



**Input to the Internet Governance Forum (IGF) Call for Input on
Policy Options for Connecting and Enabling the Next Billion**

31 August 2016

1. How would you define, or how do you understand, the theme “Connecting and Enabling the Next Billion”?

Ways of connecting marginalized communities-

- a) Improving access to the Internet for underserved communities;
- b) Ensuring the affordability of Internet connectivity;
- c) Development of Local content using local languages.

2. The first phase of Connecting and Enabling the Next Billion (2015) identified a set of policy options aimed at the creation of enabling environments, including deploying infrastructure, increasing usability, enabling users, and ensuring affordability. What are the factors to consider when adopting these policy options at local levels (e.g. the state of a country’s market development, the available infrastructure, level of capacity-building, etc.)

- a) Deploying Infrastructure
 - i. Infrastructure sharing;
 - ii. Effective and transparent use of the Universal Services Fund;
 - iii. Clear policies on the deployment of future infrastructure.
- b) Increasing usability
 - i. Develop local content;
 - ii. Give deliberate access to disadvantaged groups ie elderly, disabled, less privileged, illiterate.
- c) Enabling users
 - i. Publicity;
 - ii. Awareness and Training.
- d) Ensuring Affordability
 - i. Removing duty on ICT gadgets/ infrastructure;
 - ii. Sharing infrastructure.

3. Are you aware of any specificities around connectivity at a local or regional level? (In other words, do you know of factors that impact connectivity in, for instance, rural areas but less so at an urban level? Or factors that affect connectivity at regional or larger scale, but not as noticeably at local or smaller scale?)

- a) Economic Factors
 - i. Failure to afford the cost of connectivity i.e. Data Bundles;
 - ii. Regional connectivity is limited as the state of infrastructure is different across countries.
- b) Social Factors.
 - i. Lack of education amongst the rural populace on internet usage and benefits.

4. Data shows that the growth of Internet adoption is slowing down in some areas, especially as broadband services extend to more remote, less densely populated areas (facing challenges beyond affordability and availability). What are some of the barriers or limitations preventing people who do have Internet access from being enabled or empowered through such connectivity?

- a) Competence in the use of Internet
 - i. Some people are not computer literate, they do not know how to use the available internet;
 - ii. Some people are also not aware of the capabilities of the internet that they have.
- b) General illiteracy in the rural and remote areas

- i. People are not able to read and write;
 - ii. Some are not able to quickly learn how to use electronic devices.
- c) Fluctuation of services where internet depends on
- i. Instability in electricity supply;
 - ii. Cash shortages to buy bundles in some developing countries;
 - iii. Poverty - people would rather buy a loaf of bread than buy data bundles.

5. What does meaningful access mean?

In this context, meaningful access refers to the ability of those in remote rural areas to use services and benefits comparable to those enjoyed by those in urban areas. It is achieved by eliminating communication barriers and ensuring that the underserved communities can make effective use of the Internet by ensuring that:

- They are given adequate information;
- They are able to understand the services and benefits available;
- They are able to receive services for which they are eligible;
- They can effectively communicate the relevant circumstances of their situation to the service provider; and
- They are communicated with in a language that they understand.

6. How can connectivity contribute to reaching the new SDGs?

- a) Creation of employment;
- b) Availability of information through technology;
- c) Access to new methods of farming;
- d) By providing farmers with access to new markets for their products;
- e) E-Health and Telemedicine;
- f) Easy research on projects;
- g) Reducing the learning divide;
- h) Easy library resources.

7. Do you know examples of stories where using ICTs to support development has not worked, and why?

A good example of an ICT project that failed is the Maji Matone (water drops) project in rural Tanzania in 2010. The objective of the project was to encourage citizens to put pressure on their local authorities to maintain and repair broken-down water pumps by using SMS. The project failed because of the following reasons:

- a) Political reasons: The relationship between local communities and authorities is sensitively balanced in Tanzania and citizens are reluctant to report on their government;
- b) Gender-specific reasons: Water collection is generally the responsibility of women and children who often do not have access to a mobile phone; and
- c) Lack of reliable electricity supply and limited mobile network coverage.

See: <http://vulnerabilityandpoverty.blogspot.com/2012/12/by-inka-barnett-use-of-information-and.html>

8. Can you think of ways in which ICTs or Internet connectivity could be used to help reach the SDGs?

- a) Easy access to information of critical importance to human life i.e. telemedicine;
- b) The building of smart homes using the internet for easy access of resources;
- c) Ushering in security through internet monitored security systems;
- d) Use of mobile money transfer is to make it easier for the unbanked to

- access banking services;
- e) Improved communication with the rest of the world through the use of OTTs i.e. Skype, WhatsApp etc.