory (GIPO) and other observatories and mapping initiatives could be of help in the MAG work and in further supporting the IGF.

50. It was suggested that the main outcome documents produced at the IGF should be translated into all UN official languages, to ensure a broader outreach.

51. Many stakeholders asserted that the UNGA's decision to continue the IGF's mandate for another ten years, coupled with the success of the 10th IGF in Brazil, reflects the international community's faith in the multistakeholder approach to Internet governance, and the IGF as an innovative, inclusive, and vibrant platform for Internet public policy discussions.

52. It was said that with the renewed mandate, the IGF community can now focus on how to make the IGF even better and more impactful for all participants. There is a wealth of experience from past IGFs, and recommendations for improvement, which should continue to be considered and implemented by the MAG and IGF Secretariat.

# 2015 IGF Gender Report Card: Analysis and Results

The Tenth Annual Meeting of the Internet Governance Forum was held in João Pessoa, Brazil, from 10 to 13 November 2015. There were 2,137 participants from 112 countries present.1Nearly half (49%) of the participants were from Brazil, the host country, and 26% were from Western Europe "and Others" In addition, 50 remote hubs around the world facilitated active participation by a further 2,000 people.

Of the onsite participants, 38% were female. Report cards were completed for a total of 107 workshops – more than double the 51 regional workshops reported on in 2015. A summary of the discussion (or comment) was included for 33 workshops. The number of participants was recorded for 88 of the sessions/workshops. The number recorded per workshop ranged from 10 to 150. Both the mean and the median were 60. An estimation of the extent of women's participation was provided for 87 of the workshops. In more than two-thirds (59), women were reported to account for about half of the participants, with a further five workshops having women clearly in the majority. In 22 workshops (quarter of those reporting) somewhat less than half of participants were women, while one workshop had no women. This is better than for the regional workshops where half of the workshops were reported to have women accounting for less than half of participants. The workshop with no women participants was Working Spaces for Internet Governance, Enhancing multistakeholder cooperation.

The workshops with clear majorities of women were:
- Multistakeholder practices: Enhancing multistakeholder cooperation
- National Cybersecurity Strategies: Cybersecurity and trust
- Consent in the Digital Age: Internet and human rights
- Multistakeholder IG: Enhancing multistakeholder cooperation
- Information Control in the Global South: Internet and human rights

More than half (61 of the 105 who provided this information) of the workshops had a single male moderator, compared to only 33 that had a single female moderator. A further five workshop had two male moderators while only two had two female moderators. Four workshops had both male and female moderators, with one of these having two of each. Overall, there were 75 male and 41 female moderators. There were 274 female as compared to 476 male panellists in the workshops. Expressed differently, 37% of panellists were women. Only 11 of the workshops had an equal number of male and female panellists, while 80 had more male than female panellists, and 14 had more female than male.

The workshops with more female than male panellists were:
- Multistakeholder solutions for youth-produced sexual content: Cybersecurity and trust
- Mobile for persons with disabilities: Inclusiveness and diversity
- LGBT rights in Internet: Inclusiveness and diversity
- Destabilization of Internet Governance: Emerging issues
- Effective Cybersecurity: Cybersecurity and trust
- Internet and human rights
- Consent in the Digital Age: Internet and human rights
- Hate Speech and FOE online: Internet and human rights
- Political Dissent and Online Anonymity: Internet and human rights
- The Right to Protest Online: Internet and human rights
- Managing Security Risks: Cybersecurity and trust
- Tech-related VAW and FOE: Internet and human rights
- Women's role in IG: Inclusiveness and diversity
- Information Control in the Global South: Internet and human rights

The writer of the summary of the discussion for the workshop on Core principles in the digital age: Internet and human rights, wrote as follows:

"Gender equality was not mentioned as a separate topic, however, with a good gender balance and more female than male speakers/active participants overall, women's empowerment and equality were implicitly acknowledged."

The perceived relevance of gender equality was recorded for 79 of the workshops. Only two workshops had gender perceived to be the main theme, while in a further 13 workshops gender was perceived to be important. Gender was mentioned in 20 workshops, but was not seen as important in a much larger number – 44 in total. Both workshops in which gender was perceived to be the main theme had a summary of the discussion.

In the session on Hate Speech and FOE online: Internet and human rights, the summary read:

"The discussion on hate speech is closely connected with the misogynist attacks and systematic gender violence that women suffer with increasing frequency and impact on the Internet."

In the session on Addressing funding challenges for innovation: Internet economy, the summary was:

"The session addressed women's equality and empowerment by providing examples about how innovation on Internet technologies and use can be tools to support both."

It is possible that the ratings might sometimes refer to the rater's own perception of the relevance for gender, rather than that of workshop participants as a whole. The session on Engaging Youth in Multistakeholderism: Enhancing multistakeholder cooperation was noted as one in which gender was mentioned. The summary of the discussion noted: "Youth participation in general is supporting participation of youth of different gender."

***Gender Dynamic Coalition Collaboration: APC March 2016***

## 2015 IGF Attendance Statistics

The Tenth Annual Meeting of the Internet Governance Forum (IGF 2015) took place in João Pessoa, Brazil, from 10 to 13 November 2015. The meeting was attended by 2137 onsite participants, from 112 countries, representing all stakeholder groups and regions.

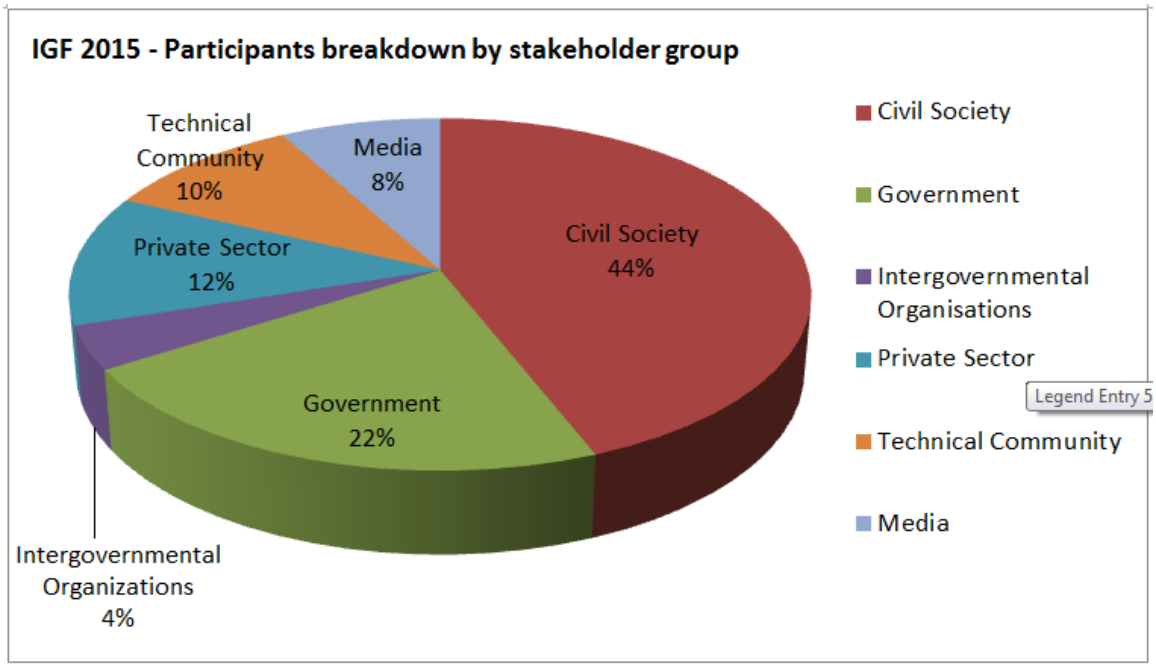
Approximately 50 remote hubs were organised around the world, with an estimated number of 2000 active participants online.

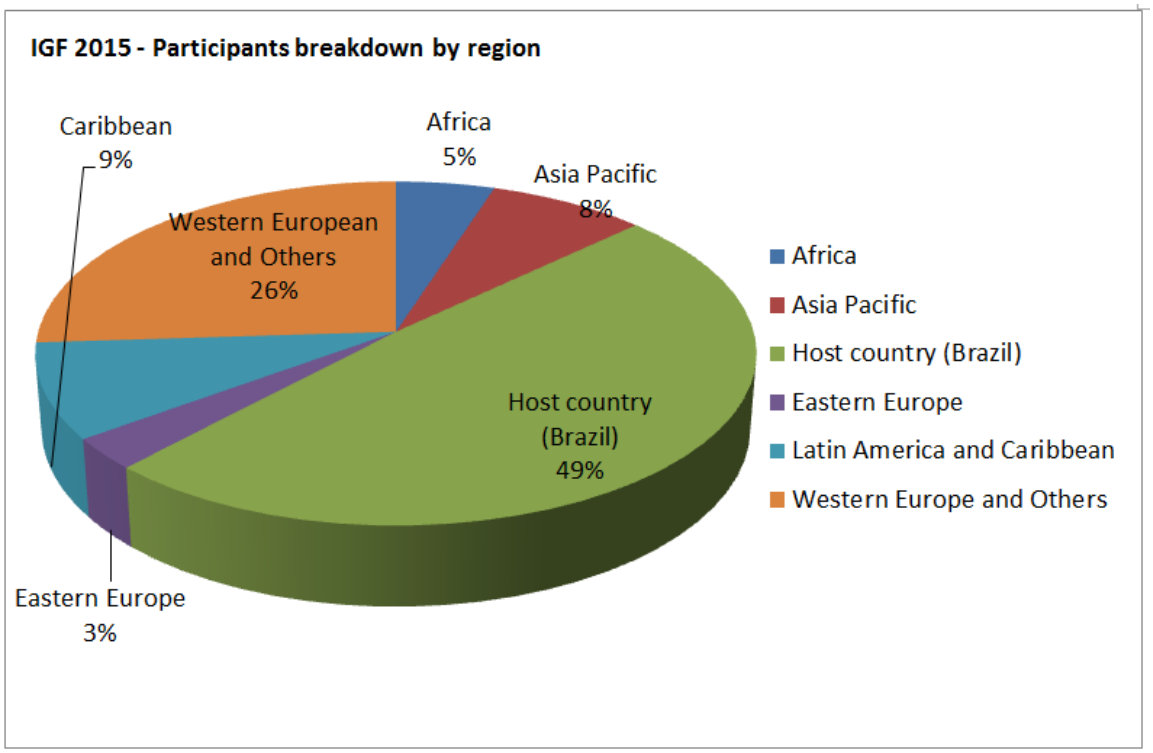
The following numbers and charts show the breakdown of onsite participants by stakeholder group, region and gender.

| **Onsite participants by stakeholder group** | |
|---|---|
| Civil Society | 44% |
| Government | 22% |
| Intergovernmental Organisations | 4% |
| Private Sector | 12% |
| Technical Community | 10% |
| Media | 8% |

| **Onsite participants by region** | |
|---|---|
| Africa | 5% |
| Asia Pacific | 8% |
| Host country (Brazil) | 49% |
| Eastern Europe | 3% |
| Latin America and Caribbean | 9% |
| Western Europe and Others | 26% |

| **Onsite participants by gender** | |
|---|---|
| Female | 38% |
| Male | 62% |


IGF 2015 - Participants breakdown by stakeholder group
Technical Community 10%
Media 8%
Civil Society 44%
Private Sector 12%
Government 22%
Intergovernmental Organizations 4%
Civil Society
Government
Intergovernmental Organisations
Private Sector
Legend Entry 5
Technical Community
Media


IGF 2015 - Participants breakdown by region
Caribbean 9%
Africa 5%
Asia Pacific 8%
Western European and Others 26%
Host country (Brazil) 49%
Eastern Europe 3%
Africa
Asia Pacific
Host country (Brazil)
Eastern Europe
Latin America and Caribbean
Western Europe and Others

# 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 |

The IGF's tenth annual meeting took place during an important time for not only the future of Internet governance and the IGF in the ongoing process of reviewing the progress made on the World Summit on Information Society (WSIS) outcomes, but also for making sure that Information and Communication Technologies (ICTs) and the Internet will support and help to enable the recently adopted 2030Agenda for Sustainable Development .

The tenth annual meeting of the IGF was held from the 10th to the 13th of November 2015 in João Pessoa, Brazil. More than 2,400 registered participants from over 116 countries attended the meeting, with thousands more actively participating online. The overarching theme for IGF 2015 was: 'Evolution of Internet Governance: Empowering Sustainable Development'.

Part I: Summary of IGF 2015 – Reports and Outputs from the 10th IGF intends to provide a comprehensive overall summary of the annual meeting and includes all of the main session, workshop, open forum and other reports (together with links to their transcripts and webcasts if available) produced from the meeting as well as the Chair's Summary, tangible outputs from the 2015 IGF Best Practice Forums (BPFs) and Policy Options for Connecting the Next Billion work and reflections on the meeting including the stock-taking synthesis report, the gender report card and attendance statistics.

IGF Internet Governance Forum