BUILDING BRIDGES

ENHANCING MULTISTAKEHOLDER COOPERATION FOR GROWTH AND SUSTAINABLE DEVELOPMENT

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THE EIGHTH INTERNET GOVERNANCE FORUM
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IGF 2013—'Building Bridges–Enhancing Multistakeholder Cooperation for Growth and Sustainable Development'

The Eighth Meeting of the Internet Governance Forum

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DESA

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I. Introductions

Editor's Introduction

Editorial approach:

This is the seventh volume of the annual Internet Governance Forum (IGF) proceedings produced by the IGF Secretariat since the first meeting in Athens in 2006. I have had the privilege of leading the editorial process for the past four editions. The production of this book is part of the Secretariat's mandate which was established during the creation of the IGF itself. It is a way to capture important institutional memory of the discussions and debates during the now thousands of sessions that have taken place within the IGF in its first eight years.

To give a brief overview of the editorial process, the first step in the development of the book is formatting, organizing and performing a preliminary edit of the 'verbatim' transcripts from the main sessions and submitted workshop reports. Once this has been finished, the next task was moving slowly through all of the text, eliminating some of the introductory statements, thank you remarks, repetitive and off-topic comments and opinions, personal stories and exchanges. It also involved breaking up long strings of text into paragraphs and carefully editing the transcripts and reports.

A central task, then, was to tidy up the language, grammar and syntax to create a clear and concise record of what took place. It was done without losing any of the good messages that were delivered that may have been hard to understand because of the language barriers and other obstacles. For these reasons, just as in the previous publications, some statements may be easier to understand and more clearly written than others. But we hope what was captured most significantly was the exchange of opinions and ideas that make the IGF deliberations so exceptional.

Moderators of each of the main sessions treated each dialogue differently, and this is reflected in the edited transcripts. When the transcription team did not capture the names of those who spoke from the floor, one will see that 'FROM THE FLOOR' was inserted into the text. We invite everyone to visit the IGF website (www.intgovforum.org) to view the webcast videos of the sessions and to read the transcripts in their entirety.

Only workshop reports and other session reports that were submitted on time to the Secretariat are included herewith. They are, for the most part, included as submitted by the organizers though lightly edited and formatted to keep them consistent. Some organizers submitted lengthy edited reports while others simply submitted short-hand notes or transcript summaries. This is why despite having templates for these reports, they all look very different. However, capturing any outcomes of these sessions is important, and, therefore, they are all included.

About the Book:

Similar to previous versions, the 2013 book is presented in chronological order of the four-day meeting. The reports of the workshops and other events are grouped thema-

tically and follow the edited transcripts from their corresponding sessions. A narrative report from the Host Country, Indonesia, sets the stage for the rest of the publication. Next, the reader will see the final programme paper of the meeting, as formulated throughout the 2013 preparatory process by the Multistakeholder Advisory Group (MAG) and other IGF stakeholders through an inclusive process.

The second part of the book contains the Chair's Summary of the meeting. Dutifully prepared immediately after the close of the meeting by the IGF Secretariat, this brief yet full summary is included for ease of reference on what took place in the main session hall prior to the in-depth transcripts. The full proceedings come next, which contain the transcripts edited as described above and reports of the workshops and other events. The appendix provides a glossary of Internet governance terms for much of the sometimes complex technical language that is used. Some graphics of attendance statistics give a breakdown of those who participated in person in Bali. But thousands of others substantively and actively participated remotely throughout the week.

Acknowledgements:

IGF 2013 Narrative Report by the Host Country, Indonesia

Executive Summary

This report describes the preparation process, the results, and the lessons learned from the 8th Internet Governance Forum (IGF) that was held in Bali, Indonesia, from October 22 to 25, 2013. The 8th IGF was organized and funded by various groups to represent the spirit of the multistakeholder approach. Moreover, to embody a transparent and accountable multistakeholder process as an aim of the 8th IGF, this report is intended to be available for the public, in general, and for donors and other relevant stakeholders in particular.

This report was primarily developed from the reflections of the stakeholders involved in the organizing process of the 2013 IGF. Additionally, the report draws upon official documents from the Indonesian IGF (ID IGF) and IGF websites to provide a more comprehensive picture about the 2013 IGF. The links to these documents are included in the footnotes for further reading.[1]

The 8th IGF was organized and funded by multistakeholder cooperation from the beginning to the end. Thus, the most valuable lessons for the 2013 IGF organizing committee came from the challenges in working with a multistakeholder platform. To resolve conflicts and ensure effective communication, the 2013 IGF committee members worked together to ensure the broad inclusion of stakeholders, a shared sense of stewardship, productive consensus building, and strategic engagement of media channels. By including government, private sector, and civil society representatives in its organizing process, the 2013 IGF encouraged all stakeholders to be financially and managerially transparent and accountable in order to develop a relationship of trust among each other and with the public.

Overall, the 2013 IGF is aimed at enhancing Internet governance at local, regional and global levels. The organizers of the 2013 IGF wish that the multistakeholder collaboration will continue to serve as a sustainable and relevant platform in the future towards transparent, accountable, professional, and egalitarian Internet governance in Indonesia and globally.

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[1] Further reading:
- Indonesia–Internet Governance Forum Declaration (http://id-igf.or.id/?p=127)
- 2013 IGF–Open Mic Session (http://www.intgovforum.org/cms/component/content/article/121-preparatory-process/1519-open-mic-session)
- IGF Highlights of the Day–October 22 (http://www.intgovforum.org/cms/highlights-of-the-day-22-october-2013)
- 2013 IGF Attendance Statistics (http://www.intgovforum.org/cms/attendance-statistics)
- 2013 IGF Chair's Summary (http://www.intgovforum.org/cms/Chair's%20Summary%20IGF%202013%20Final.Nov1v1.pdf)

1. About the IGF

From 22 to 25 October 2013, 2,632 participants from 111 countries gathered in Bali, Indonesia, for the 8th IGF. The IGF is an annual event mandated by the United Nations as an open and inclusive forum for multistakeholder policy dialogue on Internet issues. As a neutral, non-partisan space, the IGF brings together governments, businesses, and civil society organizations to learn about emerging issues in Internet policy and to discuss about some of its toughest challenges. Although the IGF has no formal decision making capabilities, the strength of the forum lies in its power of recognition. The IGF aims to provide a neutral space for dialogue, and for issues to be brought to the attention of relevant policy makers at global, regional and national levels.

Aside from the global IGF, regional and national IGF initiatives have also been launched in at least nine regions and 19 countries. They provide a platform for Internet policy discussions around the world, and promoting participatory, democratic bottom up processes.

The United Nation's Millennium Development Goals (MDGs), adopted by the UN General Assembly in 2000, declared a commitment among all member countries to achieve eight equitable, universal development targets by 2015. The eighth goal of the MDGs resolves to build a global partnership for development, and stated "making available the benefits of new technologies, especially information and communications" as an objective, especially in developing countries.[2] The World Summit on Information Society (WSIS), held in Geneva in 2003 and in Tunisia in 2005, reaffirmed the global commitment towards harnessing Information and Communication Technologies (ICTs) as a crucial part of promoting the MDGs. At the 2005 WSIS, the UN Secretary General's mandate led to the creation of the IGF, and eight forums have been held since then.[3]

In a milestone-setting 2011 report submitted by the UN Special Rapporteur on Freedom of Opinion and Expression, Frank La Rue, to the UN General Assembly, the exchange of ideas and information through the Internet is declared as a fundamental part of human rights:

"The Internet has become one of the most important vehicles by which individuals exercise their right to freedom of opinion and expression, and it can play an important role to promote human rights, democratic participation, accountability, transparency and economic development."[4]

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[2] United Nations Millennium Development Goals–Goal 8 (http://www.un.org/millenniumgoals/global.shtml)

[3] UNESCO and the Internet Governance Forum (http://www.unesco.org/new/en/communication-and-information/flagship-project-activities/unesco-and-wsis/Internet-governance/unesco-and-the-igf/)

[4] A 66/290, Report of the Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression (http://ap.ohchr.org/documents/dpage_e.aspx?m=85)

The statement captures the egalitarian nature of the Internet, which provides a platform for worldwide exchange of ideas and information. The IGF is intended to provide an environment where all stakeholders can articulate their positions on Internet governance.

Supported by a Secretariat based in the United Nations office in Geneva, Switzerland, the IGF has no formal membership and is open to all stakeholders with a demonstrated interest in Internet governance. The consultative Multistakeholder Advisory Group (MAG) to the IGF, with 56 members, has the mandate to advise the UN on the content and the schedule of the IGF. The IGF will convene once again in September 2014 in Istanbul, Turkey, after the WSIS+10 High Level Meeting organized by the International Telecommunications Union (ITU) in April 2014 in Sharm el Sheikh, Egypt[5].

The theme of the 2013 IGF, 'Building Bridges-Enhancing Multistakeholder Cooperation for Growth and Sustainable Development', included the term 'multistakeholder' to encourage diverse sectors, even if they have opposing points of view, to come together. They included governments, businesses, civil society, technical communities, media, and intergovernmental organizations. Their interest in the growth and development of the Internet are inseparable from their recognition of the need for a fair, transparent, and equitable policy process. While previous IGFs have primarily focused on the technical and policy aspects of Internet governance, the 2013 IGF incorporated themes such as cybersecurity, human rights, cross sector cooperation, access, and diversity. The inclusion of these themes was made possible because of the multistakeholder nature of the event.

2. Multistakeholder Organizing Process for the 2013 IGF

The 2013 IGF was a truly multistakeholder process from beginning to the end. It has encouraged Internet governance initiatives in Indonesia and worldwide that go beyond state led agendas. A multistakeholder process for organizing the 2013 IGF is important considering Indonesia's rapidly growing number of Internet users, which reached 63 million, or about a quarter of the nation's total population in 2012, and at a rate of roughly 800,000 new users every month.[6]

A. Timeline and process

Delegates from Indonesia attended the first meeting of the IGF in 2006, Athens, and an increasingly diverse array of Indonesian stakeholders have participated in the forum since then. As a member of Indonesia's National ICT Council (Detiknas), Mr. Sardjoeni Moedjiono has served as a representative to the Multistakeholder Advisory Group (MAG) since 2008. The MAG's purpose is to advise the United Nations Secretary General on the programme and schedule of the IGF meetings. The MAG

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[5]   The date of this meeting was later changed to June 2014 in Geneva

[6]   Numbers were obtained from the Association of Indonesian ISPs (APJII).

comprises of 56 members from governments, the private sector and civil society, including representatives from the academic and technical communities.[7] Mr. Moedjiono's presence in the MAG demonstrates how Indonesian stakeholders have participated in the early stages of global Internet governance initiatives.

In 2010, the drafting of the Ministerial Decree on Multimedia Content Regulation (Rancangan Peraturan Menteri tentang Konten Multimedia) initiated the interactions that later evolved into a multistakeholder platform for Internet governance in Indonesia. Although the proposed regulation did not come into effect, the relationship between government, private sector and civil society organizations have developed extensively since then.

Among Indonesian stakeholders, an acknowledgment of differing opinions on Internet governance encouraged the development of a common platform.

During the 2011 IGF in Nairobi, Kenya, Indonesia's Ministry of Communications and Information Technology (MCIT) declared its intention to host the 2013 IGF. Although the Indonesian Government later faced challenges because of internal financial procedures and compliance requirements, the private sector and the civil society began their collective efforts towards hosting the forum in 2012. In November 2012, the Indonesian Internet Governance Forum (ID IGF) was formally established, following a government endorsed agreement among private sector and civil society stakeholders. A declaration on Internet governance in Indonesia was signed as recognition among all stakeholders that Internet governance requires not only technical expertise, but also continuous engagement with legal, economic, educational, and development issues.[8] The multistakeholder agreement of the ID IGF signatories on 1 November 2012 in Jakarta, Indonesia, initiated the work of the 2013 IGF committee.

At the 2012 IGF in Baku, the Indonesian delegation reaffirmed their commitment to host the 2013 IGF in a multistakeholder fashion. The decision to host the 2013 IGF was based on the understanding that private sector and civil society stakeholders will play an active role in the organizing process. The UN Department of Economic and Social Affairs (UNDESA) and the IGF Secretariat held formal meetings with the Indonesian delegates, who delivered the results of a formal Host Country Agreement, the ID IGF declaration.

The ID IGF declaration established the IGF 2013 Committee, which includes representatives from the following stakeholders:

- Government:
    - The Ministry of Communication and Information Technology (MCIT)
    - National ICT Council (Detiknas)
- Private Sector:

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[7] The Multistakeholder Advisory Group website (http://www.intgovforum.org/cms/mag)

[8] The Indonesia–Internet Governance Forum Declaration (http://id-igf.or.id/?p=127)

- ○ Association of Indonesian Internet Service Providers (APJII)
- ○ Indonesia .id Internet Domain Name Registry (PANDI)
- • Civil Society:
  - ○ Hivos Regional Office Southeast Asia
  - ○ Indonesian Civil Society Organizations' Network for Internet Governance (ID CONFIG)
  - ○ ICT Watch—Indonesia

Two important trips were made before the 2013 IGF. From 28 February to 1 March 2013, ID IGF representatives attended the IGF Open Consultations and Multistakeholder Advisory Group (MAG) meetings at the UNESCO headquarters in Paris, France, which was held in conjunction with ITU's WSIS+10 preparatory meetings. The multistakeholder group provided the total budget and outlined the funding situation, and gave an update on the logistical preparation of the 2013 IGF. Subsequently, the second IGF Open Consultations and MAG meetings were held from 21 to 23 May 2013 at the European Broadcasting Union in Geneva, Switzerland, where the theme of the 2013 IGF was adopted and preliminary logistical details of the event were unveiled.

A third high level meeting was organized in Jakarta for Tifatul Sembiring, the Indonesian Minister of ICTs; Fadi Chehade, the CEO of the Internet Corporation for Assigned Names and Numbers (ICANN); Chengetai Masango, the Programme and Technology Manager at IGF Secretariat, participated remotely; and ID IGF representatives on 5 August 2013.

B. Communication Technologies

Members of the 2013 IGF committee extensively used computer mediated communication (CMC) tools for the purposes of internal coordination. Communication by e-mail, Blackberry Messaging (BBM) groups, and WhatsApp messaging groups was crucial throughout the preparatory stages of the 2013 IGF, and facilitated conflict resolution. Although face to face discussion and deliberation remained indispensable, the 2013 IGF committee used Skype and Google Hangouts to facilitate remote participation during meetings.

The 2013 IGF committee introduced new communication technologies in its work with the Indonesian government, including its representatives in the Permanent Mission to the UN in Geneva. The multistakeholder group, recognizing that negotiations progressed slowly because of the use of traditional modes of communication (e.g. post), encouraged the government to use online video conference tools, such as Skype and Google Hangout, that enable real time communication and thus allowed negotiations to be conducted more efficiently.

As the date of the 2013 IGF approached, Skype and Google Hangout facilitated meetings and discussions between the MCIT and the Ministry of Foreign Affairs in Jakarta, the UN Department of Economic and Social Affairs (UNDESA) in New

York, the IGF Secretariat in Geneva, and the UN Department of Safety and Security (UNDSS). The same technology enabled a high level meeting on 5 August 2013, between ICANN, the Indonesian MCIT, the IGF Secretary, and the IGF 2013 committee members.

C. Governance of the Process

In preparation for the 2013 IGF, the ID IGF declaration established the following sub committees, which were staffed jointly by government, business, and civil society stakeholders, with the following responsibilities:

Stakeholder	Responsibilities
Indonesian Government	• Ensured the signing of the Host Country Agreement (HCA) with the UN • Coordinated with various government agencies on issues including, but not limited to, security, protocol, and jurisdiction
ID IGF Multistakeholder Forum	• Established multistakeholder process during the preparation stage of 2013 IGF. • Found sources of funding for the IGF • Sought sponsorship, grants, and in kind support from private sector, government, and intergovernmental donors
2013 IGF Steering Committee (SC)	• Sought sponsorships, grants, and in kind support from private sector, government, and intergovernmental donors • Provided input into the content and process of the IGF
2013 IGF Organizing Committee (OC)	• Coordinated logistics, use of funds, and reporting for the IGF • Oversaw fundraising for the event • Ensured proper coordination with national and local government agencies on key issues, including security, protocol, visa, and customs • Provided staff support for the day to day operations of the 2013 IGF

D. Funding

The 2013 IGF demonstrated innovations in governance and resource mobilization, particularly in how multistakeholder principles are reflected in its funding arrangements. Support and funding for the 2013 IGF came from international non-govern-

mental organizations, the Indonesian government, the private sector, and technical communities.

Throughout the organizing process, the 2013 IGF committee upheld financial transparency and accountability principles with regards to the decision making process and the development of standard financial procedures. Facilitated by the Penabulu Foundation (Yayasan Penabulu), a Hivos partner organization, the 2013 IGF committee developed and adopted the following guidelines for fundraising and fund management:

- All stakeholders (government, business, and civil society) of the ID IGF committee played equal roles in identifying funding opportunities in the form of sponsorships, grants, and in kind donations.

- Member organizations of the 2013 IGF committee are dedicated to ensuring that funds for the event are managed in a transparent and accountable manner. This includes publication of financial reports and official auditing. The Penabulu Foundation has supported the 2013 IGF Committee to prepare for the auditing process, which will be done by BDO International, a registered public accounting firm.

- APJII and PANDI bore the primary responsibility for the management of funds from sponsors and donors, including fundraising on behalf of the 2013 IGF, and acting as official representatives of the ID IGF committee for approving contracts with vendors.

The fundraising target of the IGF 2013 committee was set at approximately 18 billion Indonesian Rupiah or 1.8 million US dollars.

E. Media Engagement

Media engagement began a year before the 2013 IGF event. At the formal declaration of the ID IGF on 1 November 2012, and the ID CONFIG on 12 December 2012, the organizers of the 2013 IGF have informed media partners, especially online media, about their vision of future Internet governance in Indonesia. Before the event, the 2013 IGF committee initiated informal conversations, press release events, media briefings, and interviews to ensure that media partners were updated.

Several media institutions that serve as an umbrella for similar groups contributed to the 2013 IGF. The Alliance of Independent Journalists (AJI) is a member of the ID CONFIG network. On behalf of government stakeholders, the Spokesperson of the MCIT and the UN Information Centre (UNIC) in Jakarta contributed in spreading information to relevant media partners.

Before the 2013 IGF event, the ID IGF committee held several media briefings with key resource persons to prepare media partners with basic knowledge about Internet governance issues. APJII, a key stakeholder represented in the ID IGF committee, provided translated copies of Diplo Foundation's book, 'An Introduction to Internet Governance' to help media partners contribute to debates on Internet governance.

3. 2013 IGF Event

A. *Thematic Highlights of the IGF*

The 2013 IGF included 134 workshops in addition to focus sessions, open forums, and dynamic coalitions. They addressed the following sub themes:

- Access and Diversity: Internet as an Engine for Growth and Sustainable Development
- Building Bridges: The Role of Governments in Multistakeholder Cooperation
- Security Legal, and Other Frameworks: Spam, Hacking, and Cybercrime
- Openness: Human Rights, Freedom of Expression, and Free Flow of Information on the Internet

A focus session on the fourth sub theme, 'Human Rights, Freedom of Expression, and the Free Flow of Information on the Internet', was held for the first time in response to participants' input during previous IGFs and brought together the diverse voices advocating for the protection of universal human rights online. In comparison to previous IGFs, the 2013 IGF demonstrated more consolidated and strategized discussions on human rights and multistakeholder cooperation.

Although IGF participants discussed a diverse array of topics that cannot be easily summarized, debates on the following issues were sustained throughout:[9]

- In light of recent state sponsored surveillance and monitoring activities, IGF panelists and participants underlined the need for better protection for all citizens' privacy and security online by balancing actions driven by national interests and respect for internationally recognized human rights.
- Representatives from several governments emphasized finding common ground amongst all stakeholders of certain cyber ethics that place value on respecting local cultures online while safeguarding users from emerging cyber threats.
- All stakeholders reaffirmed the importance of strengthening and maintaining multistakeholder dialogue for discussing Internet governance, as opposed to government led approaches.

Overall, the 2013 IGF received a positive feedback from participants, many of whom came to the event to bridge the divide among different stakeholder groups and find a common ground for policy and issue discussions. Therefore, we believe that future IGFs should continue the debates and discussion about the policies and issues mentioned above, and include views from a great variety of stakeholders.

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[9]   2013 IGF Chair's Summary (http://www.intgovforum.org/cms/Chair's%20Summary%20IGF%202013%20Final.Nov1v1.pdf)

B. Key statistics

- 2,632 participants from 111 countries attended the 2013 IGF in person:[10]
  - º 33% Western Europe and others
  - º 29% Host Country (Indonesia)
  - º 21% Asia Pacific
  - º 7% Latin America & Caribbean
  - º 7% Africa
  - º 3% Eastern Europe
- Composition by stakeholder group:
  - º 46% Civil Society
  - º 21% Private Sector
  - º 17% Government
  - º 7% Internet Community
  - º 5% Inter Governmental Organization
  - º 4% Media
- By gender: 63% Male, 37% Female[11]
- 1,700 remote connections to meetings in the 2013 IGF were made from 83 countries.[12]
- 25,000 users have tweeted using the hashtags #igf2013 and #igf13, reaching an audience of approximately 10 million[13].

4. Lessons Learned from the Multistakeholder Organizing Process

A. Communication and conflict management in a multistakeholder context

i. Stewardship as a Multistakeholder Leadership Model

The organizing process of the 2013 was multistakeholder in that it involved those with different values, knowledge, capacities, and interests. As a result, there was a challenging yet invaluable process of negotiating and reconciling these differences to reach a mutually desired outcome. Every stakeholder had

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[10] Based on the number of badges printed as informed by IGF Secretariat, 25 October 2013.

[11] 2013 IGF Attendance Statistics (http://www.intgovforum.org/cms/attendance-statistics)

[12] 2013 IGF Highlights of the Day–October 22 (http://www.intgovforum.org/cms/highlights-of-the-day-22-october-2013)

[13] 2013 IGF Open Mic Session (http://www.intgovforum.org/cms/component/content/article/121-preparatory-process/1519-open-mic-session)

the right to express his or her views, but at the same time, he or she was obliged to listen and respect each other's opinions. During the deliberation stage in the first quarter of 2013, all negotiations were conducted through face to face meetings and the 2013 IGF mailing list, which resulted in a longer decision making process. Although there was a formal structure outlined by the Organizing and Steering Committees, there were also times when discussions had no definite outcomes because of the challenges of leading a multistakeholder cooperation.

The stakeholders in the 2013 IGF committee shared an equal voice. As a result, the role of the 'leader', which in this case was executed to some extent by the committee's coordinator, was not to issue directives, but rather to encourage collective decision making within the committee. This importance of a leader that acts as a steward of the group is a crucial lesson from this multistakeholder process.

ii. Collective Agenda Setting and Implementation

After the deliberation stage was concluded, the committee proceeded to the implementation phase during the second quarter of 2013, where mutual objectives and ideas that had been discussed were transformed into concrete steps. It was during this phase that the IGF committee experienced stagnation, because different stakeholders lacked a common sense of urgency for a joint agenda. A number of stakeholders became less active during the process due to people's lack of time and resources and because participation was voluntary (unremunerated). This resulted in fewer committee members who felt a strong sense of ownership of the event.

To overcome this challenge, representatives from civil society urged for a review of the committee's performance, and for a secretariat and its coordinator to be appointed to perform tasks that the 2013 IGF committee thus far had been unable to complete. Thus, at this stage, the committee learned that building a multistakeholder consensus requires significantly more time. Specifically, there needs to be strategies to ensure a consistent, broad representation of stakeholders and to foster the commitment needed to complete the work.

iii. Consensus and Decision Making

Eventually, the frequent and intense interactions among stakeholder groups contributed to the development of trust in the multistakeholder relationship. In order to build consensus that drives productive decision making, stakeholders have to overcome misconceptions about each other's roles and motives. For example, civil society organizations noticed the government's goodwill in holding open discussions about policy making and policy implementation, despite their admission that they initially found it difficult to identify the relevant actors in this field. The process of organizing the 2013 IGF is credited for increased governmental awareness of relevant stakeholders' existence in Internet governance in Indonesia in particular and in the world in general.

B. Transparency and accountability process

The 2013 IGF committee believes that the resource mobilization process must reflect the multistakeholder principles; therefore, the committee disclosed openly the total budget required for the event. All stakeholders were engaged in discussions with various organizations and businesses to close the funding gap before the IGF. To ensure that financial procedures were implemented in a transparent and accountable manner, the 2013 IGF committee worked with the Penabulu Foundation, which helped the committee to formulate and to implement standard operating procedures that could ensure financial transparency and accountability.

C. Media strategy

Media partners, and especially those with an online presence, played a key role in reporting the progress of the 2013 IGF's planning process. At times, media coverage resulted in increased pressure, particularly on the government, to make the event a success. A number of local media outlets were also present during the event itself, which meant that Internet governance issues were, slowly but surely, being raised to the forefront.

International media coverage attracted the attention of donors outside Indonesia that later became key partners during the 2013 IGF. The role of the media, both national and international, was crucial in rallying the support necessary for the forum.

5. Conclusions and the Way Forward

The multistakeholder nature of the 2013 IGF encouraged diverse and even opposing points of view on pressing issues about the Internet to come together while finding possible solutions. Throughout the organizing process and the event itself, the 2013 IGF tried to balance the importance of increasing people's access to the Internet, while maintaining respect for openness and human rights.

Within a month after the 2013 IGF had concluded, the Indonesian MCIT demonstrated an important step towards multistakeholder collaboration. On 5 December 2013, the MCIT invited ID CONFIG members as a representative of civil society stakeholders to discuss a draft of proposed legislation on online content regulation. The meeting signified increasing commitment from the government to a multistakeholder platform that recognizes civil society and the private sector as equal partners in Internet governance. The event, which indicates an increasing appreciation for multistakeholder cooperation in the discussion of upcoming Internet regulations, is part of a long term process that was catalyzed by the 2013 IGF.

Such initiatives would have been much harder without the 2013 IGF, which ensured that the different stakeholders learn about each other's and their own interests in Internet governance. The organizers of the 2013 IGF hope that the multistakeholder collaboration that has characterized the forum from its beginning to end will continue to serve as a sustainable and relevant platform in the future towards trans-

parent, accountable, professional, and egalitarian Internet governance in Indonesia and globally.

Annex I
Indonesia Internet Governance Forum (ID IGF) Declaration[14]

Joint Declaration on Indonesian Internet Governance:

To speed up the achievement of national development goals, Internet resources should be fully employed and governed in a transparent, democratic, and multilateral manner, with multistakeholder involvement. The governance of the Internet should guarantee the openness, free flow of information and knowledge, data and system security, affordable access and availability principles, by putting the national interest above all.

We the Multistakeholders, who sign this declaration, declare to start a Multistakeholder process of Indonesia Internet Governance.

Implementation of this Declaration will work in the areas of:

1. Policies: Internet Policies are the shared principles, norms, rules, decision making procedures and programs that shape the evolution and use of the Internet;

2. Operations: Internet Operations span all aspects of hardware, software, and infrastructure required to make the Internet work;

3. Services: Services refer to the broadest range of educational access, web browsing, on line commerce, electronic communication, social networking, etc.;

4. Standards: Internet Standards enable the interoperability of systems on the Internet by defining protocols, message formats, schemas, and languages.

The formal and informal communication process of developing policy consensus in this multistakeholder approach will use a variety of methods, including in person discussion, public forum, electronic draft, publishing, etc.

The agreed principles in the implementation of the Indonesian Internet Governance Declaration are:

1. Human Rights, Democracy and the rule of Law as stated in the Indonesian Constitution;

2. Multistakeholder Internet Governance;

3. State Responsibilities

4. Maximum empowerment of Internet users;

5. Global nature of the Internet;

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[14] The text of this declaration is included as submitted by the host country, with limited edits. Some graphics were omitted. For the complete report please visit: http://igf2013.or.id/

6. Internet integrity;

7. Decentralized management;

8. Open architecture;

9. Network neutrality; and

10. Cultural and linguistic diversity.

With the strong spirit of cooperation, we will implement this declaration truthfully.

Jakarta, Indonesia, November 1, 2012.

In preparation for the 2013 IGF, the ID IGF declaration was signed by the following organizations under the endorsement of the Indonesian Government:

Private Sector

1. Association of Indonesian Internet Service Providers (APJII)

2. Indonesian Information Technology Federation (FTII)

3. Association of Indonesian Internet Telephony Providers (APITI)

4. Association of Indonesian Internet Cafes (AWARI)

5. Indonesian Chamber of Commerce and Industry (Kadin)

6. Indonesia .id Internet Domain Name Registry (PANDI)

7. The Indonesian Telematics Society (MASTEL)

8. The Indonesian ICT Software Association (ASPILUKI)

9. Association of Indonesian Computer Providers (APKOMINDO)

10. The Indonesian Cellular Telecommunications Association (ATSI)

Civil Society

1. The Association of Higher Learning Institutions in Computing and Information Technology (APTIKOM)

2. ICT Watch

3. Hivos Regional Office Southeast Asia

4. Nawala Nusantara

5. Indonesian ICT Volunteers (Relawan TIK)

6. The Indonesian Community Radio Network (JRKI)

7. Arus Pelangi

8. The Alliance of Independent Journalists (AJI)

9. KLIK Indonesia

10. Indonesia Online Advocacy (IDOLA)

Annex II
Indonesian Civil Society Organizations' Network for Internet Governance[15] (ID CONFIG)

The ID CONFIG was formed in December 12, 2012 at about the same time as the ID IGF committee's deliberation stage. This network aims to facilitate knowledge exchange among civil society organization working on Internet governance issues across Indonesia. In particular, ID CONFIG's member organizations are committed to online freedom of expression and human rights issues, both nationally and throughout the region. One of ID CONFIG's short term goals is to facilitate communication, collaboration and coordination between civil society actors to participate actively in preparation of the IGF in particular and to stimulate critical discussion of Internet governance issues in general.

The following civil society organizations are members of ID CONFIG:

1. ICT Watch
2. Indonesian ICT Volunteers (Relawan TIK)
3. Centre for Innovation, Policy, and Governance (CIPG)
4. Air Putih
5. Indonesian Centre for Deradicalization and Wisdom (ICDW)
6. The Alliance of Independent Journalists (AJI)
7. The Institute for Policy Research and Advocacy (ELSAM)
8. Arus Pelangi
9. The Institute for Criminal Justice Reform (ICJR)
10. Combine Resource Institution
11. Indonesia Online Advocacy (IDOLA)
12. SatuDunia
13. Common Room Networks Foundation
14. Suara Komunitas
15. Exploratory Research on Sexuality and the Internet Indonesia (Erotics Indonesia)

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[15] This description of the ID CONFIG is included here as submitted by the host country.

Programme for the 2013 Meeting

I. Programme Overview

The Eighth annual meeting of the IGF was held from the 22nd to the 25th of October 2013 in Bali, Indonesia. The objective of each annual IGF programme is to maximize the opportunity for open and inclusive dialogue and the exchange of ideas; to try and create feedback loops between the different types of sessions; to create opportunities to share good practices and experiences; to build capacities amongst all stakeholders; and to allow participants in Bali and participating remotely to listen, engage in dialogue and learn as well as to identify key themes that could, in the future, benefit from the multistakeholder perspective of the IGF. Each year, the programming process builds on lessons learned from previous meetings to try and produce the best experience for IGF stakeholders.

This was a rolling document that was updated as the planning progressed. This working draft of the programme for the IGF meeting in Bali is based on past years' programmes and specifically takes into account the proceedings of the open consultations held on 28 February 2013 and the MAG meeting held on 1 March[16]. The Open Consultations and MAG meeting held on 21–23 May[17] further informed the document, as have many online discussions and planning by the MAG and other stakeholders. The 8th IGF programme intended to introduce new innovations in the overall format and thematic substance in light of comments received from the IGF community as well as the recommendations of the CSTD Working Group on IGF improvements.

II. The agenda of the IGF 2013 meeting in Bali

At its meeting on 1 March, the MAG discussed in some detail possible themes and sub themes for the 2013 meeting. There was a suggestion to maintain the traditional main themes, and it was noted that many of the themes could be classified as falling under the traditional themes. However, the general thrust of the discussions was in favour of trying out new formats and of moving away from some of the patterns used in previous years.

During the open consultations and MAG meeting held on 21–23 May in Geneva, there was again a broad consensus to evolve the overall thematic programme away from the traditional main themes to hold a more progressive and up to date forum,

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[16] More information on these events, including full transcripts, are available on the IGF website: http://www.intgovforum.org/cms/

[17] More information on these events, including full transcripts, are available on the IGF website: http://www.intgovforum.org/cms/

while still maintaining much of the traditional thematic focus of the IGF annual meetings of the past.

An online meeting of the MAG and other relevant IGF stakeholders held on 14 June further informed the ongoing substantive programming for the 8th IGF. Additional online meetings of the MAG and other IGF stakeholders were held on 26 and 31 July, 6 and 14 August, 28 August, 21 September, 1 October and 14 October, and summaries of all of these meetings can be found on the IGF website.

The proposed overarching theme for the 2013 IGF, derived by consensus of the MAG together with all IGF stakeholders is:

'Building Bridges: Enhancing Multistakeholder Cooperation for Growth and Sustainable Development'

The proposed sub themes for the 2013 IGF were as follows:

- Access and Diversity: Internet as an engine for growth and sustainable development;
- Openness: Human rights, freedom of expression and free flow of information on the Internet;
- Security: Legal and other Frameworks: Spam, Hacking and Cybercrime
- Enhanced Cooperation;
- Principles of Multistakeholder Cooperation;
- Internet Governance Principles.

This new proposed thematic format aims to take the IGF one step further. While maintaining the traditional IGF thematic discussions, it introduces new formats and will refocus the traditional issues, thus keeping the IGF responsive to evolving needs. The IGF community also felt that evolution was necessary in response to many suggestions made after the Baku meeting and also in light of the CSTD Working Group on IGF improvements.

The MAG agreed that it would be important to find appropriate linkages between the workshops and main sessions. The concept of 'feeder' workshops was reviewed, and in programming the Bali meeting, it was agreed that linkages would instead come in the form of follow-up roundtable discussions amongst participants and organizers of workshops with similar themes, which will then produce outputs or participate actively in the main sessions rather than just reporting back in silos. It was proposed that the sessions that were prepared in this way would be called Focus Sessions.

Each Focus Session was to be preceded by a roundtable discussion that would bring together relevant workshop organizers and participants to help gather inputs from the workshops that would be helpful for the respective main/focus sessions. This way, time would not be taken up during the actual focus sessions for workshops to 'report back' verbatim, but instead, the workshops would be able to bring their main

Tentative Timetable	Day 0 21 October	Day 1 22 October	Day 2 23 October	Day 3 24 October	Day 4 25 October
		Orientation Session	Orientation Session	Orientation Session	Orientation Session
0930 1230	PRE EVENTS High Level Leaders Meeting	Building Bridges The Role of Governments in Multistakeholder Cooperation	Focus Session: Internet Governance Principles —— Focus Session: Principles of Multistakeholder Cooperation	Focus Session (Access/Diversity) Internet as an engine for growth and sustainable development	Taking Stock / Emerging Issues Internet Surveillance —— Open Microphone Session: A&D SOP CIR IG4D All other issues
12:30 1430	LUNCH BREAK	LUNCH BREAK	LUNCH BREAK	LUNCH BREAK	LUNCH BREAK
1430 1730	PRE EVENTS	OPENING CEREMONY	Focus Session (Security): Legal and other Frameworks: Spam, Hacking and Cyber-crime	Focus Session (Openness) Human rights, freedom of expression and free flow of information on the Internet	Open Microphone Session continues CLOSING CEREMONY
1730 1800			Taking Stock Session		

messages into the substantive discussions of the focus sessions themselves, with aims to produce tangible outputs and messages to the broader communities.

There was general agreement amongst participants that the Bali meeting should strive to produce some more tangible outcomes, recommendations, or 'take aways' for participants and those following remotely. This would be in line with a recommendation from the CSTD Working Group on improvements to the IGF. All events would be encouraged to structure their meetings in a way to achieve this goal. There would also be a capacity building track built into the schedule for those participants who want to participate in workshops and other events geared towards capacity building specifically.

There was agreement that it would be important to integrate the various national and regional IGF initiatives into the program of the Bali IGF. The views and themes emerging at these initiatives should be captured in a significant way at the global meetings. In order to achieve this aim; a meeting of all these initiatives would be held as a pre-event on the day preceding the IGF meeting (on "Day Zero).

This event should enable representatives of regional and national IGF initiatives to provide a meaningful input into all relevant sessions. The IGF Secretariat convened a series of online meetings to further plan the appropriate integration of the national and regional initiatives. Stakeholders of the national and regional initiatives, together with other interested participants, held two additional 90-minute sessions during the meeting on substantive topics of their choice. Similarly, a meeting grouping all workshops relating to capacity building is also scheduled as a pre-event on Day Zero. (A complete description of the National and Regional IGF Track at the 8th IGF is included herewith in Annex II)

The programming also takes into account other suggestions from stakeholders received prior to both meetings from the open call by the Secretariat and the discussions of both of the open consultation sessions.

III. Programme outline

Flag raising ceremony
On the morning of the first day (22 October), a UN ceremony raising the UN flag was held. This ceremony marked the beginning of the IGF 2013 meeting.

Opening Ceremony/Opening Session
The traditional opening ceremony/opening session was to be held in the afternoon of the first day. This was scheduled as a 3-hour event.

Main sessions/Focus Sessions on key themes
On the following page is a tentative outline schedule for the main sessions/focus sessions, as agreed upon by the MAG and other IGF stakeholders; the schedule was subject to change based on necessary programming adjustments:

It was clarified during the 2013 preparatory meetings that there was no flexibility to move away from the traditional three hour blocks, as the schedule of the interpreters could not be changed within the given resource allocation. However, the MAG is free to work within these minimal restraints when programming the meeting. Thus, the main sessions could be split up to become two 90-minute blocks rather than a full 3 hours or even split into three 1-hour blocks. Workshops could also be shorter than 90 minutes previously allocated. Ultimately, the timing of each session should be dependent on the substance and objective of each individual meeting. The MAG will strive to appropriately balance the timing of the main sessions and workshops to maximize the time for each participant to actively engage in the discussions and debates throughout the week.

Below is a brief substantive overview of the draft schedule (table above):

(a) Prior to the first official day of the meeting, a series of pre events were held as per IGF tradition. A multistakeholder High Level Leaders Meeting organized by the host country took place.

(b) On the morning of the first day, it was proposed that a main session is held on the topic of the role of governments in multistakeholder cooperation. This session was intended to build upon recent discussions from the World Telecommunications/ICT Policy Forum (WTPF) where the IGF was identified as one of the platforms to take the discussion further.

(c) The opening ceremony would take place in the afternoon of the first day. The second and third days would each have two three-hour blocks for main sessions, and these three-hour blocks could be split in half to allow more concise and focused discussions on the various main themes. These sessions—named focus sessions—would seek to be more output oriented and integrate the various tracks of workshops in a constructive manner. The focus sessions would be preceded by a Round Table, grouping all the related workshops to prepare the possible output of the main session.

(d) In addition to the traditional orientation session for newcomers on the first day, an orientation session would be held each morning to inform participants of the substantive agenda and to help them navigate the busy schedule of the IGF. (A full description of the capacity building track at the 8th IGF is included herewith as Annex I)

(e) As an experiment, a short taking stock session would be held on the second and fourth day of the meeting.

(f) An Open Microphone session on the last day would provide an opportunity for all participants to address any issue of their concern and allow the MAG to receive feedback from participants in regards to the proceedings that have taken place throughout the week.

(g) The final day will also wrap up the IGF and will hold the traditional closing ceremony.

Closing Ceremony

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

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

IV. Workshops

Workshops are selected for inclusion, based on a range of criteria, including the completeness of the respective proposals, their diversity in all aspects and their willingness to merge, if and when they were asked.

- The selection criteria for 2013 workshops were:
- The requirement of having submitted a substantive report on workshops organized in previous IGF meetings;
- Degree of multistakeholder support and participation, for example at least three (3) relevant stakeholders from different stakeholder groups being represented in the organization of the workshop;
- Developing country support;
- Gender balance;
- Youth participation;
- Balance of speakers to participant discussion in the design of the workshop; that is, the degree of interaction planned;
- Relevance to overall theme or one of the key themes, including the area of emerging issues.
- Relevance to the attendees, both physical and remote, at an IGF meeting;
- Suitability for remote participation, for example linkages to a hub event.

More than 150 full workshop proposals were received and evaluated by the MAG for the 8th IGF. Once the deadline for submission of complete proposals had passed, the MAG conducted a thorough evaluation of each proposal together, using an agreed upon scoring system. During their May meeting, the MAG further assessed the workshop proposals, taking into account the initial scoring that had been done. The workshops were either accepted, conditionally accepted, pending a merger or a change in format, or were not selected to take place in Bali. In going forward, the MAG worked together with workshop organizers who were conditionally accepted to adjust the workshop(s) to better fit the overall program of the IGF.

Background papers

All workshops are requested to provide background papers prior to their sessions and are invited to produce substantive analysis papers after the workshops. Workshop organizers are also required to make available a brief report with a few bullet points describing the discussions, any outcomes, and future directions within a half-day after

the workshop. For those workshops designated as feeder workshops, these can be used as the input into the main sessions.

V. Proposed Schedule

The schedule was made available on the IGF website.

VI. General Principles

The following principles were followed during the IGF meeting in Bali:

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

- Delegates should refrain from making ad hominem attacks towards individuals or organizations during their interventions and throughout the general discussions and debates in main sessions, workshops and other events at IGF meetings.

- All organizations that hold official events (workshops, best practices, etc.) are asked to commit themselves to submitting a report on their event. Non submission of a report will disqualify the organization from scheduling an event for the following year;

- Only Dynamic Coalitions meetings which have submitted activity reports or meeting reports are to be included in the schedule;

- Written materials and documentations can be distributed at the designated areas at the IGF venue. Documentations related to the workshops subject matters can be distributed at the workshop rooms, and should be removed by the workshop organizer at the end of the workshop session. Organizations that are holding a booth at the IGF village can also distribute materials at their booth. Materials found in non-designated areas will be removed immediately.

- The distributed materials should be Internet governance related and of non-commercial nature. The documents should follow UN guidelines on suitability and should not be inflammatory or potentially libellous and the actions and arguments should be criticized based on their merits and not their source.

- Commercial logos, flags, banners or printed publications are not allowed in the main meeting halls.

- Tote bags will be given out on the first day of the IGF meeting. Participants who would like to send promotional flyers and other documents to be included in the tote bags are asked to ship the documents by the end of August the latest. Promotional flyers should be non-commercial. A shipping address will be provided prior to the meetings.

VII. Meeting types and structure

The objective of the programme is to maximize the opportunity for open and inclusive dialogue. Workshop organizers in particular are encouraged to be creative and innovative in structuring their meetings, and should aim to be open and participatory. Below are some types of the meetings and their traditional basic structures:

A. Main Sessions/Focus Sessions

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

All of these main sessions/focus sessions will take place in the main meeting hall and will usually be related to the key sub themes of the meeting. The will all have live transcription in English and interpretation in all six UN languages. The transcription will be streamed in real time on the Web and all main sessions/focus sessions will be webcasted.

In some instances, these main sessions/focus sessions could be organized in a roundtable format or as an open forum/microphone platform for participants.

The timing of each of these sessions (90 minutes/2 hours/3 hours, etc.) will be dependent on the topic(s) and desired results.

B. Workshops

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

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

The duration of most workshops will be approximately 90 minutes (to based on room availability and overall scheduling).

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

C. 'Flash' Sessions

A flash session is a space for presenters/organizers to evoke/spark interest of the participants in specific reports, case studies, best practices, methodologies, tools, etc. that have been already implemented in particular contexts or are in the process of implementation.

While flash session organizers have an opportunity to briefly share/promote, put in "light" their experiences, participants in the room have the opportunity to ask very specific questions related to the processes behind and continue the discussions around them after the session.

It is about building bridges between those who have something to offer/share and those who are interested in learning/and taking back specific tips, tools, or join some ongoing initiatives.

Flash Sessions may be shorter in duration than some other types of meetings. (30 minutes or one hour.)

D. Open Forums

All relevant organizations dealing with Internet governance related issues are to be given a workshop slot, at their request, to hold an open forum in order to present and discuss their activities. The meetings should focus on the organization's activities during the past year and allow sufficient time for questions and discussions. Governments wishing to hold an open forum to present their Internet governance related activities will also be given a slot.

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

E. Dynamic Coalitions

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

All Dynamic Coalitions are requested to present a report on their achievements so far in general and on their activities in 2012/2013, and their meeting in Baku (if one was held) in particular. The reports will be posted on the IGF Web site.

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

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

F. Other Meetings

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

VIII. Remote Participation

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

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

The main functions of the remote moderator are the following:

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

The Secretariat, in cooperation with the remote participation working group, is arranging for training sessions for remote moderators in the months leading up to the Bali meeting.

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

IX. List of resource persons

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

Organizers of workshops and sessions who are looking for people to fill a slot on a panel or be otherwise involved within their workshop proposals, including as remote moderators, were invited to access that list maintained by the Secretariat at http://www.intgovforum.org/cms/resource person to find speakers and contributors for their sessions.

The list of resource persons with short bios indicating their areas of interest and expertise was available on the IGF Web site: http://www.intgovforum.org/cms/resource persons/ list of resource persons

X. Logistics

A. Accessibility of the venue

The IGF 2013 venue was accessible for people with disabilities. Participants were requested to contact the Secretariat and communicate any particular requirement in this regard.

B. Other facilities

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

C. Remote Hubs

Remote Hubs have greatly contributed to the continued success of the IGF. Many locations were planning on hubs for this meeting as they allow much greater global participation. It was a suggestion of the Open Consultations that more attention be paid to the best way to include hubs as part of the overall IGF meeting. Information on hubs can be found on the IGF website.

Annex I
Capacity Building Track Details:

Day 1: 8.00 9.30, Main Hall

Set up: Panellist & audience (classroom setting)
Participants: All Stakeholders
Main focus: Navigating the IGF; Diplomacy, process, actors;
Time: 90 mins.

I.   (20min) Introduction: Navigating the IGF

• Navigating IGF: providing practical hints and inputs on how to navigate the IGF during the meeting; (Main sessions, workshops, remote participation, corridors, etc.)

• How to choose the workshops

Questions:

1. Is this your first time to attend a global IGF?

2. Are you involved or have you attended any of the national/regional IGF's

3. What is your expectation in the IGF 2013

Short Q&A

II.   (55min) Diplomacy, process and actors:

WSIS process, IGF, other fora (EC, ICANN, ITU); actors/stakeholders and their main positions with panellists from; WGIG/IGF/ICANN/ITU members;

• A brief of the WSIS process

• Role and mandate of the IGF and MAG

• CSTD role and WGs

• Multistakeholder model and roles:

   • Technical

   • CS

- Government
- Academia
- Intergovernmental
- Media
- Private Sector /Business

Short Q&A

III.   (15min) Snapshot of Day 1

- Plenary 1: "Building Bridges The Role of Governments in Multistakeholder Cooperation"
- Capacity building sessions of the day (WS 215)

Questions:

1. Why this theme?
2. Why attend this session?
3. How to get involved with the sessions

Day 2: 8.00 9.30, Main Hall

Set up: Groups/Touring
Participants: All Stakeholders
Main focus: Understanding the topics of the day (security, openness, privacy; access and diversity; IG for development; critical Internet resources)
Time: 90 mins.

I.   (10min) Introduction: Ice breaker

- How did you find the first day? (Any Challenges? Recommendations?)

II.   (20min) Snapshot of Day 2

- "Internet Governance Principles"
- "Focus Session: Principles of Multistakeholder Cooperation"
- "Focus Session (Security): Legal and other Frameworks: Spam, Hacking and Cybercrime"
- "Taking Stocks"
- Capacity building sessions of the day (WS 287, WS 62)

III.   (60min) "Topics Fair" Thematic areas

1. SOP group:

- Topics: security, openness, privacy and related (surveillance, net neutrality, data protection, human rights)

- Lead by CS &Media Assisted by organizers of workshops Cyberspace governance Exploration, How can Internet be an engine of development and growth

2.   Access and Diversity group:

- Topics: access and diversity, including infrastructure for last mile, costs, cloud infrastructure, local content and services,

- Lead by lead by Private Sector & Academia assisted by organizers of workshops Encouraging locally relevant content to grow the Internet, A better Internet with youth

3.   IG4D group

- Topics: governance, multistakeholder model and roles, environment for the emerging markets.

- Led by Government & intergovernmental organizations assisted by organizers of Workshops; FOSS smart choice for developing countries, Internet Security through Multistakeholder cooperation

4.   CIR group

- Topics: critical Internet resources including root zone, DNS, IP (IPv6), role of ICANN, RIRs and ccTLDs, resilience and stability of CIR

- Led by Technical team assisted by organizers of workshops, Internet Governance for next billion users

Set up:

Groups/ Touring

- Various topic experts are split into small groups around the room, trying to persuade participants that their topic is most intriguing, raising controversies, explaining solutions, players and positions (at least 2 experts on each topic)

- The particular organizers of the capacity building (WS 215, 287, 62, 344, 201, 175) will also get involved and share details of their workshops and their relevance to the particular theme and encourage participants to attend

- Participants can roam between groups if they wish, and get involved

- High interaction within groups

Day 3: 8.00 9.30, Main Hall

Set up: Role plays
Main focus: IG negotiations (simulation)
Time: 90 mins

I. (10min) Introduction: Ice breaker
How did you find the second day? (Any Challenges? Recommendations?)

II. (20min) Snapshot of Day 3
- "Access/Diversity: Internet as an Engine for Growth and Sustainable Development"
- "Openness: Human Rights, freedom of expression, free flow of information on the Internet"
- Capacity building sessions of the day (WS 344, 201, 175)
- (60min) IG negotiations exercise:
- Experts and novices in groups—role plays on negotiating skills/demonstration of the 'corridor' talks etc.
- Have about 3 different role plays and all participants get to participate in all three.
- Give opportunity to few to share lessons learnt from each role play

Day 4: 8.00 9.30, Main Hall

Set up: Panellist from the audience & audience (classroom setting)
Participants: All Stakeholders
Main focus: Next steps: getting involved with Internet governance after IGF Bali (IGF14, WSIS+10, national and regional IGFs, e participation)
Time: 90 mins.

I. (10min) Introduction: Ice breaker
- How did you find the third day?

II. (10min) Snapshot of Day 4
- "Taking Stocks / Emerging Issues"
- "Open Microphone session"

III. (60min) Involvement beyond IGF2013
- Getting engaged/involved on national and regional level how and why?
- Inclusiveness: Involving the persons with disabilities, youth and indigenous groups?
- Capacity building mechanisms and programmes
- Continued engagement: e participation
- Beyond 2013: Towards IGF14 and WSIS+10
- Q & A—Open Discussion

IV. (10min) Capacity Building "Taking Stocks"
- What can be improved for IGF2014?

Annex II
National and Regional IGF Initiatives Track

On day '0', 21 October, A Roundtable on National/Regional IGF initiatives was held in the main hall from 14:30 16:00, this session was used for the national/regional IGF initiatives organizers to exchange information about their events. This session would go beyond reporting, as reporting is being done prior to the event. Each National and Regional event has been given a chance to report back on their respective work since the 7th IGF and the discussion should seek to identify the commonality of views across the different regions/countries, and at the same time identify the unique elements that arise from each process.

Based on the input reports, initial analysis and discussion, an outcome report identifying areas of commonality and difference was to be prepared by a coordinating group as an output of the session. The outcome report would go beyond identification/comparison to provide a more substantive analysis; for example on common challenges faced, different/local interpretations of same topics, etc.

Day 2—11:00 12:30 in Room #10 and Day 3—16:30 18:00 in Room #10

In addition to this roundtable event, two Inter regional dialogue sessions were also held on days 2 and 3, thus allowing for deeper discussions on themes selected by the various National and Regional IGF initiatives organizers and participants.

The views of the national and regional IGF initiatives was also shared during the various focus and main sessions by volunteers, to give these unique perspectives to the broader global IGF platform of debate and discussions.

II.   Chair's Summary

Eighth Meeting of the Internet Governance Forum (IGF) Bali, Indonesia, 22–25 October 2013 Chair's Summary[18]

From 22 to 25 October 2013 in Bali, Indonesia, Internet governance experts, civil society, government and intergovernmental organizations' officials, international social and economic development practitioners, members of the academic and technical communities, private sector representatives and other inquiring global citizens gathered together for the 8th meeting of the Internet Governance Forum.

The main overarching theme for the 8th IGF was 'Building Bridges–Enhancing Multistakeholder Cooperation for Growth and Sustainable Development'.

The various sub themes for the 8th IGF included: Access and Diversity–Internet as an Engine for Growth and Sustainable Development; Openness–Openness, Human rights, Freedom of Expression and Free Flow of Information on the Internet; Security–Legal and other Frameworks: Spam, Hacking and Cybercrime; Enhanced Cooperation; Principles of Multistakeholder Cooperation and Internet Governance Principles. 135 focus sessions, workshops, open forums, flash sessions and other meetings took place over the 4 day event.

In the context of the recent revelations about government led Internet surveillance activities, IGF 2013 was marked by discussions about the need to ensure better protection of all citizens in the online environment and to reach a proper balance between actions driven by national security concerns and the respect for internationally recognized human rights, such as the right to privacy and freedom of expression. Several focus sessions and workshops touched upon these issues, thus generating a truly multistakeholder dialogue, in the spirit of the IGF, focused on the need to rebuild the trust of Internet users, which has been seriously affected by these actions. It was underlined throughout the week that any Internet surveillance practices motivated by security concerns should only happen within a truly democratic framework, ensuring their adequacy, proportionality, due process and judicial oversight. The value of finding common ground amongst all stakeholders of certain cyber ethics that place value on respecting local cultures online was also emphasized throughout the week.

The four days of intense discussions on currently pressing Internet governance issues have demonstrated, once more, that the IGF provides a unique platform for all stakeholders to sit together and address these issues while taking into account the many different views, trying to identify possible solutions. It is this kind of dialogue that gives strength to the IGF and consolidates its relation with the various other Internet

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[18] All interested stakeholders are encouraged to visit the IGF website (http://www.intgovforum.org/cms/) for full transcripts of all the main sessions and workshops that took place throughout the week at the 8th IGF. The IGF YouTube channel also contains videos of all the sessions. (http://www.youtube.com/user/igf)

governance institutions and processes, not only through bringing their representatives together at the same discussion table, but, more importantly, through picking up from these discussions and feeding them into decision making processes that are shaping the future of the Internet.

While maintaining the traditional IGF thematic discussions the 8th IGF introduced new formats and refocused some of the forum's traditional issues, in an attempt to keep the IGF in line with the evolving landscape of Internet governance discussions. The 8th IGF for the first time featured a focused plenary session dedicated to human rights on the Internet and also included cross cutting discussions on principles of Internet governance and the multistakeholder governance model of the Internet, principles championed by the IGF and inspired by the Tunis Agenda. The 8th IGF also strived to produce some more tangible outcomes or 'take aways' for participants, including those following remotely. Each of the plenary sessions addressed specific policy questions and aimed to analyze both convergent and divergent views on the various topics.[1]

A comprehensive capacity building track was built into the schedule for those participants who wanted to participate in sessions geared towards capacity building specifically helping make the IGF a 'one stop shop' on Internet governance issues.

The highly successful, bottom up organized national and regional IGF initiatives were carefully integrated into the program of the Bali IGF. The views and themes emerging from these initiatives were captured in the workshops and focus sessions throughout the week, as well as into inter regional dialogue meetings dedicated to creating bridges and encouraging exchanges of views between the various initiatives.

More than 2,000 participants representing 111 different countries convened in Bali, either physically or remotely.[2] As was the case in Baku at the 7th IGF, civil society was the highest represented stakeholder group at the forum. The entire meeting was webcast and remote participation again increased the active participation. Real time transcription was also available to lift the overall participatory experience for those in Bali and following around the globe.

Millions of interested individuals followed the proceedings on Twitter (#igf2013, #igf, etc.); enabling the discussions to begin prior to the start of the meeting, continue between meeting rooms and during breaks throughout the week, and to continue after delegates left Bali to return home.

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[1] A list of policy questions related to each of the main themes, collected from a public call to the broad IGF stakeholder community, is attached as an annex to this report. (ANNEX I)

[2] Approximately 1,704 connections were made to the meetings remotely from participants from 83 different countries. All the web-casted videos were immediately uploaded to YouTube right after the sessions ended allowing for full public viewership. There were approximately 25 remote hubs and more than 100 remote presenters joined main sessions and workshops.

Main session: Building Bridges: The Role of Governments in Multistakeholder Cooperation

Held on the morning of the first day of the Forum, this session saw a distinguished panel discussing the role of governments in multistakeholder cooperation on Internet governance issues. The chair explained that the session topic was inspired by a formal ITU opinion on the Role of Governments proposed by the Government of Brazil at the World Telecommunications Policy Forum (WTPF) in Geneva in May 2013. It was underlined that while the concept of multistakeholder cooperation is widely recognized as a vital feature of Internet policy processes, Brazil's intervention at the WTPF was intended to remind everyone that the roles and responsibilities of different stakeholders, particularly of governments, were far from well understood or agreed.

A panelist noted in his introductory remarks that Brazil's WTPF opinion prompted serious reconsideration by many stakeholders. He noted that his own government's deliberations after WTPF came up with four areas where government played an important role. As the morning's discussion continued these four areas of government activity were reinforced by other interventions, from both the panel and audience, and were met with broad support:

(1) Government enables and facilitates the building of ICT infrastructure and the development of competition frameworks and policies that supported private sector investment.

(2) Government creates domestic legal frameworks that are intended to legally reinforce the idea that what is illegal offline is also illegal online. As legal frameworks have to be updated in order to keep them consistent with the evolution of the Internet, partnerships with the private sector and civil society are needed in order to make such reviews possible and to address the challenges of a top down legislation which may prove to be too slow, unwieldy, and bureaucratic. By working together, all stakeholders are able to develop more comprehensive public policy concerning the Internet.

Audience members noted that cultural traditions and customs, levels of development and the capacity of various stakeholders, including government, affect a country's ability to implement multistakeholder processes. The ramifications of the observation "what is illegal offline is also illegal online" differs from state to state and according to cultural tradition.

Capacity building for new multistakeholder processes is essential: navigating complex Internet policy processes can be difficult for new stakeholders, and further efforts are required in order to strengthen the ability of diverse groups of actors to participate in these processes and to prevent the return to traditional multilateral processes.

(3) Government, among other stakeholders, plays an important role in preserving free expression, cultural diversity, and gender equality on the Internet, and in supporting people's ability to access and engage with the Internet, through support for education and skills development.

A panelist noted that a human rights framework underpins our use of the Internet and our access to it, and governments should be the guardians of these global commitments, a statement agreed to by many in the discussion.

(4) Government can help to support the multistakeholder process and partnerships, but are not the leaders of it. Panelists and members of the audience referred to the Brazilian Internet Steering Committee (CGI.br) as a successful example of such a partnership.

It was recognized that governments often have a careful role to play in balancing competing interests in policy processes. The aim is to achieve bottom up, transparent and inclusive Internet governance related decision making processes where governments work in genuine partnership with all other stakeholders.

One area where governments have an especially important role to play is the area of human rights. Indeed, government has a responsibility and duty to protect human rights, including freedom of expression. Not only was this not contested in the room, it clearly found broad support. It was noted that human rights issues were not on the IGF agenda seven years ago, but have emerged as a fundamental issue in current Internet governance discussions.

Raising the capacity of governments to participate in often complex processes was mentioned by many participants, along with a recognition that once governments can see a process operating in a transparent and predictable manner, they may not ask for any role other than to know that the function is being carried out correctly and in a manner consistent with understood public policy norms, agreements or standards.

A representative of the Brazil government emphasized that their proposal was not an attempt to expand the role of government: they fully embrace the multistakeholder model as shown by their offer to host IGF 2015 in Brazil. Rather, they wish to operationalize government's role, and do not see this as disturbing the multistakeholder model. In addition, their concern is not only for government participation, they would like to see more civil society and private sector representatives from developing countries. It was also noted that support for inclusive multistakeholder processes should apply to all international organizations.

Another government representative fully acknowledged the need to better integrate governments and other stakeholders from developing countries into the multistakeholder processes and organizations where Internet policy is developed. It is equally important that those processes and institutions also recognize this and are amending their procedures accordingly.

The issue of government surveillance was raised by a number of members of the audience, and there was broad recognition from the panel that governments should 'practice what they preach' when talking about openness and transparency on the Internet. It was felt by many that we have seen trust in the Internet significantly eroded by recent events. This erosion of trust relates to government's role as protector

of internationally recognized human rights and as stewards of the Internet policy processes.

Recognizing the importance of governments as partners in multistakeholder processes, the moderator noted that this process was 'a living book' and so far we had only written the first few chapters of the story.

Picking up on this metaphor, a panelist stated that a fundamental principle should be that there are multiple authors with equal voices within this writing process. This idea was met with wide agreement within the room. However, the actual roles of the different stakeholders were not agreed, while most participants accepted that each stakeholder has roles and responsibilities that are different. This discussion went so far as to suggest that the roles defined by the Tunis Agenda should be questioned and that its provisions should also be allowed to adapt as part of the living book. There was agreement that the evolution of the different parts of the overall system for Internet governance must continue, and a number of participants mentioned the recent Montevideo Statement on the Future of Internet Cooperation from leading Internet technical organizations.

A speaker suggested that the IGF might become a policy equivalent to the bottom up IETF, which produces Internet technical standards. This idea was met with some agreement; however, it was noted that if this were to be our goal, we should be ready to add a layer that allows the IGF to actually draft policy documents. Currently, the IGF does not create anything like Internet drafts and RFCs.

While there was agreement on and support for a greater and clearer role for governments, it was emphasized that this increased role should not be at the expense of other actors' contributions. Governments must not push others from the tent. It was noted that there are now 129 members in ICANN's Governmental Advisory Committee, and that number is increasing, which shows that governments are more and more interested in participating in the global Internet governance processes.

It was mentioned that the existing multistakeholder arrangements for Internet governance first laid out at World Summit on the Information Society (WSIS) work well. However, within this framework the role of governments was not clearly defined and the roles of other stakeholders had been disputed since the Geneva phase of WSIS. Indeed, much of the discussion on this topic is contained in the sections related to 'enhanced cooperation'. This discussion remains open and is dealt with by a dedicated working group on enhanced cooperation convened by the Commission on Science and Technology for Development (CSTD).

Opening Ceremony

Mr. Thomas Gass, Assistant-Secretary-General for Policy Coordination and Inter-Agency Affairs of United Nations Department of Economic and Social Affairs (UNDESA), formally opened the 8th Internet Governance Forum. Mr. Gass stressed that the United Nations Secretary-General was committed to the multistakeholder model for Internet governance, championed by the IGF, and the long term sustai-

nability of the Forum, with the hope that the Forum's mandate would be extended beyond 2015 when the broader WSIS review process will be taking place. Mr. Gass emphasized the importance of ensuring that our global Internet is one that promotes peace and security, enables development and ensures human rights. As the international community strives to accelerate the achievement of the Millennium Development Goals by 2015, and as it shapes the Post 2015 Development Agenda that focuses on sustainable development, expanding the benefits of ICTs, through a global, interoperable and robust Internet, will be crucial.

H.E. Tifatul Sembiring, Minister of Communications and Information Technology (MCIT), of the Republic of Indonesia, who assumed the chairmanship of the meeting, welcomed all participants to Indonesia and the island of Bali and explained that with more than 63 million Internet users already in Indonesia, making the Internet available to the people was not the only goal his government hopes to achieve. They are committed to making sure that the Internet is both affordable and accessible throughout the nation, particularly in the rural areas. Participants were also reminded that increased connectivity also brings unique security challenges. Individual countries and the international community as a whole must create global public confidence and trust in the use of the Internet so that cyber technology may bring us progress, peace and prosperity.

Opening Session

In a video address, Mr. Hamadoun Touré, Secretary General of the International Telecommunications Union (ITU), stressed that from the beginning, ITU has been firmly committed to the IGF, which he said was a great example of the multistakeholder model. The Secretary General also encouraged the IGF stakeholders to join the many WSIS review activities that the ITU was spearheading over the next year.

Many speakers during the opening session noted that much had evolved in the broader Internet governance landscape since the 7th IGF in Baku. Revelations of Internet surveillance activities have put Internet governance issues near the top of the global diplomatic agenda. Innovations have created a truly hyper connected world that poses significant opportunities, as well as threats. The Internet is a multi-faceted economic and social space that has become the central nervous system of the information society. Major policy debates throughout the world are taking place around issues such as network neutrality, data protection, big data and the protection of children online. The 8th IGF thus could not have come at a more opportune time.

The representative from Brazil invited IGF stakeholders to participate in a 'summit' focused on Internet governance issues, in the first half of 2014. The conference will build on work already being done within the IGF and in other Internet governance processes towards building a refined multistakeholder governance model for the Internet. This model would ensure increased democratic governance and sharing of the benefits of the Internet. The Brazilian representative and many other speakers said that this model should promote freedom of expression, be grounded in democratic

governance, ensure online privacy and human rights, and be shared equally by all stakeholders, with transparency and in an inclusive manner.

Many speakers mentioned the recently declared 'Montevideo Statement on the Future of Internet Cooperation', where many of the organizations responsible for coordination of the Internet technical infrastructure expressed strong concern over the undermining of the trust and confidence of Internet users globally due to recent revelations of pervasive monitoring and surveillance of electronic communications. The declaration also called for the further globalization of organizations dealing with Internet policies, with an aim towards creating an environment in which all stakeholders can participate on an equal footing.

It was said that many governments are embracing multistakeholder models in order to make the Internet a better place. While this was certainly seen as a positive development, it was also underlined that a delicate balance must be struck. Governments alone cannot govern the Internet; rather they must earnestly partner with all stakeholders, on an equal basis, in the spirit of the IGF and the Tunis Agenda. The Internet belongs to no single country or entity, but should be a global and inclusive springboard for human development worldwide that launches innovation and opportunities.

It was announced that for the first time Arabic, Russian and Chinese generic top level domains have been added to the Internet root. Participants greeted this news with great enthusiasm in the spirit of creating a culturally and linguistically diverse cyberspace. The recently launched Alliance for an Affordable Internet was also mentioned by many speakers as being a significant step forward in the ongoing efforts to increase access and affordability, with a particular focus on the world's most vulnerable populations living in the developing world.

Safeguarding human rights, especially when it came to ensuring freedom of expression and emphasizing the role of the Internet in accelerating social and human development efforts should remain high priorities of the IGF. In that regard, civil society needs to participate as an equal member of the multistakeholder community, representing the voices of many around the world that are unable to participate in the many fast moving Internet governance processes.

Regarding the future of the IGF itself, speakers generally agreed that the forum is now more relevant and essential than ever. Many of them made strong calls to ensure its long term sustainability and to extend its mandate beyond 2015. It was said also that the IGF should continue to evolve and build on developments it had introduced at the Bali meeting, including providing further integration of national and regional IGF initiatives, providing more capacity building opportunities and producing more tangible takeaways.

Focus Session: Internet Governance Principles

This session was organized with invited experts and audience members seated in a roundtable format with moderated discussion. The session had three aims:

- To provide an overview of the Internet governance related principles developed and adopted by various governmental and non-governmental groups over the past few years;
- To discuss the similarities, overlaps, areas of consensus, differences and disagreements with regard to those various principles; and
- To develop ideas for moving towards a common framework of multistakeholder principles based on the existing initiatives and projects.

Introducing the session, the moderators noted that in preparing for the session they had identified at least 25 documents, declarations, resolutions and statements, which defined principles for Internet governance. A review found a high degree of commonality, perhaps 80% of the various principles being shared by all the different projects. The session began by inviting representatives of some of the projects to describe their goals and main principles.

Beginning the discussion, the Organization for Economic Cooperation and Development (OECD) underlined three key principles from an overall package of 14 that had been agreed by the OECD Council. They are: openness, flexibility and a multistakeholder approach. The Council also noted that Internet policy must be grounded in respect for human rights and the rule of law. However, given the special role of governments in some policy areas such as security and stability and critical infrastructure, these areas could not be left to the private sector and civil society alone, a comment that confirmed a conclusion of the earlier session on the balanced role of governments in multistakeholder processes.

The Council of Europe also emphasized the need for respect for human rights and the rule of law, for multistakeholder governance arrangements and the equal and full participation of all stakeholders. In all, member states of the Council of Europe had agreed to a package of ten principles, which were found to be similar with many of the other proposals, thus generating a hope that a common framework would not be hard to agree on, at least on core themes.

The Seoul Conference on Cyberspace, which took place a week before the IGF, in South Korea, noted that progress had been made towards agreeing on the need to set principles and widely accepted norms for behaviour in cyberspace, but we had still not reached agreement on international 'rules of the road' or a set of standards of behaviour. The Chairman of the Seoul Conference noted that differences of emphasis remain on how to reconcile and accommodate different national legal practices, policies and processes. However, many stakeholders in Seoul found some consensus around the Seoul Framework and that in its own right is an important step.

The IGF Dynamic Coalition of Internet Rights and Principles introduced a document produced as a Charter of Human Rights. The coalition is one of the oldest in the IGF and one that has produced a concrete outcome. The Charter has twenty one clauses based on ten broad principles that summarize the intent of the Charter: universality, accessibility, neutrality, freedom of expression, life, liberty and security, privacy,

diversity, standards and regulation and governance. The Charter is a live document, still undergoing changes.

One speaker noted that over recent years human rights had become a central issue in Internet development and a cornerstone of many of the Internet principle documents and proposals. However, the situation can be complex. For example it was mentioned that the African Union Cybercrime Convention makes references to human rights but also proposes the criminalization of any blasphemous speech. Having a set of broadly agreed multistakeholder principles is not the end of the road, but a starting point for further work.

The session heard about Open Stand, a set of principles developed to guide global Internet standards activities. They were developed after discussion between the Institute of Electrical and Electronics Engineers (IEEE), Internet Engineering Task Force (IETF), Internet Architecture Board (IAB) and Internet Society (ISOC), as a new concept, in contrast to some of the more inter-governmental models that currently exist. The principles are based on respectful cooperation, specifically between standards organizations, each respecting the autonomy, integrity, processes and intellectual property rights of the other organizations. The principles support interoperability at all levels.

A government representative responded to these various examples from Internet principles projects noting that Internet governance should promote international peace, sustainable development and shared understanding and cooperation. He reminded the session that there are two types of human rights: civil and political rights; and economic, social, and cultural rights. The right to development is essential to Internet governance.

A speaker from Brazil noted how the principles developed by the CGI.br—the multistakeholder body responsible for the Internet policy and governance activities in the country– were now close to being adopted as part of proposed legislation. The legislation, "Marco Civil da Internet", guarantees civil rights online and in the use of the Internet.

There was widespread support for the principles mentioned by various panelists, but there were also notes of caution. For example, one person mentioned that these principles must reflect national principles, norms and culture and not be imposed from outside.

As a final question, panelists were asked if they and their organizations involved in producing their respective principles proposals would be willing to come together under the umbrella of the IGF to create a coherent global set of principles. The answer was a resounding "Yes".

Focus Session: Principles of Multistakeholder Cooperation

This third focus session continued the dialogue on the multistakeholder model for Internet governance. The session was organized as an open discussion facilitated by the two moderators with no designated panelists, just interaction with the audience.

The goal of the session was to explore and work towards key principles which should be the basis of a multistakeholder forum or policymaking process. Multistakeholder or 'multistakeholderism' doesn't only refer to Internet governance, but can be applied to any process that requests cooperation, any process that deals with complex issues in general.

The moderators introduced the work of the "IGF Working Group on Multistakeholder Principles" which had looked at the many principles documents, etc., developed by various international processes. From these the coalition compiled a set of key common principles which were introduced as the basis for discussion:

First- open and inclusive processes.

Second- engagement, which was described as processes that enable all stakeholders to engage and to participate.

Third- participation and contribution, described as the ability to participate in and contribute to decision-making.

Fourth- transparency in processes and decision-making and how decisions are made and input is reflected.

Fifth- accountability, described as mechanisms for checks and balances in decision making, and

Sixth- consensus based approaches for decision-making that should reflect how inputs from the multistakeholder processes are incorporated.

These were not suggested as the only principles, or as principles that could not be challenged, but they had been identified as common among the many principles documents reviewed.

Throughout the session, speakers from different stakeholder groups endorsed these core principles either as being central to statements they had developed or as having been an integral part of the discussions they had held on multistakeholder cooperation. A speaker representing the business community endorsed the five principles and also observed that there is a difference between governance of and governance on the Internet. She also noted some of the challenges of multistakeholder cooperation as being the need to pay careful attention to balancing geographical representation, the great importance of supporting capacity building to promote effective participation, the risk of capture and management of conflicts of interest, and the means to ensure the general legitimacy of the overall process.

Others described how they had examined the respective roles of stakeholders within a multistakeholder process and how such arrangements affect discussion, and how reaching concrete outcomes can be difficult. A speaker from civil society noted that with rights to participation and to transparency of process also came responsibilities: particularly to apply the same standards to stakeholders' own processes, to be informed about the issues, which may mean supporting capacity building and ensuring inclusiveness.

An important note of caution was raised by a speaker who reminded the session that these new processes were not a replacement for established democratic processes and representation of the public interest. The appropriate instruments of democracy must be maintained. Another discussant noted that while principles were an important guide, they should remain flexible and able to adapt: not become rules, where we might risk transparency and inclusiveness and responsiveness to changing situations.

A government representative commented that many governments have well established consultative processes, often mandated procedures that are part of the legislative process designed to guarantee public input. For example, the U.K. recently established a "Multistakeholder Advisory Group on Internet Governance" called MAGIG, comprised of approximately 40 representatives from across the administration that addresses Internet issues and representatives of appropriate stakeholders. It was also noted that the regional and national IGF initiatives can also be significant policy influencers.

Considering the way forward, the session heard a comment that it was necessary to look at actual practices, how those can be mapped to the principles and how are principles being followed in multistakeholder processes. The discussion suggested that there was consensus on the broad set of principles, with some notes of caution, noting the imperative of diversity and geographical representation, the need for common language, and a common understanding of how those principles can be implemented and work in practice. The IGF Working Group on Multistakeholder Principles will continue to work towards identifying key multistakeholder principles and best practices in their implementation, and look forward to further inputs from all stakeholders.

Focus Session (Security): Legal and other Frameworks: Spam, Hacking and Cybercrime

This Focus session on (Security): Legal and other Frameworks: Spam, Hacking and Cybercrime aimed to produce clear takeaways on legal and other frameworks for addressing the controversial problems of spam, hacking and cybercrime at local, regional, national and global levels. This session carried forward some of the critical concerns with spam that were raised at the World Conference on International Telecommunications (WCIT) in Dubai last year, as well as problems countries face with understanding the complexity of cyber hacking, cybersecurity and cybercrime.

The first part of the Focus dialogue examined spam and its emerging challenges and opportunities for capacity building to exchange expertise on mitigation and prevention with countries and communities who are interested in establishing spam mitigation initiatives. Participants in the meeting and following remotely examined the roles that the multistakeholder community plays in identifying possible technical solutions and examples of sound regulatory approaches. The need for legal frameworks and law enforcement responses that are necessary to address the growing issue of spam in particular in developing countries was also addressed.

There was a vibrant discussion regarding the various definitions of spam itself. This was important as while some countries and regulatory bodies limit the term spam to unsolicited commercial emails, many participants mentioned that the reality is in fact that oftentimes spam is malicious, harmful and unlawful. Phishing, malware and identity theft are unfortunately still very common especially in developing countries. These problems were debated during the WCIT in Dubai in December of last year where stakeholders debated whether spam should be included in an International treaty of some kind under the auspicious of an inter-governmental regulatory body.

Cooperation between all responsible actors for prevention of such acts as well as the importance of public private partnerships and cross border synergy amongst governments, the technical community, the private sector and law enforcement was noted in the work being performed in industry groups. The work of the Internet Society's Combating Spam Project was mentioned during the discussions, as an initiative meant to bring together technical experts and organizations such as the Messaging Anti Abuse Working Group (MAAWG), the London Action Plan (LAP) and the GSM Association (GSMA) to work with developing countries to address, from a global perspective, the ever shifting nature of spam attacks.

The second part of the focus session addressed the inherent fear and lack of trust in the Internet that exists in many parts of the world. While the media oftentimes paints an overly optimistic picture of the potential for economic and social growth that the Internet holds, in many developing countries this is simply not the case. Many users there are hesitant to communicate and innovate online because of the prevalence of spam and the threat of hacking and cybercrime.

It was stressed that with many individuals now being connected for the first time through broadband innovation and mobile connectivity, the importance of urgently building trust in a secure online world, particularly in rural areas where people were not previously connected, is vital. A participant from a small island developing state explained how his country is now a prime target for malicious online activity as an example of the risk they are facing.

Cyber criminals know that Internet users in parts of the world who are coming online for the first time are particularly vulnerable, as proper network security and legal frameworks may not be in place to provide the protections and necessary trust that is currently attained in many developed countries. In this regard, the sharing of best practices and capacity building activities were seen as being extremely important in helping to prevent spam, hacking and cybercrime in these recently connected areas of the world. It was noted and agreed by the participants that producing data and statistics to measure the scope of the problem in these situations was of great importance to identifying the areas of need.

Network security, through broad collaboration and public private partnerships, was said to be the best first step to address the growing issue of security. Proper legal frameworks need to be in place and cross border communication needs to be ongoing to monitor the flow of information through networks.

The Messaging Anti Abuse Working Group and the London Action Plan were both introduced as strong multistakeholder global initiatives that are working actively on prevention measures for harmful activities on the web. The Budapest Convention on Cybercrime was also said to be a strong starting point and groundwork for international cooperation efforts.[3]

It was stressed that there are a number of high quality capacity building tools already available, with more in development as new threats continue to arise. Panelists and participants emphasized the need for awareness building about these opportunities, making them available to those groups coming online for the first time and moving forward. The IETF is also heavily involved in work related to securing networks and in implementing the proper infrastructure.

It was also said that as new vulnerabilities were found and exploited, those attempting to mitigate those attacks and secure the Internet would always be facing new problems; however, having the proper collaborative frameworks in place for prevention is absolutely essential. Computer Emergency Response Team's (CERTS) on the national level have been very helpful in both prevention efforts and in mitigating the effects of harmful attacks after the fact. Regional and International collaboration between CERTs is also effective.

Many emphasized the need to strike a balance between keeping the Internet both open and secure. Efforts to secure networks should not stifle innovation by fragmenting network flows of information. The IGF was said by many to be the ideal forum for further debates and discussions on issues related to spam, hacking and cybercrime because of its inherent multistakeholder nature.

A proposal was put forward and met with agreement that future IGF gatherings should include specific workshops and capacity building training related to these various security issues, adding yet another output oriented element to the IGF process and particularly for those participants new to the online world.

Focus Session (Access/Diversity): Internet as an Engine for Growth and Sustainable Development

The chair and moderator reminded participants that October 24th is UN day so it was an appropriate day to discuss the Millennium Development Goals (MDGs), WSIS goals, and the correlation and interplay between them. 2015 is an important year, as it is when the international community will review its progress towards the achieving the goals adopted at the Millennium Summit in 2000. It also marked WSIS +10, which will entail an evaluation of the action lines adopted at Tunis in 2005. The focus session discussed how the WSIS decisions could feed into a review of Millennium Development Goals, and how technology could become an integral part of post 2015 Sustainable Development agenda.

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[3]   A list of initiatives and tools on the prevention of spam, hacking and cybercrime is attached to this summary as an annex. (Annex II)

The session began with a presentation on Indonesia's response and implementation of the MDGs. Discussion reviewed Indonesia's successes and also areas where more hard work was required, such as in lowering the rates of infant and maternal mortality. The MDGs were integrated into the country's national mid and long term development plans. The speaker introduced the post 2015 Sustainable Development agenda and the three pillars the agenda proposed: economic development, social inclusion, and environmental sustainability. Indonesia's approach was to address these pillars in a balanced and integrated manner, and through approaches that focused on partnerships between the main stakeholders.

The next presenter, joining the session remotely, provided a history of the MDGs, describing the implementation of some of the issues and the development of the Sustainable Development goals, which are set to become the main conceptual framework for development in the 21st century. He stated that collaboration across all sectors involved in the wider development process would help deliver the agenda while working in silos would not; this observation was met with strong agreement.

A number of speakers and members of the audience noted the limited reference to technology in the MDGs and that this must be updated in future international goals to reflect the ever increasing importance of ICTs in development. A video was shown reminding the audience that the MDGs are really about people, and shared real examples of development activities that have been enabled by the Internet or made much more effective by the Internet.

Building on the comments about the problems of a development agenda based around pillars, which soon risked becoming isolated silos of issues, the meeting agreed that the benefits of ICTs were cross cutting. ICTs are general purpose technologies, which makes them enabling technologies much as the combustion engine or power generation enabled whole sectors to develop.

A speaker noted how ICTs and particularly broadband deployment benefited from consideration through national planning efforts, such as national broadband initiatives that are developed as public private partnerships rather than as public sector solo projects. Work produced by the UN Broadband Commission suggests that when governments act alone implementation tends to move more slowly and with less innovation than if the private sector and others were involved. Similarly, when broadband roll out is left strictly to the private sector there are gaps that are not filled.

It was also acknowledged that different models for promoting infrastructure deployment have been successful in different countries. Generally speaking, keeping Internet traffic local through investment in developing traffic exchanges was noted as a common goal. However, other models do exist and can work well. For example, Uruguay, which enjoys very high broadband penetration, illustrates that a single model was not always ideal. Rather than having a public private partnership arrangement, Uruguay's success stems from a state led model. Uruguay's relentless focus on building and making cable infrastructure available led to very successful uptake. Speakers were keen to point out that in different countries the answer might be to focus on wireless

infrastructure and encourage entrepreneurial activity. There are different models for different situations.

A presenter commented that he had been told that the successor document to the MDGs included only two references to the Internet. It was also mentioned that there was a tendency within governments for the departments responsible for ICT policy to be different from those responsible for WSIS and UN arrangements and they did not necessarily communicate.

The third part of the session had the goal of identifying possible recommendations to fulfill the aims of the WSIS and to make the connection to the broader Sustainable Development Goals, as both processes were to be reviewed in 2015.

The Sustainable Development Goals Working Group will produce goals on water, energy, jobs, education and health. Gender is expected to be a goal or to be cross cutting, and there might be other topics such as oceans, forests, peace and security. The session noted the importance of how ICTs will be included in the development of these global goals.

A speaker noted the value of data collection, and how information about the full impact of the Internet—for instance, in the sharing economy, the caring economy and the app economy that have developed– are not being properly captured, documented and quantified in terms of the benefits they produce. If these benefits were documented then politicians and the public might increase pressure to have policies put in place to accelerate the Internet economy's development. The panel agreed on the significant value of improved data gathering and dissemination. Another speaker noted the importance of other infrastructures, particularly power, that are platforms essential to providing ICTs.

Another participant commented on the need to share best practices, the need to communicate what works and past successes. Participants discussed options for the best place to share information and to discuss best practices and experiences. They wondered if the IGF might be the right repository for such information. A number of people noted that while the national and regional IGF initiatives were sources of important information, a universal challenge was to ensure these experiences were shared.

The session was informed of a potential repository of materials from IGFs, regional events and other fora, a new initiative called "Friends of IGF". Launched this year in Bali, the Friends of IGF website project has collected the conversations, video, transcripts, presentations and other materials that have happened at IGFs over the past few years and has made it all available in one place. It was noted that such a site might be a very useful shared resource.[4]

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[4]   http://friendsoftheigf.org/

A speaker mentioned the U.K. government's 'Next Steps' paper, presented at the Seoul Cyberspace Conference earlier in October, and which attempted to generate greater consensus around Internet governance principles and how they should lead into model policies as part of a global capacity building agenda.

A mind map of the different topics, challenges and possible solutions was created during the session to provide a visual overview of the dialog and is available as an annex to this summary (Annex III).

A key conclusion was that there is a need to strengthen the presence of ICTs within the post 2015 process, particularly the Sustainable Development Goals. Two additional clear takeaways from the session were the need to promote the collection and dissemination of new data and to share success stories and good practices. An important lesson from the MDG process was the need to be more concrete in the formulation of goals, so as to be able to measure progress. It must be made clear that money goes where the goals are, and that when targets are not met there must be transparency about the outcome. Important questions were raised about data collection and how best to collect, analyze and share data in the future. This area, amongst others, is somewhere where the Internet has clear strengths and where it can contribute to accomplishment of the wider development objective.

Focus Session (Openness): Human Rights, Freedom of Expression and Free Flow of Information on the Internet

To the great pleasure of many participants, for the first time at an IGF there was a dedicated plenary session focused on human rights, freedom of expression and the free flow of information on the Internet. The highly interactive roundtable discussion touched upon many of the key issues addressed in the related workshops prior to the session and gave all stakeholders an equal platform to address issues related to human rights and the Internet.

Access to and use of the Internet from a human rights perspective were at the forefront of discussions. Key points were made related to a wide range of violations of rights in the online environment and particular groups being affected, including journalists, human rights defenders and sexual rights activists. The ways in which governments have responded with legislation to challenges posed by the Internet, as well as new jurisprudence and new case law were also discussed throughout the proceedings. One commonality in the discussions was the desire to connect openness in Internet standards with "reasonable limitations online."

Some interesting regional perspectives provided depth and scope to the broader discussions regarding the many challenges the civil society stakeholder groups in particularly face in this field. Some of the primary points made by participants were in relation to privacy, mass surveillance, free expression, blocking, filtering and network shutdowns. Many delegates stressed the enormous variety of ways in which governments have responded to human rights issues with various legislative measures. There is a huge variation in quality of such legislation. Some countries included the Buda-

pest Cybercrime Convention in their legislation, for example, while others do not even have data protection laws. One speaker explained that even in a recently drafted ASEAN (Association of South East Asian Nations) human rights declaration, the text 'across frontiers', when it comes to freedom of expression, was excluded.

Voices from the African region offered sobering reminders of the challenges the region faces when prioritizing public policy needs when it comes to the Internet. With many still lacking basic needs such as power, sanitation and running water, it is certainly not clear whether access to or security and privacy on the Internet will best serve the needs of the people.

From a European perspective, it was mentioned that there is a growing lack of trust in the online space in the context of human rights due to recent revelations of both lawful and unlawful surveillance activities nationally and internationally. One speaker stressed the point of "who is watching the watchers"?

Many speakers described the open Internet as a 'double edged sword' in that while its interoperability has spurred astonishing innovation, it has also exposed users to a wide variety of surveillance tactics, both from governments and law enforcement as well as corporate entities. Surveillance was said to be a local, national and international issue. It was stressed that while government surveillance was the hot topic and this was certainly justified, discussions on the issue of surveillance and other violations of the right to privacy should not be seen solely through the lens of the recent American NSA/PRISM scandal.

Corporate firms' online tracking of users also has a chilling effect on freedom of expression of Internet users. These corporate firms include telecom operators and online service providers. Collection and tracking of Internet users is used to profile citizens, and we have seen with the NSA scandal that there is an obvious convergence between objectives of governments for surveillance, be it for intelligence or law enforcement purposes, and also the tracking of the corporate firms for commercial users.

Participants were reminded that the position of the United Nations is that all the rights that exist offline should in fact also exist online, and those include the right to freedom of expression. What happens in one sphere can have impact in the other sphere, forwards and backwards. Speakers also delved into the issue that in terms of the Universal Declaration of Human Rights, there is not only freedom of opinion and expression, it also states there is a right to seek and receive information freely. The two sided dimension of this was explored: if you only have the first of these rights, you could only express yourself but people would not able to hear what you say. On the other hand, if people can receive information, but there is a limit on expression, again, we cannot speak about the full freedoms the Declaration intended.

Speakers addressed emerging issues and concerns that include civil suits against individuals for Twitter expression. Another source of concern, especially for speakers from developing countries, are copyright suits by technology providers that are seen as "overriding protections provided by the law," with one speaker describing the enforcement of copyright as limiting people's access to essential knowledge.

"Unbalanced copyright frameworks" were also described from the perspective of public library service providers, with one speaker saying that licensing systems of the digital age are bringing restrictions that "end up defeating the purposes of the

Internet," as sometimes the public can only access information that public library systems "can afford to pay for". Others warned of setting up a false dichotomy between copyright and freedom of expression.

One speaker reported back from a vibrant workshop on the popular issue of net neutrality. The workshop stressed the fact that openness and neutrality are essential features of the Internet that have to be fostered to ensure the free flow of information. Participants noted that both openness and neutrality are the features that make the Internet a key driver for innovation, as well as a great human rights enabler. Finally they underlined that at present, there are some traffic management techniques that can jeopardize this open and neutral architecture and can have negative effects on human rights and thus net neutrality should not be considered just from a competition perspective, but also from a human rights perspective.

Finally, everyone in the session agreed that human rights and freedom of expression online should remain high on the growing list of issues central to the ongoing IGF discussions. A note from the session's rapporteur describing the main takeaways from the discussion and some possible next steps for the IGF community is attached to this summary as an annex (Annex IV).

Main Session: Emerging Issues—Internet Surveillance

In response to the high level of interest generated by recent revelations about extensive Internet surveillance programs in different countries, the traditional IGF emerging issues session addressed in depth the hot topic of Internet surveillance.

The chair opened the session by reviewing the policy questions submitted by the community during the preparatory process (these can be found in Annex I). Two moderators introduced a panel of five presenters and four commenters and proposed to address the community policy questions in five main baskets:

- Infrastructure and the basic functionality of the Internet
- Privacy protection and the other human rights issues related to the Internet surveillance
- Focus on security, and situations when surveillance is justified and under what conditions
- Data protection and the economic concerns
- Ethics and the potential impact of surveillance on trust in the Internet.

The moderator suggested issues of law enforcement procedures and international law would underlie many of the discussions.

In their opening remarks all the panelists noted the severity of the problem and its importance to the international community. In response to the many reports of

U.S. intelligence gathering practices, the session heard that the U.S. administration, directed by the President, had begun processes of extensive reviews and reforms. Some participants noted the difference between gathering information for intelligence and security purposes and intelligence collection for the purpose of repression and persecution of citizens.

A speaker providing a U.S. business perspective stated that his company, in common with other ICT companies effected by government requests to access and monitor user data, did not accept blanket requests for access. However, they were subject to the rule of law and treated each individual request from the government on its merits.

He also commented that surveillance revelations were a major problem for the Internet industry; if users didn't trust a company's products they would go elsewhere. A comment from a remote participant referred to reports that U.S. cloud companies can expect to lose business from non U.S. customers to the tune of many billions of dollars, with the overall negative impact on the IT industry even greater because of this loss of trust.

A speaker from the Internet technical community echoed these concerns about the loss of trust in Internet products and services. He pointed out that there was an understanding that intelligence activities targeted individuals and groups, but the very large scale of the alleged monitoring shocked and surprised many. This observation about the massive scale of the monitoring was shared by many, and led to questions about the central role of a single country in many aspects of the Internet; from the control of infrastructure and the success and global spread of commercial services, to positions of oversight over critical Internet functions. Concern over these issues was one of the motivations behind the proposed Internet governance summit to be held in Brazil in May 2014.

Those responsible for some of the technical aspects of the Internet are studying how best to strengthen the core protocols and other aspects of the Internet under their remit. The speaker noted that the problem cannot be solved by technology alone, trust must extend to the parties we are communicating with.

Comments about building more Internet exchange points and adding more connectivity also received support. Keeping traffic local would avoid transiting networks that might be monitored, and they would increase speed, lower costs and enable local Internet businesses to grow. Open source solutions were mentioned as being useful to assure users about the reliability of the tools they used, and additional efforts with open source would be worth perusing. Any response that tried to create national or regional Internets would risk fragmenting the Internet and most likely harm opportunities for innovation. A global and open Internet is still needed.

There was also a view that as a champion of the notion of an open Internet and of many projects supporting Internet freedom around the globe, the United States may now look hypocritical to some as they have been accused of conducting wide scale surveillance. For some this raised concerns about a potential negative impact on support for multistakeholder models of Internet governance.

A number of speakers noted that rights that apply offline also apply online, as reflected in discussions and resolutions of the Human Rights Council. The notion of balance between security and rights was also raised. However, in response one government participant stated there was no tradeoff between human rights and security. It was not about balance, but about securing respect for human rights in a way that was secure. This comment met with some strong agreement from the room. Another said there is no balancing act: respecting human rights increases security, diminishing human rights diminishes security and mass surveillance not only makes a mockery of human rights but threatens the very foundations of our societies and the rule of law. Others commented that surveillance actually works counter to security.

Surveillance is affecting activities of governments, businesses and all Internet users, and many interventions highlighted that trust in the Internet is being weakened. In the 1970s, it was made clear at the European level that a system of mass surveillance could undermine or destroy democracy under the cloak of protecting it. A speaker proposed this was an important statement, noting that it relates to cases well before Snowden and well before the Internet. The sentiment of this comment was shared by many attending the session.

The session heard that the goal of the Swedish Government was to make sure that the promise of securing human rights online as well as offline is realized. At the recent Seoul Conference on Cyberspace, a representative from Sweden presented seven fundamental principles that should apply to maintain respect for human rights when carrying out surveillance of electronic communications. These principles are about legality, legitimate aim, necessity and adequacy, proportionality, judicial authority, transparency, and public oversight. Following on from this intervention, the concept of necessary and proportionate was introduced and well received: activities that restrict the right to privacy, including communications surveillance, can only be justified when prescribed by law and are necessary to achieve a legitimate aim, and are proportionate to the aim pursued. Together, these ideas were proposed as a "Swedish Model" and were supported by a number of panelists and speakers from the floor.

Panelists introduced the proposed Brazilian legislation 'Marco Civil da Internet', a civil rights based framework for the Internet. Marco Civil is intended to protect privacy, freedom of expression, and other digital rights, and had become a model in terms of both content and process, as it was developed through a wide inclusive process of online and offline multistakeholder consultations. At the opening of this year's United Nations General Assembly, Brazilian President, Dilma Rousseff, introduced several principles and norms to help guide the international operation of the Internet:

1. Freedom of expression, privacy of the individual and respect for human rights.

2. Open, multilateral and democratic governance, carried out with transparency by stimulating collective creativity and the participation of society, governments and the private sector.

3. Universality that ensures the social and human development and the construction of inclusive and nondiscriminatory societies.

4. Cultural diversity, without the imposition of beliefs, customs and values.

5. Neutrality of the network, guided only by technical and ethical criteria, rendering it inadmissible to restrict it for political, commercial, religious or any other purposes.

A commenter noted that Brazil intends for the summit proposed for May 2014 to consider these principles. He went on to say that President Rousseff believes Internet governance should include the full involvement of civil society, private sector and the technical community, and that the summit itself should be multistakeholder. He also said the proposed summit will be a "Summit" in the sense that it will be high level and will have authority enough to make decisions.

A second commenter explained of how widespread surveillance raised issues about digital sovereignty, and how this challenged long standing principles of the international system. He also discussed the importance of due process and checks and balances, which tend to be missing when such extra territorial activity occurs. The problem of the potential enormous scale of surveillance online was mentioned again: in the analog world spying on non-nationals was fairly limited and difficult, this was not so in the online world. The speaker suggested governments have an obligation to ensure their citizens enjoy their internationally guaranteed rights, and this requires them to change their behaviour regarding non-nationals.

In an intervention from the floor, a speaker stated the goal now should be to ensure surveillance on such scale does not happen again. This can be prevented by agreeing on a set of principles and norms and an institutional framework that would on the one hand recognize legitimate multistakeholder processes, and on the other hand create an ethical foundation on which every actor could behave in the future in a way that will not damage human rights. Another simply stated, "Friends do not spy on friends".

A number of speakers suggested that international law exists to address the arbitrary or unlawful interference with privacy. Others noted international law is sometimes not easily applicable, however checks and balances can be introduced, transparency and the use due process, observation of the rule of the law generally offers some solutions.

As part of the summing up, one of the moderators noted everyone agreed about the severity of the problems, but "don't waste a crisis", this is an opportunity to strengthen the Internet.

Open Microphone Session
To wrap up the IGF an open microphone session was held to provide an opportunity for all participants to address any issue of their concern, allowing the Multistakeholder Advisory Group (MAG) to receive feedback from participants in regards to the proceedings that took place throughout the week. The session helped the IGF community to 'take stock' by discussing what they thought went well during the week as well as what did not go as well. This is always an important session for the IGF as it

is important for the forum to assess each annual meeting to make sure it is evolving and addressing the needs and issues of all the various stakeholder groups.

There was an interesting discussion about the value of the IGF for government stakeholders in particularly. Government representatives spoke about how the IGF teaches them how the multistakeholder model can be strengthened and further developed, how the Internet can be used to benefit developing countries, and lessons about the importance of respecting human rights and freedom of expression both online and offline. It is a useful platform where governments can interact with all other stakeholder groups.

The importance of continued outreach to new stakeholders about the IGF process was stressed. Links to important media outlets should be strengthened to improve the forum's global visibility and reach. Capacity building opportunities and e participation at the IGF events need to continue to improve to attract new stakeholders.

As always, the MAG and the IGF Secretariat will take note of all comments that were made during this session as well as comments received from an open call for comments on the 8th IGF and take them into account when planning future meetings.

Closing Ceremony

The traditional closing ceremony marked the close of the 8th IGF and also began the preparations for next year's forum. Many speakers praised the IGF for its significant progress in 'evolving' in step with other Internet governance processes. A number of steps were taken in the preparatory process, in line with the recommendations of the CSTD working group, to ensure this. The focus sessions were prepared in a way to provide takeaways and more tangible outputs for participants and those following remotely. The IGF reached out to all stakeholders to give inputs of key policy questions they wanted the forum to address. The integration of national and regional IGF initiatives was also significantly strengthened and a comprehensive capacity building track was built into the program.

It was said also that this year's IGF introduced innovations into its traditional agenda. Many of the themes were high up on the current international policy agenda, ranging from the role of governments, to Internet governance and multistakeholder principles, human rights, cybercrime and spam to the contribution of the Internet to sustainable development and the post 2015 agenda. As in previous years, the IGF again presented a unique platform where difficult issues could be addressed in a constructive dialogue between all stakeholders. This was particularly manifested in the many discussions on government surveillance and one important conclusion emerged: there is a need for an open multistakeholder discussion on how to find high level principles which can guide governments in this sensitive policy area and reestablish trust. In other words, "the IGF had once again proved its worth". The 8th IGF proved to be a "one stop shop" where the community gathers to exchange information.

It was emphasized that the broad support received for the 8th IGF needed to be catalyzed to bring increased stable and sustainable funding and overall support for

the IGF Secretariat. This was seen as being absolutely vital to ensure that the IGF platform continues to expand and evolve to meet the needs of all stakeholders.

Speakers representing all stakeholder groups reaffirmed their belief in maintaining and strengthening the multistakeholder approach to discussing governance on the Internet, as opposed to a government led multilateral approach. It was stressed that new cyber security threats and revelations of widespread Internet surveillance were only two of the many emerging issues that the multistakeholder community must address. The IGF deliberations will also feed into the broader processes for global agenda setting for sustainable development post 2015 and the WSIS +10 review.

A representative of the Internet technical community expressed the hope that the "open and collaborative spirit of Internet cooperation" of the 8th IGF would be maintained in future meetings and negotiations on public policies at all levels related to the Internet, noting that "it is needed for the further evolution of Internet governance in all discussions going forward."

"Now, more than ever, it is time to reenergize the concept and practice of consultative multistakeholder governance," a representative of the business community stated. He also affirmed the strong backing of the business community to the IGF process and called for its continued growth and sustainability. A speaker representing civil society noted that the least developed economies and rural areas must continue to be discussed so that progress can be made, and the next billion users of the Internet from across the globe can also connect and not be left behind.

Three announcements were made by the governments of Turkey, Mexico and Brazil to close the meeting. Representatives from Turkey and Mexico announced their intentions to host future IGF meetings, in 2014 and 2016 respectively. Mexico's announcement was contingent on the mandate of the IGF being extended beyond its second 5 year mandate which will end in 2015. A representative of Brazil reaffirmed the government's full commitment to the IGF and made an open invitation to everyone to join in planning, organizing, and to participate in a multistakeholder conference on Internet governance to be held in Brazil in the first semester of 2014.

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Annex I
Public Input—Shaping the discussions for the 8th IGF

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The IGF Secretariat made a public call to the global IGF stakeholder community to submit relevant policy questions that they would like addressed at the 8th IGF in Bali.

The following questions were received by the Secretariat (categorized by thematic focus sessions):

Building Bridges: The Role of Governments in Multistakeholder Cooperation

1. Are governments which pitch for 'multistakeholderism' in the international arena adopting the same in Internet related policy making in their respective countries?

2. In the post NSA leak scene, will increasing focus on multilateralism affect multistakeholderism?

3.   Are governments taking efforts to encourage and ensure participation of all stakeholders in national delegations to international Internet policy forums or conferences?

4.   There is a lot to do about governments trying to regulate the Internet through the ITU. A lot of work however currently takes place in self-regulatory bodies; governments may not or insufficiently be aware of. An important question could be: How can governments be integrated in self-regulatory Internet bodies, so that their concerns are heard and where possible mitigated, without impeding on the (economic) developments and freedom of information flows? Who need to be brought into contact to establish this and where?

5.   What do governments need to consider when promoting the multistakeholder model?

6.   How can governments facilitate and support multistakeholder structures?

7.   What support do governments require for building multistakeholder models?

Focus Session: Internet Governance Principles

1.   What steps should be taken to ensure effective multistakeholder participation at policy making level in international organizations designated as Action line facilitators in the Tunis Agenda?

2.   How can the management of critical Internet resources be made more transparent and inclusive?

3.   Can the exercise of sovereign rights by nations be restricted when it encroaches on the rights of users in other jurisdictions?

4.   What are the core characteristics that need to be considered in developing these principles?

5.   Should standard development processes be used as guidance for setting these principles?

6.   What legitimacy tools are required for setting up these principles?

Focus Session: Principles of Multistakeholder Cooperation

1.   What steps can be taken to bring in more organizations' and countries to the Internet policy making arena so that there is effective representation of interests of all geographical regions and stakeholders?

2.   What should be the principles of multistakeholder cooperation to ensure proper representation of interests of all constituent groups?

3.   How can effective representation of all stakeholders be ensured at a decision making level and not just at consultation level in all international organizations'?

4.   How do we provide effective means for communicating ideas and opinions, having regard to the language, culture, education, ability, location, and other circumstances of the participants?

5. How do we facilitate contributions from volunteers and groups with little resources so that decisions are not skewed in favor of those groups with the most resources (time, money, political influence, etc.)?

6. How do we most effectively share responsibility and build in accountability?

Focus Session (Security): Legal and Other Frameworks: Spam, Hacking and Cybercrime

1. Will the newly framed International Telecom Regulations (ITR), considering the fact that most of the developed nations are not signatories to it, have any impact on efforts to thwart unsolicited communication?

2. In the light of Budapest Convention on Cybercrime seeing limited adoption by countries, what are the challenges in having an international legal framework on cybercrimes?

3. How can the IGF provide sustenance to countries which presently are less equipped to deal with these topics? Can it in the future assist in bringing together the right organizations and experts? At the IGF challenges and issues come forward that could be identified, classified and distributed to the right organizations. The IGF could play a form of coordinating role here?

4. One of the hardest questions is territoriality where the fighting of spam, hacks, botnet infections and cybercrime is concerned. Can IGF aid in discussing this topic to find ways that look into cross border cooperation without impeding on territoriality but on adopting best practices and matching legal frameworks that make cooperation possible, by starting with those nations and institutions that are willing to look into this challenge?

5. How many law enforcement officers are attending the IGF in Bali? There is a need to involve many officers when it comes to these issues. We are the people in the frontline and leaving us out is dangerous.

6. Cybercrime and law enforcement are inseparable. What policy and Strategy has previous IGFs done to ensure that law enforcement officers are in tune with cybercrime fight?

7. Uniform laws on cybercrime. How is IGF going to make sure that cybercrime laws are same (uniform) with the rest of the world? One crime in Indonesia must be a crime in Zambia.

8. What legal mechanisms can be used to support Internet governance and multistakeholder structures?

9. What elements need to be put in place to ensure all Internet users (including citizens, companies, government, etc.) continue to have confidence in the Internet?

10. How could we strike a reasonable balance between a nation's interest in protecting the security of its citizens in "cyberspace" and its citizens' rights to privacy, freedom of expression, access to information, freedom of association, etc.?

Focus Session (Access/Diversity): Internet as an Engine for Growth and Sustainable Development

1. How does the development of the Internet's open standards contribute to innovation and economic growth?

2. In what ways does the Internet empower people?

3. How can we encourage investment in physical Internet infrastructure without compromising the global nature of the Internet?

4. How can various stakeholders cooperate to create multilingual content on the Internet?

5. How can International organizations contribute to building Internet infrastructure in developing/least developed countries?

6. Are principles of net neutrality violated while rolling out Internet infrastructure in developing countries?

Focus Session (Openness): Human rights, Freedom of Expression, Free Flow of Information on the Internet

1. Is right to Internet a human right?

2. Is there a need to treat expression on the Internet differently from content in other media?

3. Whether liabilities imposed on intermediaries in various jurisdictions affect freedom of expression of users?

4. What enablers need to be recognized by all policy makers to support the free flow of information on the Internet—globally, regionally and locally?

5. What is the nexus between fundamental rights and Internet standards development?

6. How can the Internet inform the better understanding of fundamental principles and vice versa?

Main Session: Emerging Issues–Internet Surveillance

1. The need to prevent mass surveillance carried out in the guise of targeted surveillance.

2. Balancing cyber security and privacy.

3. Principles of open Internet/net neutrality.

4. One of the emerging issues is on Internet regulation. Regulation vs. self-regulation where the Internet is concerned. How can countries that have questions on Internet regulation vs. self-regulation be aided to work on a level playing field that assist the current best (industry) practices being adopted, best practices that make the Internet and thus countries and institutions safer from harm?

5. Better channels of cooperation between stakeholders, especially in areas such as cyber security.

6. Agreement on fundamental, minimum, principles for Internet governance and multistakeholder cooperation.

7. Priorities for the IGF, the Internet community and multistakeholder governance post 2015.

Taking Stock

1. How can the IGF support challenges, issues, etc. to be followed up after the IGF meeting, to prevent everyone from just going home? How could the IGF facilitate a debate to continue and develop the theme for next year?

Annex II
Messaging, Malware and Mobile Anti Abuse Working Group (M3AAWG)

Works on initiatives addressing ongoing and emerging messaging abuse issues, including bot mitigation, cooperative industry outreach, Web messaging abuse, DNS abuse, wireless messaging, sender's issues and other relevant security efforts.

http://www.maawg.org

London Action Plan (LAP)

The LAP is comprised of government and public agencies from 27 countries responsible for enforcing laws concerning spam and international spam enforcement cooperation.

http://londonactionplan.org

Internet Society Combating Spam Project

The Internet Society's Combating Spam Project is designed to bring governments and policy makers together with the Internet industry, technical experts, and other partners that have operational and implementation experiences to build awareness, engage in capacity building and establish a basis for sustainable relationships and long term partnerships that facilitate opportunities to address policy makers concerns about the Internet's unwanted traffic (spam, malware, botnets, etc.).

Details Ion the ISOC Spam Project, information on the various workshops and the Spam tool kit of materials is located at:

http://www.Internetsociety.org/what we do/policy/combating spam project

GSMA

GSM Association's work on mobile spam, in particular SMS and text message spam.
http://www.gsma.com/publicpolicy/mobile spam

Annex III
Mind map generated from the Focus session, Focus Session (Access/Diversity): Internet as an Engine for Growth and Sustainable Development

Annex IV
How can all stakeholders, taking their different roles and responsibilities into account, respect, protect and promote human rights on the Internet nationally, regionally and globally? What do you think we should do next and what is the role of the IGF?

- Participants highlighted the potential role of the IGF. For instance, domain name seizures for copyright reasons show that there is a fundamental misuse of the Domain Name System and that currently there is no place to address such issues. The Internet Governance Forum should be that place. Yet this year, there were no sessions that actually addressed this. Access to knowledge issues were kept to a minimum at the IGF, and yet many laws around the world make it easy to have copyright infringement to remove legitimate content.

- There was a call for follow up with Internet freedom of IGF host countries.

- Considering that the Internet is borderless, this is very important. So proliferation of legislation is not a negative thing, as long as harmonization also occurs. Additionally, legislation should also ensure that mechanisms for those who sell technology which promote human rights violations should be banned and should be locked down.

- In relation to network shutdowns it was noted by one participant that in their workshop it was agreed after industry dialogue with civil society, and government that that there is never a justification for an Internet shutdown and it would be good to see that kind of norm development happening here at the IGF.

- All stakeholders, but especially governments must practice what they preach. In these multistakeholder environments, it seems like everyone is in favor of the principle of multistakeholderism, but what was said during the discussions is that most governments, when they go back home and when they create these new laws and practices, they really don't consult various stakeholders, and this is something that really needs to be on the agenda. This is something to say strongly in relation to IGF follow up.

- One of the greatest problems was the proliferation of new laws and policies, many of which are extremely restrictive when it comes to freedom of expression online, and the conclusion was that this was really the critical moment in history when most countries are looking to pass new legislation on how to regulate content, so it is extremely important to set examples of best practices and for these governments to really understand what the basis guidelines of international laws are when it comes to freedom of expression and human rights online. This is another role of the IGF.

- More dialogue is needed and IGF related input can offer to assist this in relation to legitimate limitations to freedom of expression and what is a legitimate limitation in relation to public morality. While states have the legitimacy to regulate online content because it is the state's duty to regulate "public morality", this notion is very vague and is very unclear. IGF experience needs to be shared in this regard

so that the people who are most impacted by legislation and by measures which regulate expression and information online on the basis of public morality are empowered rather than oppressed by these.

- Multistakeholder discussion for the empowerment of displaced people and migrants through online services was also highlighted with constructive discussion in workshops on how to take practical action on these matters including for disabled people and for refugees. These should include services in relevant languages, information society services introduced for protection of displaced people and service development and implementation on the basis of using open data\open platform approach.

III. Proceedings

Main Session: Building Bridges: The Role of Governments in Multistakeholder Cooperation

22 October 2013
Moderator:
Markus Kummer, Vice President, Public Policy, Internet Society

Co-moderator:
Jeanette Hofmann, Head of Project Group The Internet Policy Field, Alexander von Humboldt Institut für Internet und Gesellschaft, Berlin, Germany

Remote moderators:
Vladimir Radunovic, DiploFoundation, Belgrade, Serbia
Rafik Dammak, NTT Communications

Panellists:
Ed Vaizey, Minister for Culture, Communications and Creative Industries, United Kingdom, London

Benedicto Fonseca Filho, Director, Department of Scientific and Technological Themes, Ministry of External Relations, Brasilia

Ambassador Daniel A. Sepulveda, Deputy Assistant Secretary of State, U.S Coordinator for International Communications and Information Policy, Department of State, Washington DC, USA

Jari Arkko, Chairman, Internet Engineering Task Force (IETF), Finland

Virat Bhatia, President South Asia, AT&T, Delhi, India

Avri Doria, Independent Research Consultant, Providence R.I, USA

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

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M. KUMMER:

My name is Markus Kummer. I'm Vice President with responsibility for Public Policy at The Internet Society, and I'm also the interim Chair of the Multistakeholder Advisory Group, who prepared the programme for this meeting.

We have a very distinguished panel to discuss the role of governments in multistakeholder cooperation, and the overarching title is "Building Bridges." The idea to this title came after last December's conference, World Conference on International Telecommunication in Dubai, which was rather acrimonious meeting, and there was a generally felt need to get together to build bridges, to talk to people, to reach out to other people who didn't share necessarily the same opinions.

And one of the issues that has been with us since the World Summit on the Information Society is the Role of Governments in multistakeholder cooperation. Before we go into the discussion proper, let me also make some more technical announcements. We have interpretation in all six languages, and the headphones for interpretation are outside this room, so if you want to be prepared, and people are encouraged to use their native language, other languages than English, we have interpreters here. But you will need headphones to listen to the interpretation. And they're available outside this room.

I would also encourage you to tweet as you can, as we go along. The hashtag is IGF2013. Nowadays if you're not tweetable, you don't exist, as we discussed when we prepared this session, so please do. We also encourage remote participation. We have a remote moderator, and we hope to bring in participants as often as possible.

To shape the discussions, we issued a call for public policy questions. This was a recommendation that came out of a Working Group under the auspices of the Commission for Science and Technology for Development, CSTD. They recommended that the IGF session should focus on two or three policy questions, so we received input, and we will put them up on the screen at one point. I don't know yet whether this is ready.

And also, we prepared some sheets of paper where you can write down a question you may have, and we have our room helpers who will distribute the sheets, so if anybody wants to write down a question, they can pass them on to our room moderators sitting in the front, Jeanette Hofmann and Matthew Shears. They will try to moderate the room and group the questions if they receive them in advance, but you can also ask for the floor more spontaneously. Having said all that, I will now introduce the panellists, and I start with those to my right.

We have the Minister from the U.K. He is here with us, Ed Vaizey. And to the right of him, Ambassador Benedicto Fonseca Filho from Brazil. And to my left we have Ambassador Danny Sepulveda from the United States. And to his left, Virat Bhatia from AT&T in India. And next to him we have the Chairman of the Internet Engineering Task Force, Jari Arkko. And on the very left, Civil Society representative, independent consultant, Avri Doria. With that, I would invite Minister Vaizey to give his vision of the Role of Governments in multistakeholder cooperation.

E. VAIZEY:

Thank you very much. Yesterday I spoke from the podium, but today I'll speak from the panel in order to maintain the huge informality of this session. And I hope that people will feel free to participate, ask questions, heckle, boo, cheer, stand up and applaud when you feel it's appropriate. We are very pleased that the Government of Brazil are leading this important discussion at the IGF, and I'm very grateful that I've been invited to participate in this panel, because it gives me an opportunity to put forward the U.K. Government's perspective.

We were very interested when Brazil proposed a formal ITU opinion on the Role of Governments at the World Telecommunication/ICT Policy Forum in Geneva in May, and it provoked us. We sat back and thought: What is role of Government? We never really sat down and articulated it so this is a great opportunity to do so, and it's a great opportunity at this Panel Discussion to hear what other people's views are.

In one sense it's almost indefinable because the role of governments is so wide, and as the Minister in the U.K. Government responsible for Internet policy, I'm very well aware that at almost every level, Internet policy affects all other Ministers in the Government, whether it's health or education, home office security, foreign policy, and so on. So one always potentially runs the risk of being too amorphous, but when you drill down as to where government plays an important role, we've come up with four themes, which I hope might help shape the ensuing discussions.

I think the first theme would be, obviously, to support the building of infrastructure. In the U.K., we are lucky that we have very competitive telecoms marketplace so the infrastructure has been built by the private sector, both fibre built by BT and Virgin but also for mobile operators, building out a 4G network. But the competition framework that we've put in place means that this infrastructure is also accessible to most consumers, because prices are low and the services they receive are very advanced.

But government has intervened directly to support the build out of networks to places which are not economic, rural areas. So we are putting north of a billion pounds into supporting the build out of infrastructure, and again, although the majority of infrastructure is paid for by the private sector, I would emphasize that Government sits behind that by providing the regulatory framework to ensure competition and fair pricing.

Then I think government the second point is that government has a role, as it were, to make sure that the domestic legal framework is fair and consistent. There are many clichés that surround the debate on the Internet, and most of them are clichés because they're true, and one is that what is illegal offline is also illegal online. There is no peculiar exemption. If an activity takes place on the Internet, that means it should somehow be allowed if it's not allowed in the physical world, but there are also roles for government to update frameworks where a legal issue is peculiar to the Internet, for example, electronic signatures might be a good example of that.

And we also intervene on particular issues where the Internet has perhaps exacerbated an issue, so the infringement of intellectual property rights, for example, we passed legislation to allow rights holders to warn people if they were infringing intellectual property. We work with the Internet Watch Foundation to combat the prevalence of child abuse images, and we work with Internet service providers to provide parents with suitable controls to protect their children from inappropriate content. But again, it's important to emphasize that we work in partnership with the private sector and with civil society, because we find that is the most effective way to get things done. Top down legislation can often be behind the curve, unwieldy, bureaucratic, and if you want an effective result, then it's important to work in partnership.

I would also emphasize a key principle here, which is that government intervention is not the same as government control. Government can act as a broker, as a representative of its citizens, and it can intervene in issues that are causing great concern, but that is not the same as controlling the Internet. And I think that leads on to my third point, and it won't surprise you that the U.K. is a strong advocate of the rights of freedom of expression. And I think it's important therefore that government plays a role in defending free expression on the Internet, defending cultural diversity, defending gender equality, and also helping its citizens to engage with the Internet by providing them with the opportunities for education and skills that they need to gain access to the Internet.

The Internet, as we all know, is a massive force for good, but there are also dangers, and again, in the U.K., we find it very effective to work with civil society, particularly with children at school, to give them the opportunity to ask questions and to learn effectively how to use the Internet, and to use the Internet safely. And that again is an important role for government.

And then finally, it won't surprise you to learn that our fourth principle would be that government can help to support the multistakeholder process and partnership, working at what I think has been at the root of the success to the Internet over the last two decades. We do this by writing checks, by providing financial support for key groups, but also supporting the IGF process. We were the first to set up our own domestic IGF, and by making sure that our presence is felt at important events such as this.

So I think, Chairman, if I could sum up, government of course, has a role, but I hope that I've shown that throughout all of this, Government has a role as a partner, not as someone that dictates how the Internet develops, so we partner with the private sector to build out infrastructure and we provide funding where the economics don't stack up, and we provide the regulatory framework to ensure that that infrastructure is competitive so that consumers benefit from low prices.

We partner with the private sector and civil society on key issues such as the infringement of intellectual property, the protection of our kids online, combating child abuse images, but we also emphasize the point that our legal domestic framework applies to the online world as much as it applies to the offline world. We support strongly freedom of expression on the Internet, and we are active participants and supporters of

the multistakeholder framework which we think is essential to the continued success of the Internet. Thank you for not heckling.

M. KUMMER:

Thank you, Minister. Now before I turn to Ambassador Fonseca Filho, for those who were not at the world Telecom Policy Forum in May organised by the ITU, there was one so called draft opinion. This is the equivalent of a resolution more or less which is the outcome of the WTPF Brazil put forward on the Role of Governments. The first draft was I would say criticized, or there were many proposals for change, but the Brazilian Delegation overnight went back to their hotel room and redrafted it, and came forward with a revised opinion that I think many would agree with me would have been agreed by the meeting had there been more time. But basically we ran out of time.

And the Secretary General of the ITU said, well, this opinion can now be taken elsewhere, and he explicitly mentioned this meeting here, the IGF meeting, and that was then, when we had a meeting shortly thereafter to finalize the programme, we thought why don't we take this to the IGF, and here we are now.

B. FONSECA FILHO:

Thank you, Mr. Chair, and I thank you for this introduction. You have rightly pointed to the fact that the draft opinion that emerged from the WTPF was the result of extensive consultations we held with different parties, both governments and representatives from other stakeholders that attended the meeting, and in doing so, we tried to focus on the core ideas we wanted to convey through this draft opinion.

And the core ideas are that in recognition of the role and responsibilities governments have in the multistakeholder model, in the multistakeholder pacts, you could maybe use that expression, we should devise ways through which this role should be operationalized to its full extent. So we are not aiming at expanding the government role and responsibility to the expense of other stakeholders. Rather, we are recognizing the fact that there are different responsibilities, and try to devise ways through which that could be enhanced.

And this came out of the realization that in the context of Internet governance discussions, there is very sparse participation on the part of developing countries' representatives, insufficient representation. I would say not only on the part of governments, but also other stakeholders from developing countries, and particularly from the least developed countries.

So this was an attempt to address this situation. Of course, as government, we are proposing from the angle of a government how that could be further enhanced and further operationalized, the participation of governments, but a point that was also made by our Delegation is that with you and since Brazil embraces fully the multistakeholder approach that we view legitimacy in engaging the same exercise in regard other stakeholders so it is legitimate and I would say necessary and urgent to explore ways through which civil society participation can be further enhanced, and parti-

cularly I would stress civil society representatives coming from developing countries would like to see more representation from those sectors.

Private sector coming from other regions can also be further stimulated to participate and benefit from the structure we have from the processes we have, and so on. So I think the Brazilian proposal has to be seen in that light. It is not exclusive to ITU, as well. We initiated it at ITU but it was made clear that the discussion belonged everywhere. We can discuss how to operationalize the role of governments and other stakeholders within any existing institution that deals with Internet. So we are very pleased that at the end we could come up with some core ideas that this was an important notion that could be pursued, and I'd like just to refer briefly to some provisions, the key provisions, of what was named the Brazilian Proposal on Operationalizing the Role of Governments.

So basically we view that ITU and other international organisations have legitimacy in the process, and they can and should they should support meaningful Government participation. So this is also recognition of the legitimacy of participation of ITU and other institutions in this process. Markus Kummer referred in the beginning to the WCIT meeting in Dubai and we agreed it led to very acrimonious outcome. It is, and Brazil tried to play an approach and role and facilitator role, as we always try to do, in the process, since we, as is maybe widely recognized, we share characteristics that enable us to talk to different Constitutions, different groups. So I would say we have maybe with more facility, we can engage into let's say a mediation exercise. And we tried to do that to the benefit of the meeting.

At the end, the outcome was not the one we looked for, but we were a bit amazed by the realization that for some parties, even the mention that ITU should have a role in Internet governance was something that raised immediate concerns and rejection. So we thought it is some of part of the consensus that emerged from the Tunis Agenda should be reaffirmed. The legitimacy of participation of all stakeholders including international organisation but also governments because the same rejection that applies to international organisations to some extent also applies to governments. So this was, let's say, in the origin of the proposal.

And then we recognized that those organisations can provide meaningful –should assist governments in meaningful participation, but we at the same time, we reinforced the notion that multistakeholder governance of Internet must continue to involve all parties, each in their respective roles and responsibilities. And to that end, all stakeholders should continue to cooperate in good faith.

The most let's say operative part of the opinion request invites the Secretary General to support through the ITU Secretariat capacity building of developing countries, in particular least developed countries, to exercise their rights and fulfil their responsibilities relating to international Internet related public policy issues, as per paragraph 35A of the Tunis Agenda and to continue promoting openness and transparency in the decision making process within ITU. This is something I'd like to highlight that

Brazil fully supports that discussions with the ITU on Internet governance should be open and transparent and we are this is a point we make in the context of ITU.

I think this is maybe the most important idea. I'd like to say this is a living document. We came to the WTPF with a version of the document. It evolved. We have this present version. It is I would say subject to continuous improvement. For example, when we refer to the notion that ITU should contribute to capacity building in regard to the exercise of and the discussion of Internet related public policy issues, we should maybe also have the understanding that this should take place in the context of the areas in which ITU is mandated to operate, as per the Geneva Plan of Action, and its own functions. I don't think ITU existing developing countries in intellectual property or anything that would be outside the clear scope of ITU. And that's why this discussion belongs in other forums in which particular aspects of Internet governance are dealt with.

I'd like just very briefly to refer to the intervention just made by Minister Ed Vaizey, and to acknowledge the proposal and to thank the U.K. for this proposal. I think the EU is viewing it from a different angle. We're viewing it from the necessity to provide capacity for the role to be operationalized and the U.K. proposal which we endorse 100%, points to the outcome. Once governments are fully empowered, what is the expected outcome? And we would fully concur that these are core roles for governments to play, facilitation role, to provide for the appropriate regulatory and legal framework, and to promote freedom of expression, to foster the multistakeholder model.

So we fully agree and again, this is maybe a different way to see the kind of idea we wanted to convey through our draft opinion. And I think maybe I should stop here at this point, thank you, and just, as a very last point, to indicate that one of the policy questions that we are raised in the context of the preparation for this meeting, within MAG, refers to the fact of how participation of governments relates to what you call the self-regulatory bodies, such as IETF and others.

And I think it's also a very important point if we could look at ways how to operationalize the participation of governments, to take into account that in some areas, like those of self-regulatory agencies, the governmental participation as such is not what is required in the first place, but governments should be appraised and incorporate also their views in the process. So I think the question that was raised and I would quote, there is a lot to do about Governments trying to regulate the Internet through the ITU. A lot of work, however, currently takes place in self-regulatory budgets. Governments may not sufficiently be aware of it. An important question should be: How can governments be integrated in self-regulatory Internet bodies so that their concerns are heard and were possibly mitigated, without impeding on the economic development and freedom of information flows.

Who needs to be brought into contact to establish these, and where? So I think this is one element that should be clearly also in the picture as we look into ways through which the governments, as part of the multistakeholder pact, could have their roles and their responsibilities exercised, taking fully into account the fact that in some

cases, those self-regulatory bodies are there. They're doing very important work, and this should be acknowledged by governments and also incorporated fully in their proceedings and not trying maybe to supersede or to compete or to overlap with something that is being done and very well done by self-regulatory bodies.

M. KUMMER:

Thank you very much, Ambassador, and I think the role Brazil played already at the WTPF really helped to build bridges between what were two camps in Dubai. The tone definitely at the WTPF was definitely much more conciliatory than two months before. The policy questions Ambassador Fonseca Filho mentioned are now up on the screen. You can also find them on the IGF website, and we will get back to them later. But I would agree that the question number 4 is a very central question. Now, before I turn to Ambassador Sepulveda, I noticed that what I said at the beginning that if you're not tweetable you don't exist has already been tweeted but for copyright purposes I have to give him the mention. He mentioned that when we had our preparatory meeting.

D. SEPULVEDA:

I appreciate the recognition. I want to thank you for having me participate here. I appreciate the Minister's and the Ambassadors' comments. I recognize the participation of civil society and the technical community and I look forward to having a two way dialogue in this very large room with our friends who are here as well. I was actually at the WTPF in question and I'm intimately familiar with the Brazilian proposal and the conversation that took place there and the conversation that has taken place since. I would like to take a step back and say a few things. It's perfectly understandable governments have a very strong interest in having this conversation. The Internet, the network itself, the connection between networks was initiated as a private grand experiment well over 30 years ago and today it's a crucial part of the global economy, of free expression and inclusive economic development so again naturally our governments, any government is going to want to have their people have access to what has become one of the most revolutionary and greatest communications tools of all time.

And it has been governed historically under the multistakeholder system, which has been under a process of continuous improvement. I don't want to talk about this particular proposal by Brazil or this particular conversation as a proposal and a conversation that's taking place that is initiated in a vacuum. It is taking place—as we have seen the multistakeholder system grows from what was originally really a very small community of technical experts in academics and some research aspects of governments, to what is now actually a very large community and a very sophisticated system of multistakeholder institutions. And we've always worked to improve the transparency of the system, and to ensure that it serves the needs of Internet users and their governments, and that it adapts to the increasingly dynamic world in which we live.

Over the years, there have been various proposals to suggest that a single intergovernmental body should be enlisted to strengthen the role of governments in existing multistakeholder processes or overtake some of those processes. I want to note that the United States respects these ideas. We're members in good standing of the ITU and other organisations in which ideas like this have been raised and we applaud the effort and thought put into these proposals and believe that it reflects a common aspiration to ensure that the multistakeholder system includes all stakeholders and all stakeholders are treated equally but that it is also true that the proposals we have seen today setting aside the current proposal we're discussing relative to Brazil have, to our mind, often presented a challenge in that they would do little to improve global access to the innovative and accessible Internet, and could even work against that goal if improperly implemented. It is our point of view that we start with the premise the multistakeholder system has proven itself more successful than any pre-existing model for the deployment and governance of a new technology.

That is not to say that it's perfect and its improvement is something that all stakeholders have sought from its inception and we believe that the rising rate of stakeholder participation in the system, for example at the GAC in which Brazil and other members of the developing world are active participants and very effective participants, that the rising rates of stakeholder participations in the system proves to the community. The community of stakeholders has made ongoing and demonstrable improvements toward full inclusion.

Ideally as we move forward with this conversation, any suggestions for further improvement in the Internet governance systems would not just focus on any one institution, or narrowly on the role of governments. If that is not handled carefully by focusing on a single institution or by focusing on this one specific stakeholder you could easily disadvantage other equally important stakeholders and I take great comfort in the Ambassador's expression of having this conversation not just at the ITU but in multiple fora with a focus on all stakeholders ensuring the communities of the developing world are encouraged to participate in the multistakeholder institutions just as much as the Governments of the developing world.

So we will continue to seek to expand that discussion beyond strengthening the hand of governments and Internet institutions to ensuring all stakeholders are paid their due respects and afforded a meaningful and equal opportunity to participate. As we'll hear from others and as we've heard yesterday, civil society, academia and others have also called for strengthening the roles and we must also address their concerns. We, the United States, fully acknowledge the need to find ways to better integrate governments and other stakeholders from the developing nations into the multistakeholder institutions that govern the Internet today and more importantly so do those institutions. We applaud Brazil's commitment to the multistakeholder governance at home and abroad, the CGI system they use domestically to manage their Internet issues is a multistakeholder system.

We offer our hand of friendship in a joint effort to expand the role of all stakeholders from the developing world in the multistakeholder process. And we would posit that

while the ITU may be one of numerous entities that can assist in that effort, it may not be the best one to assist in that effort. I would also like to note and separately that we have great admiration for the manner in which Brazil pursued the construction of its pending Marco Civil legislation. It was originally drafted and introduced as a collaborative work. I went to Brazil and met with the bill's author and he walked me through the transparent process that included debate on the construction of the text and it produced a call for free and open Internet in Brazil that the Brazilian Government embraced. We still have outlying concerns with potential inclusion of localization requirements. But nonetheless, the underlying text and the underlying intent of the Marco Civil legislation and the effort that Brazil has made to incorporate its civil society and its industry and the construction of that legislation is an admirable one, and we want to commend that.

Further, we followed with great interest the recent news stories about the potential for an Internet Summit that would be held in Brazil in April 2014, and I want to take this opportunity with my counterpart, the Ambassador from Brazil to reiterate that Brazil and the United States share a vision of the Internet that ensures freedom of expression, security and respect for human rights. We also share an interest in strengthening the existing democratic governance structures with inputs from governments, civil society and the private sector. And given these common principles and vision that the U.S. and Brazil share, I appreciate Brazil's leadership role on this issue and we look forward to hearing more about what the Summit itself will seek to achieve and if there's a way in which we can be of assistance.

But as we approach the Summit and as we continue this discussion going forward, please understand that the United States Government strongly believes that the global community is best positioned to benefit from a vibrant and growing Internet environment, where commercial, civil society and government stakeholders jointly participate in the existing distributed set of Internet institutions, each performing specific tasks without unnecessary duplication or encroachment on the role of others. Again, we welcome this debate, we appreciate the opportunity to engage in cooperation and collaboration on the challenges we face. And we hope we can get to a place where everyone, particularly our friends in the developing world, can fully engage the multistakeholder system helping to bolster its accountability, inclusiveness and responsiveness to the needs of the global community of Internet users. I hope we can think creatively in order to bring more developing country governments along with our counterparts in civil society, academia and industry to the table of the multistakeholder institutions and I hope we can grow and evolve together. After all, that's the point of what's brought us here today. It's a common appreciation for the good that the Internet has enabled and can enable for those who are not yet connected and an interest in the future of the Internet. So I look forward to working collaboratively with everyone at this table and again I very much appreciate the opportunity to share those thoughts. As we move forward in this conversation if the audience would like to have a more detailed conversation about the text itself we can do that. And again, thank you very much for the opportunity to participate.

V. BHATIA:

Thank you, Markus. Excellencies, Honourable Minister, fellow panellists, distinguished guests, ladies and gentlemen; some remarkable points have been made already this morning by very eminent panellists which strengthen the intervention that I seek your permission to make. The concept of multistakeholderism let me say at the outset as we see it from the private sector includes the business and has the business playing a very vital role as a key stakeholder in the bottom up transparent inclusive Internet governance related decision making processes. This is the sense of the Tunis Agenda and to interpret it in any other manner would be to do injustice to this fine document that has weathered the test of time notwithstanding the multiple and significant developments several IGFs including this 8th IGF being held in this beautiful city of Bali. Let me elaborate the rationale behind this submission. Close and informed partnership between the governments and other multistakeholder groups is not only necessary but in fact a conditioned precedent to an enlightened Internet governance approach, and that includes three of the four themes laid out by the Honourable Minister from U.K. Governments often try to balance many competing things in their role to implement and enforce policies in national and public interest. However, in the Internet world, somewhat different from the old traditional telecom world, the government is neither a big player itself in most cases, nor does it have years of accumulated technical and economic capacity to manage the space on its own.

This distinction is important between Internet and traditional telecommunications, and the Tunis Agenda must be seen from the prism of this fine distinction as should be the role of global multilaterals such as the ITU. The government is not always very close to the facts of the various stakeholders that the government represents, whether the private sector, the technical community, the civil society and especially the youth. Sometimes a new policy initiatives sounds like a tremendous and a simple idea, but in fact, the policy can have chain reactions that can unintendedly disrupt other processes, and assumptions and by consequence the work of other stakeholder groups. That's because policy could be based on a set of incomplete understanding if the current environment or simply a wrong set of assumptions and therefore ongoing engagement, not just consultation, but including the inputs provided by various stakeholders is crucial. So the government with its tremendous responsibility on its shoulders must move very carefully and deliberately with a well-informed understanding and an openness to consult, engage and include the inputs from industry, technical communities, and civil society.

It is precisely for these reasons why multistakeholder institutions are of such great value. They have mechanisms built in to ensure that the dialogue must happen, and in turn, this is the biggest risk that faces traditional multilateral institutions based on policy making where only governments have a formal role.

There is a risk in a multilateral fora and intergovernmental bodies whose importance is otherwise second to none that the essential consultative process and the process of including the inputs between the governments and other multistakeholder processes may not occur in a complete or a meaningful or a timely manner. Each one of those

is important if the roles have to be performed in the manner that we expect them to be, and be meaningful. This is particularly vital to fields such as Internet where no doubt, there are important government policy concerns, but also the actual management of infrastructure, network, devices, spectrum, and several other resources, as well as the whole concept of permissionless innovation is undertaken by a multiple set of stakeholders outside the government.

Let me reference the WSIS for a moment. It is always clear from the WSIS that the issue is not government versus multistakeholder. That's a false distinction. It has always been each entity participating according to its mandate and expertise. Government and other stakeholder groups have different and complementary mandates and expertise. The day to day technical operations of Internet were never understood to be the mandate of the governments, but rather the mandate of Internet, technical communities which in most cases are also understood to be the private sector.

However, it has always been understood that the governments have a key role in the development and implementation of policy, as was laid out by the Honourable Minister from the U.K., but the framework including the legal framework as I submitted for your consideration, and in doing so, the governments must rely on all members of the Internet community to develop the best and the most complete public policy. This point was underscored by the understanding that Internet governance is much broader than the Domain Name System, its value, culture, policy, and its technical operation that comprises the Internet. As such, an effective Internet ecosystem must rely on all parts of society: The governments, the private sector, and the civil society, according to their expertise and mandate.

Let me close this comment by reemphasizing that the multistakeholder governance is therefore a system by which all Internet ecosystem participants, including the Government in their mandate and expertise work on equal footing for the greater benefit for a stable and innovative Internet environment. I would, in addition, place an additional responsibility on the governments, especially in cases where strong culture for consultation and inclusion of views does not exist. That is precisely in these situations that the governments should not only embrace multistakeholderism, which goes beyond consultation and into a meaningful engagement, but, in fact, act as a facilitator and a catalyst of multistakeholder bottom up, inclusive, transparent decision making processes for Internet governance.

J. ARKKO:

So I actually think if the minutes showed that that previous speech was from me that would have been very wise words. So thank you, Markus, and good morning, everyone. Thank you for the opportunity to talk. And many wise words have already been said, and I'm sort of struggling a little bit to figure out what to say in addition, but as a representative of the technical community, I look at this from the angle of what kind of cooperation we need with the governments, and from a very practical perspective. And I wanted to raise three comments basically.

First historically the Internet technology was largely under the radar and there was little need for regulation, policies or government involvement. Fast forward to 2013, the Internet is critical to all of our data lives. Now we are finding in a technical community that there are areas where there's a need to discuss between the governments and ourselves. The engineers at the IETF and elsewhere realized they can't work on technology alone in all cases, and things like emergency calls are something that we have to work on in the larger community. Standards in this area are of course safety critical. It's also very much a case for needing one standard for the whole world as otherwise when I travel from Finland with my smart device, here to Bali, it might not be able to do emergency call here.

Another example is technology for dynamic radio frequency allocation using something we call white space for wireless communications. The technical community is not in the business of deciding what frequencies are white space or set in the requirements on how static or dynamic allocation happens. Governments and intergovernmental bodies are. But the technical community is building the practical components for the dynamic negotiation between an access point and an admin agency such as the effort we have at the IETF, the working group. We need to understand the requirements for this functionality and the various agencies need to be comfortable with the types of solutions being built.

My second point is that we all talk about how the Internet has enabled incredible innovation, and when we talk about governance, the user, the involvement of governments, this week it's important to think about them in terms of what the future will bring, and not just today's Internet. I wanted to highlight something that we see in the technical community very well and at the IETF as well, the speed of innovation is increasing. For instance, the Web protocol stack is undergoing significant change with HTTP 2.0. Voice over IP is moving to browsers with something called Web ITC. The Internet of Things is coming to us. The basic networking standards are on the way such as moving from IPv4 to IPv6. And the point I want to make is many of these changes have fundamental impacts to Internet governance and the way that various players including the governments need to view them. Governing an almost limitless address space is very different from governing scarcity.

Having any web server be capable of becoming a voice provider will make it difficult to regulate voice traffic. So these are real trends that are happening today. And my third and final point is that I wanted to talk about the practical issues in working together between the governments and the Internet technical community. I think all of us have realized that we need to do that and we need to do more of that than we have done in the past. We have the motivation.

But there are a number of practical issues. First is little knowledge of what the other side does. I do not have the full picture of how governments address technical issues or how regulation processes work. Similarly, the governments have historically talked to other types of people about telecommunication matters. Now the situation today is quite different. The world has changed. Most of the work on Internet technologies elsewhere, standards organisations are different and may even work in different ways.

We both need to learn how the other side works. For instance at the IETF we have an open model where anyone can contribute and our standards are adopted by voluntary basis. So in summary, my main point is that I'm not so interested in discussing or maybe the question of what organisation all this belongs to is not as interesting as the actual work. There are a lot of exchanges that have to be done between the different sides, and a lot of practical discussions have to happen, a lot of learning has to happen and that's the important thing. Thank you.

M. KUMMER:

This is actually the first time an IETF Chair is attending an IGF meeting and addressing an IGF meeting and in many ways I could consider the IGF is the policy equivalent to the IETF. We don't take decision. We have a rough consensus approach here, as well.

A. DORIA:

Thank you. I'm actually quite pleased to be up here with all these gentlemen in Bali. And I need to point out at one point; I was sort of introduced as a representative of civil society. And to keep myself out of trouble, I must indeed say that my comments have not been reviewed by anyone in civil society. And in fact, I come with sort of a luxury of having been a civil society participant in policy worlds such as ICANN, in technical worlds such as IETF, and the IGFs, et cetera, so I'm actually given quite a luxury of sort of looking.

When I look at the role of governments, I have to admit that I came to the acceptance of Governments having a role very late in life. And my first reaction for many years was: Why? Why would they have a role? Now, over the years of IGF and such, and having listened to many wise ambassadors, ministers, and chairmen, I've actually come to accept that there is a role, but in looking at that role, I look for: Where would that role grow from? What would be the origin of a government role? One of the first things that come to my mind in terms of looking at a role for governments is indeed human rights. And universal declarations of human rights and other instruments that have made the governments responsible for protecting our rights, protecting our rights in the non-Internet world, and protecting our rights on the Internet.

So that role of theirs, as a protector of our rights, does indeed mean that they really do have a role, and I see that role as stemming from that. But in terms of understanding how that role can be played and how that role can be developed really depends on the degree to which they are defending those rights, the degree to which they are supporting a multistakeholder process that can be seen as growing out of our right to participate, to associate, to express, to learn, to share knowledge. So insofar as they protect us, insofar as they further the enterprise, indeed governments do have an important role, but that role really needs to be gauged by the degree to which they are indeed serving the people of the world, serving the people of their countries.

The governments have come to the Internet sort of late, and so in that role, very often we do an analogy to the role that they took in telecommunications and have tried to

sort of impose the role they took in telecommunications on the ideas of the Internet. Now, as we sit here on this panel, I'm very relieved to hear sort of that hasn't been the position of anyone on this panel, and yet I do have concern that that is still the position of many in many governments, and believe it's something that we need to be careful of.

One thing I see as a very important role for governments in multistakeholder processes is their capacity growth that governments are new in many ways to the notions of cooperating with other sectors of society. Many have listened to us in various times, but they don't necessarily work with us. They don't necessarily cooperate. So over the years from the Working Group on Internet Governance to the WSIS to the evolution I've seen in the IGF I have watched the capacity of government to cooperate both among themselves and with the rest of the stakeholders has increased. And I think that is also a very important part of Government's role in these organisations, in these processes, is to actually increase their capacity to basically participate in a participatory democracy with us, that the democracy goes beyond the one that has elected many of them as representatives, or perhaps as first or second order derivatives of representatives, but has actually something where they have learned to actually work with others.

I'm very pleased, as we get to the point where we hear that governments are indeed fostering freedom of expression, or at least are planning to. And indeed doing so at times. But that's new, and so that's something that I'm hoping that as governments become more involved, it does become more, that they do more to defend and support freedom of expression on the Internet, freedom of association on the Internet, freedom of assembly on the Internet. We need to go beyond. We need to basically look at all of the human Rights that governments are charged with protecting, and make sure that they are indeed doing that on the Internet, and I'm really glad to see a realization of that, a growth in that multistakeholder process.

Governments have a role in multistakeholder processes. The ITU has a role in multistakeholder processes. They are important roles. But I have a concern, as they get more involved, as they get more of a role, that their role isn't a role that pushes the rest of us out of the tent. And so that's something that perhaps again, being a sort of not having to vet my comments, that I basically can admonish us to really maintain a focus on, that as governments get more of a role in the Internet, that that role does not in some way decrease the role of others in the Internet.

So how can the governments continue to be involved without, in a sense, disturbing the involvement of the rest of the players in there? So as we approach 2014, with various summits and various proposed summits, I'm really looking at them with a bit of apprehension in terms of, will we be allowed to observe? Will we be allowed to participate? And the point to which we really haven't gotten yet: Will we be allowed to participate in the decision making? Because once we are involved in the decision making with governments, governments will, in my view, have gotten to the point where their role in the multistakeholder process has actually come to fruition.

B. FONSECA FILHO:

Just to highlight and stress that we do not see there is a contradiction in operationalizing the role of governments and disturbing the multistakeholder model. We do not see there is a contradiction. On the contrary, we think that through capacity building, through information and the identification of avenues for cooperation, some of the difficulties that were highlighted by other participants can be addressed, namely the identification of cases in which governments would feel comfortable enough to know there are processes taking place that do not require their participation so I think that maybe rather than expanding the role or expanding the role that can give comfort to governments that some of their concerns are being addressed and maybe identify ways through which from a national point of view a contribution can be made. Because for example if a government feels that in some aspect of Internet governance there is not sufficient input from some country, it can be identified that it would not maybe be appropriate for the government to provide some of the input but other stakeholders from the country and then we can also discuss how that can be addressed. So we see this exercise as something that is not leading to let's say the kind of danger that was highlighted.

I think the danger is real. We must address this and make sure it does not that by pursuing this we are not let's say giving rise to something that's an intended that would harm the multistakeholder model. And Brazil fully embraces the multistakeholder model. I want to repeat that. Another point I want to make. You have mentioned Mr. Chairman that this is the first IGF meeting that's attended by the Chair of IETF. I would also say this is the first IGF meeting that is attended by a Brazilian Minister, a Minister of Communications that is in charge of Brazilian regulatory agency. He's here in town and will deliver a speech at the opening session as well and it highlights the importance my Government attaches to the multistakeholder model, and as Ambassador Sepulveda was saying also to extend a hand to the exercise, to signal the intend to be part of something larger than government.

And indeed, one of the main messages my Minister will convey, and I do not want to anticipate too much what he's going to say, but he has already said that in yesterday at the High Level Leaders Meeting is that in preparation for the meeting we intend to hold in Brazil be a Summit, high level, as President Dilma has proposed, we wanted to have a very clear multistakeholder approach in the preparation, in its realization, so one of the purposes of the Minister coming here is to express very clearly that Brazil does not see this as an individual initiative that is coming from one country or one we want it not to be let's say the leader. It was said Brazil is leading this. We do not want to be seen as leaders, but as a party that wants to facilitate the discussion on some important aspects we feel should be discussed, but with the full participation of all stakeholders and this is the meaning of the Minister coming here.

This was very clearly expressed by President Dilma and it was also said that if you're not Tweetable you're not in the world and President Dilma yesterday she tweeted and she expressed clearly the adherence to the multistakeholder approach and she highlighted that she was sending Minister hear to highlight that message. One point

also I'd like to make and I want to be very clear about that, that Brazil Marco Civil the Internet framework we're discussing in Brazil, basically all its portions emerged as was said by another party through consultations that were held previously. In that sense, there is a difference to the localization requirement that was included later on but it must be said that this was included as a result of the unfortunate developments that have taken place in the last 6 months regarding disclosures of information and this is one thing that occurred to Government that should be made. This is part of the reaction. This of course is going to be discussed in Congress. Parties will have plenty of opportunity to intervene. There are different views. Some views argue it's not a good idea. Others will defend it.

There is a vibrant debate in the Congress and in Brazilian society now, and this is part of the democracy, of the legitimate mechanisms we have. The Congress will debate and make a decision on this. So this is also something I'd not like to let untouched in this meeting. And finally, and I am sorry for taking so long, just to highlight that we are very comfortable with this discussion, since Brazil is coming from a point in which we fully embrace multistakeholder model, we participate in the discussion with this approach. The Government indeed tries to play this facilitating role, catalyst role, in regard to multistakeholder participation. And we view Internet move into a new paradigm of cooperation among countries and we want to be part of that. Again, we do not aspire to a leadership role. We don't think in the Internet it has a place for leadership, but rather if we can assist and work together with all parties to address some of those concerns, we'd be more than happy to do so. Thank you.

M. KUMMER:

Thank you, Ambassador. On that note, that at least on the panel we have a large consensus on the role of government, that there is, I noted the government as a partner, and there's no dichotomy between government and multistakeholder cooperation, and several speakers identified the need for capacity building, for building a culture of engagement, consultation, and the capacity for cooperation. And also, this is a process. We have not reached the end point, but we have made huge progress in developing a culture of talking to each other. I do remember also the beginning of WSIS, where it was rather awkward, where it was difficult. The techies had to learn diplomatic language. Diplomats had to learn to be more technical but I think here, now we have reached a level of I would say a comfort zone that we can engage in dialogue.

J. HOFMANN:

By way of kick starting the debate I'd like to offer a matter that I picked up from Ambassador Fonseca Filho's comment and that is the notion of a living book. Perhaps we could actually look at this debate as an ongoing book we co-authored or have been co-authoring over the last 10 years. From that perspective, we have perhaps reached volume three. When we look back at the discussion and Markus just mentioned that during WSIS, we could clearly see a very antagonistic atmosphere, and also an antagonistic language we were all speaking and now we have sort of moved so much

closer to each other's perspectives, and positions that perhaps we have now reached a point where we can indeed turn to more operational issues.

Several of the speakers suggested we should indeed look at practical issues of multi-stakeholderism, what do the stakeholders, what do they need to do to actually make this work in a better way than in its infant stage. So Markus suggested the idea that the IGF might become a policy equivalent to the IETF. Is that conceivable? And what would it require to make this work? As you know, we have a list of questions that you can refer to, but of course you can also come up with your own questions if you have different ones. You can use the peace of papers that have been distributed, but you can also just grab a mic.

S. CHATURVEDI:

Thank you, Jeanette. Thank you for giving me the floor. I'm Subi Chaturvedi, a professor from India. I teach young girls communication policy and Internet governance, and I run a foundation called Media for Change. Thank you, Bali and thank you so very much for a culture of innovation and acceptance. As the theme today is Building Bridges and we have had very welcome speeches I'll keep my remarks brief. I want to carry the conversation further from where we left off yesterday, and these are called the taxi drivers diaries on Internet governance because this is about innovation.

I mentioned yesterday briefly about how they would ask me if I needed a taxi today, yesterday, day after, and I kept saying: No. Since we're looking at an interesting problem to solve, here's what happened yesterday evening. They offered me a card and they said, do I want to change my destination? Or is it some other date I'd like to take the taxi? I believe we're Building Bridges but when we start to build bridges over choppy waters it is important to set new landmarks and find common grounds of conversations. My question is to Ambassador Fonseca. I briefly mentioned when it comes to civil society our challenges are many especially when civil society and academia from developing countries are trying to get to a location which might needs 30 hours of flying. There's a lot of common ground that is shared in culture, in democracies, in common cultures and histories and practices.

We want to know whether we will be part of this conversation, and how. When we talk about intergovernmental bodies and when we look at an experiment which is truly inclusive bottoms up transparent like the IGF, it gives us opportunities to engage with each other in terms of conversations that we can have. We want to know whether we will be in the room, and what is it that you will do to facilitate these conversations? Thank you so very much.

FROM THE FLOOR:

I am from government. My only question: How can Internet of Things be used to promote global governance and regional integration of nations, since bilateral and multilateral agreements are not guaranteed due to challenges of boundary policies and failure of legal framework to promote equality among nations and human rights?

N. BOLLOW:

Norbert Bollow speaking on behalf of the Swiss Open Systems User Group, which is an open source organisation in Switzerland. I would like to start by quickly commenting on the idea that maybe the IGF is the policy equivalent of the IETF. I would say maybe the IGF could be part of something like that but certainly a layer would need to be added on it that actually produces policy documents. The IGF does not create anything like Internet drafts and RFCs layer. We absolutely need the layer to create something like that for policy. Addressing more the role of governments, and obviously, this kind of RFC like process, it would strongly need to be tied somehow to the governments so that this output process from the IGF would become an input process for actual government or national law making action. What's the point of having outputs if they are not used for anything? Speaking more specifically from the perspective of our group, which I said we are very interested in open source, we have been engaging in the IGF process for some years, and there are always great workshops here on the topic that we're interested in. But I have a big frustration.

What needs really to happen on the ground with governments actually understanding this and understanding how it can be used to apply it to their problems, and then doing it, making it happen, that is simply not happening. What is happening right now is that there are some things that are very much in the interest of big international companies, and they have the capacity and skills and understanding to get done what is in their interest to do, but the things that are not so much of their interest, they simply don't tend to get done. And I think governments need to take a much stronger role in just making these things happen. For an example, I would mention that free and open source software can have a huge role, a critically empowering role, in preventing communication surveillance by foreign intelligence services. But this is not something that will happen on its own. It will need to be brought forward.

My organisation is very happy to be part of it, but governmental stakeholders also need to be part of it. Otherwise it's simply not going to happen. Thank you.

P. J. SINGH:

Hello. I'm Parminder from an NGO, IT for Change. I thank the panel have presented one of the most interesting and useful sessions I have ever been at any IGF, and I'm very sure these session transcripts will be analysed and seen for some time. I also thank the Honourable Minister from the U.K. who laid out a very good vision of what they see as the role of government which I completely agree and the Ambassador added a few points which make it more contextual to the governance at the global level.

Also Virat Bhatia set a good point, meaningful engagements. There are those points of agreement. I take Jeanette's evocation that we move to practical steps and before that I want to just have some clarifications. I did hear that people should do it in their respective roles where Tunis Agenda is not separate but some kind of respective roles but I also heard equal fatting. When we go to practical things that kind of thing needs a little more clarification and I want to build on what is being said that it should be meaningful engagement and institutionalizing meaningful engagement but I heard

said we need to participate in decision making we as stakeholders and I think line drawing is very important about what is the role of government.

And when I say government, two things. I mean a democratic government and I mean all pillars of the government which is executive, judicial, and legislative. The roles of the governments for me are two. One is that they are the final institution which determines what public interest is. And then, secondly, they use their judgment to make public policies which have a cohesive force on citizens, and therefore they can only be done in a very responsible manner. So as long as there are no other stakeholders who want to be doing these two things, they have to participate, they have to be consulted. There should be institutionalized engagement model, but as long as they don't come and want to be doing that, that's important, because it's a basic democratic principle. And I often hear in the room they want to be part of decision making on equal footing, a term whose meaning I completely lose and that is of concern of many groups who believe in democracy and who believe in global democracy and multistakeholderism should not become a way to subvert them and the participation process should not become a way to paralyze public policy making because public policy is very important

S. TAMANIKAIWAIMARO:

Hello. I'm Salanieta Tamanikaiwaimaro, Sala for short. I'm speaking on my own behalf and not for anyone. In terms of Internet Governance Forums and this is a question I pose to the panellists, in your mind in the year 2013, is public sector, private sector, and civil society, are they equal players when it comes to Internet Governance Forum? That's my question.

And the brief commentary, very brief comment from me before I take my seat and very quick is this: For there to be a multistakeholder cooperation, and in terms of building trust and cross collaboration, we can have suspicion, and whilst you can have suspicion, where you have suspicion, trust can't really be built and so that's why I ask my question.

REMOTE MODERATOR:

Thank you. We have remote participation here. Previously there was a comment and probably I request for everyone to keep the microphone closer to the mouth so that remote participants can hear or speak a bit louder. The question comes from Wafa Ben Hassine from Tunisia. She says how can we ensure that the governments have a legitimate and sincere interest in promoting multistakeholderism? And how can we overcome the lack of trust that emanates from all the sides? Probably all the stakeholders also, particularly in developing countries.

FROM THE FLOOR:

I run a non-profit organisation in India. My question is to the Ambassador from the U.S. Government. If the U.S. Government really believes in the multistakeholder model it is espousing, what are the short term and long term plans of its practicing

what it is preaching when the entire world is now lost in the deluge of the revelations and is unable to see governments in any other light, despite their important role?

D. SEPULVEDA:

I do wish to respond. The question is imminently fair, and the question as I understand it is how do your values, professed values, match your behaviour? And again, a perfectly fair question. We have multiple systems by which we incorporate our multistakeholder community into our policy making process. I actually come out of civil society. I started my career as an activist, an immigration activist, in Washington. The Senator who became President of the United States started his career as a community organiser as a civil society activist in Chicago. The Secretary of State started his career as an anti-war activist after the Viet Nam war, and one of the most famous visions of that was his participation before the United States Senate and the testimony he gave after the war that helped mobilize the system in opposition to the Viet Nam war and the closing of that particular event in our history.

I can go through a litany of mechanisms by which we incorporate the public sector, academia, the technical community, industry, in our public policy processes. We have an open advisory committee process. We have an open regulatory process. We have an open Congressional process. And we have an open press. As it relates specifically to the questions of surveillance and the degree of trust that has been threatened, in the Internet and relative to our position, as a steward, one of many stewards of the Internet, it is again a fair question.

The President has spoken to it multiple times. I would let you know, and I'm sure you do know, but I will clarify, that there are multiple forms of review ongoing relative to our intelligence review processes. There is an independent review of a 5 panel expert session that will be reporting to the President and to the public. There are Congressional reviews and open committee hearings on the subject. And there is an internal system of review within the administration.

We and the President has said on multiple occasions: Engage in intelligence gathering operations, much as most if not all of the countries of the world do, and we're in the process of ensuring that our intelligence gathering operations are consistent with our values and we will be reporting to the world as that process moves forward. Again, the President as you can read in the papers today spoke with the French Prime Minister and made that comment again. So hopefully that answers your question and I'd be happy to elaborate on it, if necessary.

J. HOFMANN:

Just to remind you, one of the questions here also refers to the rights and concerns of users in other jurisdictions that is perhaps an issue that can be discussed in this environment. What about state actions that actually affect users, citizens of other jurisdictions?

M. KUMMER:

Jeanette, please, can I make an organisational announcement? This issue obviously is high on the agenda of this year's IGF, and the session on emerging issues will be devoted on government surveillance. It will be on Friday morning and don't look at the programme as it is printed. Consult the programme as it is on the website. We agreed that yesterday with the Multistakeholder Advisory Group, the new programme will be the whole morning will be devoted to that issue so there's a three hour session on Friday morning devoted to the government surveillance.

And please keep consulting the website for changes. This was just an organisational announcement. This issue will also be discussed, I would imagine in the special session on human rights on Thursday afternoon, and there may be other sessions and workshops, as well.

FROM THE FLOOR:

I am from Bangladesh. I am working on the non-profit organisation. My question is: I would like to share one issue example. The issue is one policy in developing countries is maybe working fine and good but it may be challenges in developing countries. So how can we resolve by implementing this position by global policy? Or may we need Internet governance policy for resolve this issue locally? If not resolve locally so how can we bridge between global and local policy to resolve this type of issue? One of issues I share with you for example excess control or filtering of cybersecurity.

FROM THE FLOOR:

I'd like to thank the panellist. For myself I'm not sure whether there's translation. For me, in fact, the government naturally does have a national function of safeguarding neutrality and the function of safeguarding the common good without forgetting it finally functions as a protecting of the public good. But the question is, I'd like to know, how can we act in such a way that public activities don't get mixed up with the activities of individuals in an Internet area which is entirely taken up with what can be represented in two words: The word business and freedom for those in the public sector, and civil society in Africa. How can we act in such a way that we cover all of this?

FROM THE FLOOR:

I am from LACNIC, the Internet Addresses Registry in Latin America and Caribbean. The question is related to the recent launch of the Montevideo Statement done by 10 Internet organisations and specifically not only directed to Ambassadors in the panel, but also to the rest of the panellists, the question is: What do you think about the oversight role and how would governments should behave regarding this role in the future, or maybe how this oversight role should evolve in the short future?

V. BHATIA:

I wanted to respond to the remote participant from Tunisia whose question pending and my distinguished delegate who spoke about how do you combine the developing country piece with the what's happening at the global level and how do you make it

relevant? And I'll draw upon the four pieces that the Honourable Minister from U.K. read out and if you look at that it actually lends itself to a perfect example of how it's done and I'll try and reference in there a little bit because of the developing country part of the question.

Building infrastructure, as he spoke of one of the first ones, unless the Government provides the environment which is investor friendly and works with the private sector very closely it would be virtually impossible to build infrastructure for the kind of Internet that we see in the future. In fact, in countries like India, vast majority of the infrastructure and subscribers of the approximately 900 million that are on the net, sorry, on mobile, and about 160 million who are on the net is owned and run by the private sector. And so government has a crucial role in consulting and implementing those legal frameworks he spoke about again. You can't do that on this. You've engaged every stakeholder in the community especially the Civil Society, the lawyers, those who are going to be impacted by what's in the legal framework. Defending free speech, gender equality, the moving child pornography, he spoke about those issues require a lot of engagement with civil society groups, people who specialize in these matters because if the laws are not written in a manner that's acceptable so each one of the pieces the Honourable Minister spoke about actually lends itself to how institutionally Governments would get involved in the in the multistakeholder engagement in a meaningful manner.

But to answer the Tunisian question, I think from the developing country perspectives, where the traditions are not strong for seeking consultation or including inputs into policy making, then in those areas, writing laws or principles that ensure such consultation actually does help, and building such independent institutions does help. I'll just close by saying that in the telecommunications infrastructure that we built which now underlies the entire Internet traffic that's growing in India and the subscriber base, there is a requirement under law for the regulators to consult and act in a transparent manner, and a provision is available to those who are not happy with the decisions of the Government or of the regulators in case they believe sufficient transparent consultation has not occurred and the inputs have not been taken. So wherever the traditions are not strong, bringing language into law, into policy, is always helpful because then it sort of lays out clearly what different people have to do.

FROM THE FLOOR:

I'm from the regulator in the Kingdom of Bahrain. I'd like to provide an observation, an emphasis and finally a query based on the comments. And I'd like to begin by thanking the panellists for all their interventions. In particular I'd like to thank the Minister from Brazil for his administration's proposal. First of all, it's been my observation through WCIT and the WTPF and the deliberations thereof that there's a lot of mistrust towards government. Sometimes it's a misplaced mistrust. It's just a subconscious bias, to the point where I've found that some people have been asking: Why doesn't the Kingdom of Bahrain support the multistakeholder model? To which I would respond: Well, we do. In fact, we're on record as having stated that.

And this is just an example that sometimes what we're saying is interpreted in light of what we expect to hear, rather than what's actually being said. So I would caution against this subconscious mistrust of governments and actually listen to the argument that is taking place. The emphasis I'd like to place goes back to some of the comments raised by the Honourable Minister from the U.K. which is, what is illegal offline is also illegal online. And this is what's guiding a large part of the discussion on public policies and with the role of governments in that public policy because ultimately, we have different laws. We have different customs. We have different frameworks throughout all the countries in the world. And yet, we have one Internet. So how do we relate those physical boundaries into this new digital layer of geography that we while making sure that everyone's rights and responsibilities are respected? Which finally leads me to my query: Where do we go from here? This has been discussed ever since the Tunis Agenda came out, and yet we find ourselves in a loop discussing the same points over and over. Now, hopefully the recent discussions that happened can actually break that cycle, so I ask: Where do we go from here? Thank you.

FROM THE FLOOR:

I'm from Indonesian ICT Society. Actually, I'm not questioning, but I like to support what's been mentioned by His Excellency the Minister from U.K. Even I'm coming from the ICT Society, but actually on this discussion I would like to stress that we still do need the –what the intervention of the government. For instance in Indonesia, we have been during this the Internet and the ICT society is very extremely developing with impact and also the society, especially on the values and the cultures, on the education of the children also. So even as in the portion as the society that I would like not too many control from the government, but when we do things that negatively impact of the Internet into society is not small actually, especially education, in the cultural and the values, we still do need the what is it, we may be not saying this is control but the intervention from the Government.

FROM THE FLOOR:

I'm from the Indonesian ICT Society, so I want to continue what my colleague just mentioned regarding the statement made by the Minister from the U.K on the government intervention. From the business sector, usually we are thinking that there is another judging, because usually it's related to the license. How do you let's say act on this kind of let's say behaviour of the Government I believe in developing country and the government also want to collect the money from these kind of services.

E. VAIZEY:

I'll try and answer some of the points as best I can. First of all, I'm pleased my four points are now framing the discussion, which was my original intention, so thank you for the last three questions. And indeed, some of the panellists who are referring to those four issues.

I think if I start with what the panellist from Bahrain, the regulator from Bahrain said, where we go from here, earlier, one of our moderators talked about this being

a book that is being continuously written so one doesn't necessarily know which direction the journey will take. I think the point is that the authors should include everyone from our society, so government, business, and civil society in that discussion. That is the fundamental point I want to make. Clearly, as I said in my opening remarks, governments will pass legislation which affects what happens on the Internet. We as a government have passed legislation as I said earlier that was specifically directed to enable rights holders to send letters to people who were infringing copyright by downloading on the Internet. And we did that through legislation, although we haven't actually implemented it.

In contrast, in the United States, a voluntary agreement has been reached between the telecom providers and the rights holders to send warning letters to people who are infringing copyright, so the United States has taken a voluntary approach. We've gone down a legislative route. Then you can flip that over, and we allow rights holders to use existing copyright legislation to get an injunction to block a website where infringing material is present. Newzbin2 is the first website that's been blocked in this way, and it's using existing civil legislation and it didn't cause really any controversy in our country, but by contrast, in America, when that was proposed as legislation, it caused a titanic debate, and that proposal was dropped.

So in terms of how government legislates, different cultures will take a very different approach. Two very similar approaches such as the U.K. and the U.S. sometimes take different approaches to tackling the same issue. But I return to my point that that is government intervention in an issue which happens to involve the Internet, if I can put it that way.

So we as governments take the protection of intellectual property extremely seriously. Clearly, the Internet affects how intellectual property can be attacked. We take the protection of our children extremely seriously. Clearly, the prevalence of the Internet affects how children can be affected by inappropriate content. And so there's nothing I think philosophical there's no kind of philosophical barrier that says government shouldn't intervene in this way but where I feel very strongly and I think my government feels very strongly is that government shouldn't seek to put in place a framework to control the Internet. And we feel that for philosophical reasons because of our support for freedom of expression. But we also feel it for practical reasons, because we've seen the innovation that a free Internet has brought about.

The barriers to entry being relatively low, the opportunity to engage with millions and now billions of people in different ways are absolutely formidable, so I think when we are debating this constant debate, this constant journey about the multistakeholder approach versus a government regulatory approach, everyone should realize, and trust is important here, but everyone should realize that developed nations and developing nations how important the multistakeholder approach. And it was formalized at WSIS but it's always been there, how important that approach has been to supporting the innovation we've seen on the Internet. And that if you take a top down approach, you risk shutting out incredibly important voices that have just as valid points to make about the future direction of the Internet. So the Internet is

constantly evolving. We don't know what the fourth, fifth, or sixth volumes of the book we're writing collectively will be. But as I say, the fundamental principle must be that there should be multiple authors with equal voices.

J. HOFMANN:

Perhaps, can I just ask a follow up question? And remind you of the first question that was collected, and there was the first one actually asked whether the governments which pitch for multistakeholderism in the international arena also adopt Internet related policy making in their respective countries within the multistakeholder approach. Since you referred to the domestic legislation regarding protecting intellectual property rights, could you imagine, as the U.K. Government, to do this within the framework of multistakeholder policy making?

E. VAIZEY:

Well, I mean, we do follow through in the sense that we were the first ones I think to set up a domestic IGF. We have the Multistakeholder Advisory Group on Internet Governance, which helps frame our policy towards the Internet. But again, we as a government obviously consult on all our legislation, so we are a free, open and democratic society. Whatever legislation we propose, regardless of whether it relates to the Internet or not, is consulted upon. It can be challenged. In fact, the legislation that we put in on intellectual property which was specifically aimed at protecting intellectual property rights on the Internet was challenged in the courts and we had to amend the legislation as a result, only in a small technical way. We effectively won the court case. So we always do consult. But again, it's important to say that I think our approach to Internet policy making is very much multistakeholder.

V. BHATIA:

I was just going to add on this whole issue about the constantly changing scenario and the changing role of the governments, and I just want to reference a case from India again for your consideration. As I said, we have about the world's second largest population for second largest population in the world, then second largest mobile population in the world and consumers who use mobile phones were contributing 5% of the total bill every month to the USO fund but the business was so good and it grew so well that the need for the USO fund to put out phones in rural areas and those who couldn't afford it was never required so billions of dollars were collected by way of this fund and the Government changed attack midway about five years ago and converted the USO fund that was meant for rural telephony and changed the rules, changed the legislation, and is using that money to build the first large $4.5 billion national fibre optic network which will be devoted to ensuring that 250,000 villages are connected through that process.

This is one of the many things that the government can do as this book is written on the first piece of the Honourable Minister spoke about which is building infrastructure, where in a unique case, consumers have contributed to money for rural telephony which has now gone on to build a national Internet backbone. So I'm

just giving you one example but there are many such places where governments can continue to innovate in this role as the book is being written because it couldn't have been imagined this would be the use of this fund even five years ago.

FROM THE FLOOR:

My name is Dewi. I'm from Ministry of ICT of Indonesia. I would like to address my opinion about multistakeholder. First of all, about the motivation of each party involving multistakeholderism itself. So there is a huge difference of motivation from each Sector. For example in government we often our motivation to integrate the Internet is often motivated by how to keep the country, how to keep the sovereignty of the country. Meanwhile, the private party, their motivation is mainly about how the demand and supply, how much the profit can I gain from this business?

So civil society is somehow in between. And the second thing is about multistakeholders, I tend to see that developed countries who already apply the multistakeholder tend to force the multistakeholder system to developing country with the same pattern. It seems like going to copy/paste their model, the model of multistakeholder in their country to a developing country which is maybe doesn't work because we have different culture, we have different government system in regulating the Internet itself, so this is the main concern for me if we're talking about the multistakeholders, because like last week, I talk with the representative from Microsoft when we discuss about one of the minister regulations so they often talk about profit, demand, supply and then we talk about how to keep our country from surveillance, how to keep our society from pornography, this is contradicting roles and interests.

And I hope that Internet governance, IGF, can facilitate those different interests, how we meet or at least I don't hope that we'll came out with the same interests, but at least we understand each other, so as a government, I often feel that like society sees me as enemy, and some of private companies see me also as enemy. When we talk about data protection or building infrastructure is when the government tries to kind of limitation, give limitation, we often seen as enemy of the Internet development.

E. VAIZEY:

I think that's a very interesting point, and I think that it's important when government is subject to criticism and people quite rightly want to say government shouldn't over involve itself in the Internet or regulate the Internet. I would echo to a certain extent what you say, that business and civil society must also understand government's perspective. So again returning to some of the issues that exercise great passion in the U.K., protection of our children, protection of intellectual property, it is I think incumbent on business and Internet businesses to understand what government wants to achieve and work with government. Funny enough that's the best way of preserving the multistakeholder model. It's the best way of ensuring this partnership, this very strong partnership which has been so important to the development of the Internet, continues.

And it's a rather paradoxical thing when you talk to an Internet company who says, we will only do this if you pass legislation, which seems to invite governments to regulate the Internet, and what they should be saying is: We understand and share your concerns and we'll work with you to provide tools. And that's what's happened in the U.K. so with telecoms providers they now provide the filters for consumers to use if they want to block pornography in their home. And that is a good coming together of public policy issue working in partnership. So it is important, you're quite right, that business and civil society shouldn't see government as the enemy, just as government shouldn't see business and civil society as a problem they have to deal with.

B. FONSECA FILHO:

Actually I'd like to maybe at this point maybe react to some interventions. And I think some very good points were made and I think we should to the extent possible also react to some notions that were presented. So first of all I'd like to address the professor from India. I think she raised a very important point regarding what would be the Brazil's view in regard to participation of stakeholders and I understood in the light of the preparation for the meeting Brazil, so as I have said at the beginning we intended to be completely have a participatory nature from the beginning from the inception, we have of course some ideas and the Minister will spell some of those ideas in line with what President Dilma already expressed at the General Assembly but we want it to be constructive work and that stakeholders should be fully involved so answering to your questions, yes, we want you to be in the room and be a participant in the process. In regard to the concern that I also expressed that our proposal should not only be seen as a way to enhance participation of governments, of course as government we are looking how to operationalize the participation of governments, but we are also concerned about other stakeholders' participation.

I'd like to make reference to a very good partnership we have with the Brazilian Steering Committee. You know of course government has budgetary constraints of many nature but through the Brazilian Steering Committee, participants from civil society find they can come to these meetings with the moneys that are collected through the operation of .br. Part of it is invested to this end. I think this provides a very good example of how we can work constructively, the Government in Brazil consults, we're not outside it but as a body how it can assist in providing further assistance to other stakeholders. And I say this because of course we know of international organisation that collects millions of dollars and I think it would be very good if that could also be used to support, to have public interest in mind and support the system as a whole. I think that would be a very good way to use the money that is collected.

I'd like also to address what Parminder said about equal footing, and I don't think we should engage a lot on this, but as we read, as we go through what is stated in regard to the design of international public policies pertaining to the Internet, it is clear that it is something that governments should be implemented is on an equal fatting. So the reading of Paragraph 69 seems to indicate that as we regard the design and adoption of public policies, when we're talking about equal footing we're referring to govern-

ments and of course we are, this is in the context of the multistakeholder model that is let's say an overriding concept that should be there, but as we refer to this particular issue regarding public policy, it's clearly on the side of government that, I don't know if this would address what Parminder said because sometimes we're confusing the multistakeholder model should embrace everything and I think it's the part of the beauty of the model is that each stakeholder has roles and responsibilities that are differentiated and government cannot of course get away from its responsibilities in regard to issuing public policies.

Another point I'd like to comment, there were many interventions relating to how can we expand and have a larger role for IGF? And the notion that IGF could be the policy equivalent to IETF, and I'd like to comment that my Delegation strongly supports that IGF would have more effective participation, its outputs could be more outcome oriented maybe is not the word but to have more resonance outside the context of its meetings. When I was in Baku last year, it was my first IGF. I was extremely pleased with the debate. I could participate. I could attend the wealth of information, of notions that were conveyed, the vibrancy of the debate, and this is not exactly captured as the outcome. I think this is something my Delegation would strongly support, that we seek ways alongside the Working Group recommendations, I think we should be working in that direction.

Another point I'd like to comment as well, regards the breach of trust and this is something that will be dealt in the final session but only to say that from the perspective of my Delegation, a way of addressing this is reinforcing the debate on ethics and privacy. This is something Brazil initiated at UNESCO and it will be taken up by the next General Conference in November. And I would also refer to the speech that President Dilma delivered at the United Nations that maybe the time is right for us as a community, international community, to launch a discussion on principles and norms that should govern Internet and should refer to the concept of an international civil framework based on our own experience. We think this is maybe a constructive way through which we could, out of these circumstances, try to further refine the framework we have. We think it would be indeed a very important development if we could get this. Another point is the kind of oversight role that governments could play, and I think it was referred to the Montevideo Declaration.

I would interpret that maybe this is referred to ICANN specifically, and one thing I'd like to comment in that regard is that we see the oversight role of government being made without any detriment to the multistakeholder dimension of the organisation. This is something to be clearly preserved. The multistakeholder dimension, the bottom up decision making should be preserved, but then we see ICANN evolving and being commensurate with the challenges and the context of the 21st century as an institution that would have an international let's say oversight more than one single country oversight. And finally, I'd like just to refer some of the interventions that developing countries do not have a tradition of consultation. It's very dangerous sometimes to make that kind of statement. Developing countries are more than 100 countries with different circumstances, different contexts. In the case of Brazil, we

have a very strong tradition of consulting civil society. We have had in the last years, over 100 national conferences on the issues such as human rights, child rights; you name it, which started at local level and then state level, regional level and finally national level.

So again we are very comfortable with the notion of consulting widely with the population and we would say that that's the complexity. As we are looking at all the points we are raising from an international perspective, there are so many different ways in which countries deal with those issues that it's a tremendous challenge. And finally, the point that was raised by I think the last speaker regarding motivation of governments, I was a bit surprised because in the case of Brazil, our motivation to participate goes much beyond the protection of sovereignty. We want through government participation to also make sure there is adequate consideration to the issue of inclusiveness, social inclusiveness and also fostering the environment for economic prosperity, development. We're also concerned about human rights, child abuse, all this, so it's much complex I think the kind of interaction government has.

And I fully agree with Minister Ed Vaizey that the important thing is to make sure that as Government is participating in the multistakeholder model, it will not be seen in contradiction or being an enemy to other views. Rather, that maybe the perspectives are different, but the concerns are also very wide, since governments have of course also as the U.K. paper indicates, a very wide ranging responsibility regarding public interest. So that permeates various areas so it's not restricted to one single concern.

M. KUMMER:

We have more from this panel and I would also like to say a few words in terms of organisation of the session picking up from our colleague from Bahrain. Where do we go from here? And also what you said I think that we collectively agree that we want to take the IGF a step further and come to take away more type of tangible outcomes in whatever form they will be. So this can also be in the Chair's summary that we really, and that is in line with the recommendations from the CSTD Working Group on IGF improvements, that we highlight where we have points of convergence, but we can also emphasize that there may be points of divergence where we don't agree. But having listened to this discussion, I find we have broad points of convergence, and Minister Vaizey's framework of the four themes I think found very broad support.

While we might discuss on some of the details of the regulation, but I think the fact that Governments have a responsibility for infrastructure, for setting the legal and regulatory environment, and also the duty to protect human rights and freedom of expression has been, nobody contests that I think in the room, and it has found broad support. Human rights, to begin with, we didn't discuss that in particular and that really emerged over the years as a very central issue in Internet governance discussions. And then I think maybe first and foremost, when we talk about the role of governments that we talk about partnership with the other stakeholders and that Governments should not be seen as the enemy, although some remarks from the floor implied that this may still be the case. But I think at least I would feel that this room

agrees that they should not be, it should move beyond that, and governments should definitely not be seen as enemies.

They do have a role, and we have to work with governments, but the remark that some developing countries may have problems finding their way around the multistakeholder system clearly relates to the importance of capacity building, and that was also made that point was made by several speakers, that we need to assist also developing countries to find their way into the multistakeholder system, help them to build a culture of consultation, engagement, and to have the capacity to cooperate, and that can also mean financial assistance as quite often it's also traveling involved. So where do we go from here? I would agree with my co moderator Jeanette that we do go forward. Sometimes it may seem as though we're going around in circles but I think it is an upward spiral. We may revisit the same issues, but we revisit them at a higher level of understanding, of comprehension, and also of culture of dialogue. But please feel free to disagree with my attempt to try and capture the discussion. This is the only way to validate it, but if you all agree, I think we do have already I would say a good take away, but let's also listen from the floor.

D. SEPULVEDA:

Very quickly before returning to the floor I wanted to in the first instance, understanding that we would all like to see continued improvements in all of our Internet governance institutions including the IGF, I do want to take a moment to value the conversation that we're having right now, and that it is a conversation and not a competition, and a discussion and not a debate, because the pressure of solving or imposing a solution on all as a function of this conversation is not imposed on the conversation itself.

I think that there's immense value in that. It allows us to have a frank and open discussion about issues that are still not resolved either within ourselves or between us and that there is an immense amount of value in that process in and of itself. I would hope we continue to value that. I would also like to take a moment to note that I think there has been immense progress, even in the short time that I've served, in coming closer together on what we see as challenges and what our potential solutions are to those challenges. So in the first instance for example, we wholly agree with the analysis of Brazil and other that developing country governments and develop societies including industry and the civil society and academia and the technical community in the developing world does not have adequate participation and does not have adequate room at the table and voice for participation in the existing Internet governance institutions.

The question then becomes: How do we make that real? And I would say that there has been real progress at the different institutions in making an effort toward that and I would say that that call has been heard to a large degree, and that manifests itself in the multiple offices that ICANN for example is opening around the world. The increase in financial support that is being given to developing countries to go to ICANN to participate in that. The increasing sophistication of the GAC and incre-

asing participation of the GAC at ICANN, for example. It isn't to say we can't do it better. It isn't to say we don't agree there's a need for collaborative work to improve on the system and I think that this conversation and the continued conversations and the answer to the question of where do we go from here, well, it sounds like we're going to Brazil in April. But we'll have to see how that particular event is constructed but then there's Egypt or wherever where the World Telecommunications Development Conference will be held and the Plenipotentiary in South Korea. We have continuous meetings because we're building on the previous work and the areas of consensus we can come together in good faith toward the end that we all want, which is the full inclusion of everyone in the world in an open and inclusive Internet.

And I think so from the point of view of the United States and building on many of the things that the Minister from the U.K. has said, we for example have a global broadband initiative in which USAID is helping countries around the world in development of broadband plans and in the development of universal programmes we spearheaded the alliance for an affordable Internet bringing together a public private partnership with up to 30 different actors from the technological community, from the public sector and the private sector to talk about what the public policies are that we can put into place, many of which the Minister covered are working well in the U.K. For example, how can we adapt those kinds of pro investment, pro deployment policies around the world to ensure that everyone has access? So I think that we are coming together around a set of common causes that are rooted in the democratic, small "d" democratic, deployment and inclusion of everyone in the global Internet and I think that that's a positive development.

W. DE NATRIS:

We'll have pretty good examples actually with most of you represented in the panels we're doing but to come to my question I've got about 3 different ones which are all together, but I want to start with giving you a very small personal experience I had this month with The Internet Society where I did represent to teach Governments about spam enforcement in the Netherlands. And after I had given my presentation, what actually happened is that the questions turned to the gentleman next to me representing the ITU in South America and saying: Can the ITU help us with this? Instead of asking me how could we through something together ask the ITU? And afterwards I went to these people and asked these people: Why did you ask it to the ITU gentleman? We asked it to the ITU because we don't know anybody else. It was several local governments from South America.

And when I started engaging them further they said: Well, the IETF has never been here, and we don't really know anybody from the IETF, so how could we do anything technical? That's a few examples. Then I come to my question is that: How can you industry, technical community, governments actually change this in the course of the coming years so that there's more knowledge spread to several regions where perhaps these organisations never come like the Working Group that's industry initiative they basically in the U.S. and in Europe, they don't go to South America because they don't have any members there so there's no sponsoring no et cetera, so how could

governments together with industry make sure this sort of knowledge goes into these regions and there's a last question, is there actually a clear view on what the needs of governments in regions where these sort of conferences take place, may actually not go to. So there is a clear view on the needs of local governments in developing countries?

FROM THE FLOOR:

So I'm from Tunisia and also the United States. There is more discrepancy going on when developing countries promote human rights and participate and yet they don't act on these values. She wrote the majority of U.S. citizens do not appreciate the privacy invasion that U.S. Government has yet to admit to since we know is from leaks. How can we adequately discuss the government not being an enemy when our government consistently engages in practices that are diametrically opposite to what our policy flat forms articulate? On public private partnerships how can we involve the average citizen in this conversation?

FROM THE FLOOR:

I would like thank the panellists for their presentations. I really like the phrase by Minister Vaizey when he said that the role of governments should be seen as a network partner instead of someone who dictates. That's precisely what we're doing in the Netherlands. Our Government, in particular our Ministry, Ministry of Foreign Affairs, are right now busy developing a long term study on how the Dutch Telecom market looks like in about 5 to 10 years and what the place of the telecom companies would be in the Internet value chain. This whole process, what is now going on, is cooperation with all the partners of all the NGOs, the private sector, the technical society and so on.

So in our view, this national model of cooperation is a good one, a good one for the future to continue to build on. And what would be fine and wonderful if it would be in place on an international level. On the other hand, I heard also from one of the panellists, I think it was Avri Doria, when she stated that she had some concerns about a bigger role of governments in this whole process, because they would push out the other parties out of the tents, if I quoted her correctly.

So this indicates in my view that we're all struggling to find the right role of governments in this whole process and I think it touches upon the essence of the multistakeholder model and that is that all parties involved should act on equal footing. Now, I have a question for the panel, and that is: How would you interpret the concept of acting on equal footing with respect of the role of governments?

FROM THE FLOOR:

First of all I'd just like to say that this is a really fantastic conversation, and I'm really glad to see the maturity and the level of trust expressed, and just hearing the diversity of perspectives coming through. And I think for me hearing this now, it heralds a significant tomorrow for Internet governance, and what I'd just like to add to the conversation is this, in terms of the increasing accountability and transparency within existing mechanisms and I know that a lot of the organisations already working vigo-

rously and robustly in this area. But this is something that really should be pushed from the IGF space, increasing accountability and transparency.

The other thing also is in terms of increasing meaningful participation, it's bringing people to the table, so for example even within the GAC within ICANN, I'm not sure, I know that there are 193 countries but I don't think that you have 193 representatives of governments to the table. And so the issue is not ICANN. The issue is bringing governments to the table, and that sort of thing. And by the way these are my own views. These are not the views of any of my affiliations and associations. The other thing is standards bodies. It doesn't matter whether it's a national standards body or whether it's an international standards body but ensuring that there's greater accountability and transparency when nations can actually trust there's integrity in how things are actually processed.

N. HICKSON:

Nigel Hickson from ICANN. Just a point and a question, if I may. The point is ICANN has been mentioned a couple of times, and I'd like to endorse what our colleague said, that ICANN is looking to internationalize its operations. We have opened various offices in different regions. Usually my voice is loud enough, but I can do that, yes. So Fadi Chehade our Chief Executive, embarked on an operation to globalize the whole of the ICANN operation, and many people that come to ICANN meetings can see that first hand. The GAC is 129 countries. We hope that will be expanded. There might be countries here that are not in the Government Advisory Committee and we greatly encourage them to be part of it.

The question that I have is I don't think I've heard and I might have been asleep of course, is mention of the World Summit on the Information Society and the review that's currently taking place. I think it was mentioned by the U.S. Ambassador that the ITU review conference is taking place in Egypt, or was going to take place in Egypt in April, of course. And that's an important step. But there's also a further step when the UN General Assembly have to review the WSIS arrangements in 2015. And perhaps the panel might sort of just give an indication of what they hope will happen in terms of the WSIS review.

FROM THE FLOOR:

I'll keep my comments brief. Thank you for the second opportunity. I do want to reiterate the point that a colleague mentioned about keeping solutions local and domestic where problems can be solved locally but the IGF is a wonderful platform, and Markus, this is a question for you. I do want to see more young people and more women especially from emerging economies and marginalized communities and you wear many hats. So if you could dwell slightly more on the ISOC Ambassadors programmes and what is it that IGF as a platform is doing to bring in new voices. That's a real concern we have. Also in terms of solving problems at a local level and internationalizing experiences and institutionalizing best practices I do want to invite the house and everyone here to an Open Forum that the Indian Government is putting

together to tell the India story because the next billion users are coming online from these parts of the world.

FROM THE FLOOR:

I want to add a question to the issue raised by the gentleman from the Dutch Foreign Ministry when he asked the panel what the government think about equal footing. A lot of these multistakeholder discussions go back to the definition of Internet governance, which was elaborated by the Working Group on Internet Governance and adopted by the Heads of States. And in the first part of the definition, we have these various roles of government, of stakeholders and their respective roles, but in my eyes, the second part of the definition is even more important, because the second part speaks about head decision making procedures, shared norms, protocols and decision making procedures and I think Avri has raised this, when we're moving forward we have to face that somebody has to take a decision. So my question is to the governments when they react to the question from the gentleman from the Netherlands about equal footing, what is their idea about hearing decision making with other stakeholders?

M. KUMMER:

And I think also let's bear in mind that there will be various other sessions during this week that will relate to similar issues. Tomorrow we will have a session on the Internet governance principles, and on principles of multistakeholder cooperation, and enhanced cooperation. We will have a session on human rights, and as I've already said, the session on emerging issues will be on surveillance. And the very last day we have the opportunity to, with an open microphone session, to take stock of the whole week, and these issues will be addressed in various sessions.

A. DORIA:

Okay, I appreciate this chance to respond to things. There were so many that I would like to respond to, but I think I'll restrict myself to very few. But one of the things that I did want to go back to is a question that we were given on the sheet, the number 3 question in the second set, which says, can the exercise of sovereign rights by nations be restricted when it encroaches the rights of users in other jurisdictions? Or I would go, or even in the rights of users in their own jurisdictions.

And I think that one of the things that we need to look at when we're talking about Internet governance, and the restrictions that some governments do put on the human rights as expressed on the Internet. And at a certain point, when those human rights are restricted on the Internet, groups like this that go beyond just a single national interest need to look at those and need to look at them very directly. And need to basically not flinch away from a certain regard for those human rights because of an older notion of sovereignty that says on the outside of my walls, nothing I do can be discussed. Nothing I do can be faulted. So the Tunis Agenda does not restrict us, but rather puts us on an equal footing, where anything that goes on in one country is open to the discussion of the rest.

If what is going on is not in keeping with human rights as generally known and generally expressed, it is open to our discussion. It is open to our deliberations, and it should be open to our advice. And I think that that's a very important point for us to come back to, is that we can go beyond the narrow notion of sovereignty in the countries, because the countries have agreed to bind themselves, to make themselves responsible to human rights. And I think it's our responsibility in the IGF and in all of our other efforts to always go back to those human rights documents that have been signed, that have been agreed to, and ask the questions: Is what a particular country is doing in keeping with their obligations? And I could go much further down those lines but I think that that is the measuring stick for any of our discussions going forward. And sort of using the cloak of sovereignty to protect actions and philosophies and motivations that go against documents we have signed is something that we really cannot accept silently.

J. ARKKO:

So again, there were many, many points, I'll just touch on two. The first one that I want to raise was this question of governments and other types of bodies being more aware of each other. I think we all have a responsibility for making that to happen. At the IETF we've had very good success and experiences from the ISOC's policy guest programme where we draw on people around the world from various different places, regulator, government, policy maker type people and introduce them to the IETF has been a very successful programme and thank you ISOC for that.

I think similar types of programmes, other organisations, and I think the rest of the world could probably take some lesson here as well and where it's not applied, it's probably useful to do. The other thing that we've had good experience with at the IETF is when our leaders, when the Working Group experts go out and try to reach out to the other direction, go talk to government and there is types of organisations and informal, what's coming down the pike and what's happening and trying to pull for information, that's also been pretty successful.

The other thing is that we all have a responsibility to engage the whole world. I mean obviously like Internet technology is –it's not working as uniformly around the world as one might perhaps hope, so like in my country, in Finland, we have a lot of industry in this field but it's not true of all countries in Europe for instance and of the whole world so it's somewhat centralized but we have a duty to reach out to the different people working on this topic around the world, and we've been doing this by again with a programme where we pull individuals from different countries, developing nations for instance, and also going out of our way to meet in new places. We're planning a meeting in South America, for instance.

The other thing that I wanted to mention was what was raised by the Montevideo Statement and asked about the oversight roles and there have been a couple of other comments on that as well. I think Ambassador Sepulveda had it right when he said earlier that the multistakeholder system is involving, that is indeed right. Just to give you one example at the IETF we depend very much on the IGF function to do proto-

col registry function, registration port numbers allocated for a particular purpose. A long time has been set up as a U.S. Government type contract organisation and run by ICANN. And after that setup, the communities, ICANN and I actually built quite a lot of machinery around these policies and processes, so we have signed agreements. We have set service level agreements. We have tooling, we have tracking systems, and we have oversight bodies.

And so I think that's one example of the evolution and if there's any further evolution, I certainly hope there will be, it's probably in the form of trusting the models that have been created and moving from one country model perhaps to the models that we now have, and actually are running the thing on a daily basis. And then finally, people were asking about the way forward. So my three conclusions are basically that we need to continue connecting the people that have a need to talk to each other, the governments and various other organisations and it's a two way conversation. It's not government telling someone else go do this, or the other way around. It's a two way conversation. We need the information from the government, and they have a need to tell us some things as well. Secondly, we need to continue the evolution of the different parts of the overall system for Internet governance. And then finally, I think all of these forums and processes and discussions, they just need to be multistakeholder, no question about it. We should not even debate the situation where it would be some party that's only in charge, and would not allow others to speak.

The Internet is for the whole world and there are many, many players that have a need to say something when things happen, and if it's not possible to discuss between those different parties then it's not really working so I see that we all actually agree on this and the multistakeholder is what we're doing. And the rest is just details.

V. BHATIA:

I'll try and attempt two or three points that were made. First, the issue of equal footing. I'm going to draw one example here, which is the point that was made first off, which is the government's responsibility to build infrastructure. And just illustrate how equal footing would work in that one case. It would begin ideally with the government realizing that this is one area where private sector investment can be brought in and that the government funds should be diverted to areas where private sector funding would not be available, such as primary education, rural health, rural infrastructure, roads, and other areas which don't make for a good business case and will not allow for private investment.

Once that realization comes into the policy and fact there's a shortage of government funding available then you would be expected to write policies that would allow for private investment with an appropriate level of foreign direct investment, whatever is suitable for that country. That would then be followed by writing actual legislation, laws, whatever is required to provide investor confidence, and an environment in which investors can make that investment. Once such steps have been taken, then it would become the theme would shift to the private sector, who would bring in the capital, who would bring in the infrastructure, who would start putting out the

switches, the fibre, start the spectrum and the process would begin. The government would be required to build up a, let's say an independent regulator so that such capacity would be available and you could start removing some of the important functions out of governments which would be traditionally operated by the telecom sector.

At this time, the civil society would have an important role because they would determine and help the government with which of the areas are underserved. Are there business cases that are not working in broadband connectivity for rural parts of a specific country? What kind of programmes can be rolled out on education, on e-health, on basic grassroots level empowerment using the infrastructure that the private sector hopefully builds out?

The technical communities would come in with their role which is: How can we stretch the spectrum to the maximum? What are the new innovations that are possible on the side of technology that will help empower people, women, and the underprivileged? This will also have a role for the academia, a very important role, which is in many cases lead committees which will have these discussions. Write out papers which would project what the future of the investment should be. Put out case studies of what worked and what didn't work in the past. Do research across the world and provide information in the infrastructure building process of what's happened.

So we can go on and on but you can see that each of the multistakeholder participants that have been identified under the Tunis Agenda actually has a role in equal footing under just one piece, which is building infrastructure. You could then take this to the four other pieces that were mentioned; legal frameworks, defending free speech et cetera, and we can go on. But I think the youth for example; you would think what would they do? So they're the consumers of tomorrow. They are telling you what kind of services they need. What kind of educational and knowledge related capacity is required in the network to stretch the network to help meet the needs of the 21st century. So this is just one example of equal footing as we see it from the private sector.

It doesn't stop the role from the government from beginning to the end. It doesn't stop the roles for the private sector from the beginning to the end and all the roles keep evolving but everybody does what they're supposed to do to bring this infrastructure puzzle build out. Let's remind ourselves that 2.7 billion people across the world or approximately 40% of the world population, is online today. Only 16% of the Asian population that continental we are currently in and hold this IGF after is online. So there's a long way to go. On where we go from here, that's what our objectives are. That's what our sort of plans would have to be.

I also want to bring in a little bit about what the governments can do to strengthen the multistakeholder processes. I think that there are fellowships being offered I'm not sure what the numbers are for young people to travel to events like this. I think its two international events and two domestic events related to Internet governance. I can be corrected. There are several people involved with that so they're instituting fellowships based on government and private sectors funding that are sitting there to expose more people to this entire dialogue that is currently on. It's an excellent

programme. People have travelled on that programme to this IGF and will to the future IGFs. Then there are areas of new technology. For example the one piece we haven't built a lot on is mobile Internet so far as a discussion or M2M which is a huge area of discussion and build-up so I think that's something that the governments are now opening up. I'll just close by saying that 2014 and 2015 are crucial years. Let's just keep our hearts and minds open. Let's not decide too early on which way to go. I think this will evolve if we lend ourselves to this open consultative process of this kind and all the other meetings that have been mentioned that will occur during 2014.

D. SEPULVEDA:

I don't want to take up too much time so we can return to the audience and our colleagues can finish speaking. I want to make one point however about the WSIS process. We are now looking at a WSIS+10 review. We're in the process of conducting a holistic review of seeing where the action lines, where we are relative to action lines as an international community, and I think two things need to happen. One, we need to finish that review. We need to assess if there's further work that needs to be done on the existing action lines, and then we need to assess how we can move forward to ensure that we achieve the completion of those tasks that have already been set before us.

I think it would be both premature in the sense that the 10 years have not been completed, neither has the review, to talk about either conducting some sort of new WSIS or instituting some sort of new action lines. We're not yet that is not a discussion that is ripe in our minds, but again, if there are others with different points of view, we would welcome hearing those, but we will be having that discussion over the next year.

M. KUMMER:

There will also be the question of the extension of the IGF mandate and I hope the mandate will be extended because I feel we do need this kind of platform. Shall we go to the end of the table, Ambassador Fonseca?

B. FONSECA FILHO:

I would, as a final comment, reiterate that Brazil sees the multistakeholder model and IGF which is maybe the best expression of the multistakeholder model at the international arena is a very important place that serves as a meeting point for ideas, for contacts among different stakeholders and for cross fertilization of ideas and efforts. We are convinced that the quality of decisions and the legitimacy of initiatives are further reinforced to the extent that stakeholders engage governments, civil society, private sectors, and all the stakeholders as recognized by the Tunis Agenda.

So we value the multistakeholder format, IGF and indeed Brazil has put forward its contingency to host IGF in 2015. I was thinking that I would like to propose an acronym for this exercise and I would suggest ICT, in which I would stand for "information." It's important and it has been highlighted by some parties, important that each stakeholder, each group of stakeholders, will be apprised of what others are

doing, and this is maybe a starting point for the second letter of the acronym which is C, that is for "cooperation," to identify opportunities for cooperation and to make sure that all the concerns are addressed within this context. And the final letter would stand for "trust." This exercise can only hold if there is trust, if there is mutual recognition and mutual acceptance of stakeholders. On the part of Governments, on the part of other stakeholders, it implies a change in cultures. We must recognize there are different cultures. Governments usually manage things in a certain way. Civil society has also a way of dealing, so we are talking about a collective endeavour, so it requires new ways of thinking, new creative ways of thinking.

And in that sense, this session that focus on the role of governments, we are very pleased to be part of the discussion. We think we had a very high level discussion, and from the perspective of governments, it is sometimes even strange to see people say, oh, we don't think there's any role but I'm glad to see that this is evolving and it was acknowledged by participants even from the panel. Since from the point of view of governments, some roles have a clear demand for Government action, I would give two examples. In Brazil we have as you know an area that accounts for roughly half of the country in the Amazon, so it requires clearly a government in cooperation about other stakeholders but it requires policy to be to address the situation in which we can make sure that the Amazon is connected, that remote communities are connected. This is something that will not be dealt with uniquely by the private sector, the civil society, so the government has a clear role in that. And if we can also think in areas like defence, it's also a clear area for government in regard to cybersecurity. So I think the beauty of the exercise is this: To identify areas in which working the multistakeholder model, the mix and the intensity of cooperation will defer, and this should be acknowledged by government, but also acknowledged by the other parties.

I would also briefly refer to the Summit that will be held in Brazil, and I want also to take note of the concern of other parties in regard on how this would relate to existing processes and I just want to make it clear that Brazil is respectful of the existing processes. Actually we have been active participants in all those processes, and we certainly would not like our event in Brazil to compete or to overlap with any of these important meetings taking place. The Sharm el Sheikh meeting of course is a very important process. The CSTD meeting that we'll receive the report from the Working Group on Enhanced Cooperation is also a very important process, so we think this should be as we plan for our event we make sure these will not be touched upon. But referring to all these processes, in our view, there is a clear need for a high level review event, stand-alone event either in 2015 or late 2014 to collect all those inputs that are being generated. The Sharm el Sheikh meeting will produce some very interesting outputs as Ambassador Sepulveda was saying but also the Working Group on Enhanced Cooperation, we expect it also to produce some very important ideas.

We have been discussing on the meaning of equal footing, what are the areas that governments should engage into this? So I think the enhanced cooperation will provide some ideas on how to proceed in that, and this will take place later on. Our meeting will take place later on and there are many important inputs being produced

so we clearly see the need for a high level multistakeholder event that will collect those inputs and make some decisions, we are not envisioning to reinterpret it or to redraft the Tunis Agenda. We don't think this is a good way or wise way to proceed but we think that adjustments or some decisions taken by an authoritative body, multistakeholder body, might be necessary as a result.

I think it would be a pity if we lose the opportunity as we complete 10 years of the Tunis Summit not to engage in an in depth exercise that would go beyond more bureaucratic review of action lines so this is the position we are taking this. And finally just to thank you and our partners and colleagues in the table for a very high level discussion for very active participation.

E. VAIZEY:

I had the first word and now you've given me the last word. We have 3 minutes left of this session, so I will be brief. I think the IGF needs to raise its presence. The speaker from the floor who started off the last round of questions made I think a very valid point that a lot of countries do think have a sort of default position of thinking about the ITU. The ITU has been around a lot longer than the IGF so it's important that we think about how we promote the IGF's activities around the world and that's something the U.K. Government wants to participate in. And it's very important. And it's also I think important that at the end of IGF Summit's not necessarily policy proposals but some sense of the mood, consensus, and the themes emerges, that people can take away from the IGF. So I think there is work to be done there. But we supported some of the changes to this year's IGF, which have made it the best ever. So it continues to evolve and continues to play obviously an absolutely vital role in Internet governance discussions.

I very much support what Nigel Hickson said about the globalization of ICANN. I think that's a very important steps being taken by ICANN to have a presence around the world. So the people it's always been the case with ICANN but again it's a perception issue. It's very important that all countries feel that ICANN is there for them, that they can have a role in participating and have a dialogue with ICANN and I think physically moving ICANN around the world is one way of doing that so I think that's very important. I got slightly lost on the questions about whether government was on an equal footing with civil society or business. I couldn't quite understand the point people were trying to make and I suppose that goes back to swings around in my last 30 seconds to the WSIS review. WSIS+10. In my view if it isn't broken don't fix it. It seems to be working pretty well. Clearly there will be an analysis of where we are, 10 years from Tunis.

But broadly speaking as I say again and I sound like a cracked record, this multistakeholder model, this participatory model of governments, business and civil society without people analysing whether we're on an equal footing or not over overanalysing whether we're on an equal footing works very well. It works extremely well for the U.K. It works very well for many nations for whom the Internet is becoming fundamental to their economy and the functions of their society and it will serve well other

nations, developing nations, as they come on stream. And that for me is where we are, but as well, I think the focus now has to turn to developing nations and to the billions that are going to come online in the next few years which is why I very much hope that everyone will be at the Indian Government's reception on Thursday at 11:00 to hear about their experiences because that is the next great challenge to absorb the next billion or 2 billion who are going to come online and change the Internet once again.

M. KUMMER:

I think we really reached large areas of convergence in our discussions and I take a very strong notion of partnership among all stakeholders of trust and partnership, and clearly also convergence that we do need to increase a meaningful participation of developing countries in all the Internet Governance arrangements. I think it's the first time if I'm not mistaken Ministers engaged in a panel of 3 hours. Civil servants fear sometimes Ministers don't have the chance.

IGF 2013 Opening Ceremony and Opening Session

22 October 2013
Opening Ceremony of IGF 2013
Mr. Thomas Gass
Assistant Secretary General for Policy Coordination and Inter Agency Affairs in UN DESA

H.E. Tifatul Sembiring
Minister of Communications and Information Technology (MCIT), Republic of Indonesia

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

H.E Elmir Valizada
Deputy Minister of Communications and Information Technologies (MCIT), Republic of Azerbaijan

List of Speakers:
H. E Paulo Bernado Silva
Minister of Communications, Federative Republic of Brazil

Mr. Shadi Abou Zahra
Web Accessibility Initiative (WAI) Lead, World Wide Web Consortium (W3C)

Ms. Sabine Verheyen
Member of the European Parliament

H. E Masahiro Yoshizaki
Vice Minister for Policy Coordination, Ministry of Internal Affairs and Communication, Japan

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

Mr. Jānis Kārkliņš
Assistant Director General for Communication and Information, UNESCO

Ambassador Danny Sepulveda
US Coordinator for International Communications and Information Policy

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

Ms. Nnenna Nwakanma
Civil Society, Africa Regional Coordinator, World Wide Web Foundation

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

Ms. Christine Arida
Regional National IGF, Director for Telecom Services Planning at the National
Telecom Regulatory Authority of Egypt and Head of the Arab IGF Secretariat

H.E. Ms. Neelie Kroes [via video]
Vice President of the European Commission, Commissioner for the Digital Agenda

Mr. Jari Arkko
Chair of the Internet Engineering Task Force (IETF)

Mr. Joseph Alhadeff
Chair ICC's Digital Economy Commission

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

Mr. Jovan Kurbalija
DiploFoundation

C. MASANGO:

Excellency's, distinguished participants, ladies and gentlemen, welcome to the Eighth Annual Internet Governance Forum meeting. We will now start the Opening Session of the IGF 2013. And to start off with, I would like to call upon the assistant Secretary General of the United Nations, UNDESA, Mr. Thomas Gass, to give the opening remarks.

T. GASS:

It's also my pleasure to deliver a message here on behalf of Under-Secretary General Wu Hongbo who regretfully could not be here with us today. On behalf of the United Nations Secretary General Mr. Ban Ki moon, allow me to welcome you to the Eighth Annual Meeting of the Internet Governance Forum. I thank the Government and people of Indonesia for hosting this important event. Special thanks must also be given to the Indonesian Multistakeholder Organising Committee for all of their hard work it has put in to pull this forum together. And let us also acknowledge all of the past, current, and future donors to the IGF Trust Fund. Without your financial support, both monetary and in kind, the sustainability of the IGF would not be possible. Thank you to all those who have invested financially in making this possible.

Finally, I also want to recognize the members of the Multistakeholder Advisory Group of the IGF. These are the people who provide leadership and guidance to the Forum who have been leading your workshops or will be leading your workshops while helping to support the discussions. The United Nations is grateful for your work, ladies and gentlemen. As the Forum continues to grow, your role becomes increasingly more important. So thank you to the MAG members here among us.

Excellencies, ladies and gentlemen, let me reaffirm today the support of the United Nations for the multistakeholder model for Internet governance that the IGF embodies. This embodiment is seen at its annual meetings and at all of the regional and national IGFs that are held throughout the year. The Forum continues to be the premier multistakeholder forum for policy dialogue related to Internet governance issues. This is a direct result of the dedication and commitment of you here today and thousands of others participating remotely. It is you, the many stakeholders of the IGF, participants from governments, intergovernmental organisations, civil society, the business community, and the Internet technical communities, who are responsible for the success of the Forum to date.

As you know, this meeting marks the third year of the IGF's second five-year mandate. In 2015, once again, the IGF will be reviewed by the General Assembly in connection with the broad review of overall WSIS implementation efforts. The Secretary-General stands behind the continued growth and success of the IGF. The most recent statement, the Joint Statement of the United Nations Group on the Information Society, emphasized the need for increased interaction between the post-2015 development agenda and the World Summit on Information Society +10 review processes. Such an interaction should create synergies so that parallel efforts across the UN system are coherent, connected, and coordinated to achieve maximum sustainable impact.

We look forward to working closely with our partner agencies, such as UNCTAD, UNESCO, the ITU, and others to ensure that we create such synergies. Ladies and gentlemen, Excellency's, together we must build bridges where gaps may exist towards ensuring that our global Internet is one that promotes peace and security that enables development and ensures human rights. Inclusive, transparent, and collaborative governance of the Internet is essential if we are to rebuild trust and to truly harness the potential of ICTs to achieve sustainable development for generations to come. Only with good governance will we be able to foster an accessible, affordable, and safe Internet.

As the international community strives to accelerate the achievement of the Millennium Development Goals by 2015 and as it shapes the Post 2015 Development Agenda that focuses on sustainable development, expanding the benefits of ICTs is crucial. Nearly 40% of people worldwide will be online by the end of the year. However, with more than two thirds of those in developing countries remaining unconnected, there is no place for complacency. ICTs in general and the Internet in particular play an important part in ensuring rights based development, especially enabling a greater exercise of freedom of expression and freedom of the press. These freedoms in turn are critical to combating corruption, ensuring gender sensitivity, deepening social accountability, and promoting social inclusive development.

The Internet has become a critical driver of and an essential tool for the creation of jobs and the delivery of basic public services for improving access to knowledge and education, for empowering women, to enhancing transparency, and for giving marginalized populations a voice in decision-making processes that directly affect their own lives. ICTs by themselves cannot guarantee the achievement of development goals, and enabling online environment which we create together during the IGF is critical to ensure that the potentials of information communication technologies for sustainable development is fully harnessed by and for all.

Excellencies, ladies and gentlemen, we have learned that cyberspace, while clearly accelerating economic and social development in many ways, will continue to present us with new emerging opportunities and threats. This makes the IGF platform all the more important. A major issue that has arisen over the past year is that of surveillance of the Internet. Through concerns about national security and criminal activity, concerns although concerns about national security and criminal activity may justify exceptional and narrowly tailored use of surveillance, any surveillance without safeguards to protect the right to privacy hampers fundamental freedoms. People should feel secure in the knowledge that their private communications are not being unduly or unjustly scrutinized by the state or by other actors.

The Universal Declaration of Human Rights, adopted more than 60 years ago, includes Article 19 that proclaims that everyone has the right to freedom of opinion and expression. This right includes freedom to hold opinions without interference and to seek, receive, and impart information and ideas through any media and regardless of frontiers. We need to work together to find the appropriate balance between security and openness.

Because the global Internet accessed through all of today's various ICTs is transforming our world, opening doors, educating and empowering people, saving and improving lives, so our overall objectives must be to ensure universal access to ICTs, especially for the world's population currently not online. We must also strive to open data and share it for the benefit of all. To cite a recommendation by the high level panel of eminent persons on the Post 2015 Development Agenda, we need a data revolution. Let us continue to work together to find consensus on how to effectively govern the Internet to keep it open, accessible, affordable, secure, and beneficial for all. I wish you all yet another successful annual Internet Governance Forum. Now, in accordance with the customs of the Internet Governance Forum, I have the honour to invite you, Excellency Titaful Sembiring, Minister of Communication and Information Technology of the Republic of Indonesia, to assume the Chair of the 2013 IGF.

T. SEMBIRING:

Good afternoon, everybody. Excellencies, distinguished participants, ladies and gentlemen, at the outset, let me, on behalf of the Government of the Republic of Indonesia and its people, welcome all of you to Indonesia and the island of Bali. It is truly an honour for Indonesia to host the Eighth Internet Governance Forum. Likewise, I would like to take this opportunity to express my gratitude to representatives of governments, international organisations, civil societies, academia, business and industry sectors, and technical communities for participating in this Forum.

I would also like to extend my appreciation to the United Nations and the IGF Secretariat for their cooperation with the Ministry of Information and Communication of the Republic of Indonesia in the preparation of this IGF. And to Assistant Secretary General Gass, thank you for your kind words. It is my pleasure to accept the Chairmanship of the 2015 IGF. We look forward to a very productive and usable dialogue over the next few days. Also, to those for their kind support of this meeting. Distinguished participants, ladies and gentlemen, Internet presents opportunities for development and valuable contribution in connecting and providing closer and easier communication to its billion users. The Internet also expands the reach and effectiveness of social development projects. This growing trend of the use and reliance of people at all levels on Internet have encouraged the nations to provide Internet access wider and broader to their peoples. Indonesia indeed is no exception. We are now one of the countries with the largest Internet users. Until 2012, we have more than 63 million Internet users or approximately 24% of Indonesia's total population.

During the last decade, Internet traffic volume in Indonesia has grown by more than 2 million. This number is stimulated by the growing number of local content providers and local applications throughout the nation. Nevertheless, making the Internet available to our people is not the only goal we want to achieve. We are also committed to make sure that it is affordably and equitably accessible throughout the nation, particularly in the rural areas. We also expect in the next few years the expansion of Internet for SME will support Indonesia's e-commerce sector which contributes to our economic growth and sustainable development. These are our national priorities in

order to maximize the potential advantages of the Internet enjoyed by the individual as well as the nation and beyond.

Distinguished participants, ladies and gentlemen, despite the broad potential of the Internet, these emerging trends also create challenges that we are facing today. The rapid expansion of technology and Internet also creates challenges which threaten individuals, societies, and even nations and may lead to tensions and eventually conflicts. It widens the multidimensional divide among the societies and also creates other issues such as cybercrimes. The questions of ethics in the virtual world, vulnerability from exploitation, exposure to danger, and deception when using the Internet and digital illiteracy, which emanates due to the progressive rate of unemployment in developing countries.

Increased connectivity indeed poses many adverse impacts and a real security concern that needs to be addressed. It requires us to assure global public confidence and security in the use of Internet. We need to ensure that the cyber technology brings us common progress, peace, and prosperity. And to reach that objective, neither governments nor nongovernmental entities could work alone. Securing the cyberspace requires a global partnership between and among governments, civil societies, private sectors, and other stakeholders. Distinguished participants, ladies and gentlemen, the IGF meetings that have been annually since 2006 have shown to us the importance and the advantages as well as benefits of close multistakeholder dialogue and cooperation in developing our common goal. IGF, as a multistakeholder forum, was established from our one big concern on what the future of the Internet will be. This forum was established from a big question: How should we govern the Internet for the benefit of all?

To add this outcome and concern and answer the question, we need all stakeholders, governments, private sectors, civil societies, technical and academic communities to participate and contribute all resources we have. And this year, in the Eighth IGF in Bali, Indonesia, we are going to continue to strengthen our collaboration. The theme of this Eighth IGF, Building Bridges: Enhancing Multistakeholder Cooperation for Growth and Sustainable Development is not only relevant to Indonesia, but also for most of countries in the world.

What we are addressing within the next four days requires a comprehensive and multidimensional approach; and therefore, it is my fervent hope that your personal contribution in the discussion. Distinguished participants, ladies and gentlemen, I believe that IGF 2013 will give significant contributions to recent global discussions on Internet governance. Let us seize this opportunity to reaffirm our support for the Internet governance, drawing strategy, concrete actions in addressing the challenges on Internet. I also believe that through closer and open dialogues we can come up with common views and mutual understanding in order to strengthen engagement and to enhance multistakeholder cooperation for growth and sustainable development.

Distinguished participants, ladies and gentlemen, to formally open the IGF 2013 in Bali, Mr. Gass, I would like you to join me in a traditional Indonesia custom for opening important events. Please come with me to the gong.

(Sounding gong)

H. TOURE:

I would like to appreciate the Government of Indonesia for hosting the Internet Governance Forum and inviting ITU. While I do also commend the United Nations, especially UNDESA, for organising the IGF in Bali, Indonesia. I am sorry not to be able to join you in person this year but happy to be joining you virtually. From the beginning, ITU has been firmly committed to the IGF, which is a great example of multistakeholder action. As the United Nations agencies that initiated the WSIS process in 2003, I am proud to see that multistakeholderism has evolved to the level where different stakeholders can develop consensus on critical issues to the Information Society. Since 2005, WSIS issues have been addressed in the multistakeholder WSIS forum, which this year attracted over 1800 participants. The Forum is now being used for the WSIS review, aiming at the elaboration of a concrete WSIS vision beyond 2015 to be adopted at the WSIS+10 high level events next year.

Let me encourage all of you to engage in the ongoing WSIS preparatory process. It has been a very busy year for ITU since the last IGF, with different events, including the WTSA and WCIT 12 in Dubai and WTPF 13 in Geneva. It was tremendous to see more than 900 participants present, including many of you working together in such a positive spirit of collaboration. The WTPF produced multistakeholder agreement on six nonbinding opinions to guide Internet related policymaking as well as a clear communication of the importance of continuing the discussion in various forums. As a result, ITU is organising an open talk here at the IGF focusing on the role of governments in the multistakeholder model, and I would like to encourage you all to take this opportunity to make your voices heard. Ladies and gentlemen, this year is particularly important for all of us given the lively debate concerning international frameworks in a world where major recent events in the news reflects growing global concerns about freedom of expression, privacy, data protection, and security in cyberspace. Let me, therefore, reassure you that although I will not be able to listen and participate in person, ITU will nonetheless be fully engaged in all of the discussions at the IGF. I wish you a very successful forum.

E. VALIZADA:

Excellency Mr. Thomas Gass, Excellency Mr. Tifatul, Excellency's, ladies and gentlemen, on behalf of the delegation of the Republic of Azerbaijan and personally, I would like to extend our greeting for you all. The majority of you within the framework of the 7th IGF meeting in Baku, capital of Azerbaijan. Baku was marked by its highest participation, dynamism, and content richness. Over 128 countries, 1600 delegates, remote participants from 3800 unique IPs were involved in a variety of topics as well as 120 workshops were conducted throughout the Forum.

Therefore, we assume the Baku meeting was a positive input to the IGF process. I consider that the current meeting in Bali will be a vital step for the future advancement of IGF movement. Taking this opportunity, I want to express our sincerest gratitude to organisers and wish fruitful exchange during the Forum. Generally, considering the role of Internet at the global level as well as its importance for states and individuals, I assume that IGF is the most appropriate platform for the discussions of issues on Internet Governance and defining human principles, mechanisms, and procedures. This IGF assembly, public, private and civil society present together provides a unique opportunity for multistakeholder initiatives and will be the major cause for the positive outcomes. This fact is quite well illustrated in the main theme of the forum, Building Bridges, Enhancing Multistakeholder Cooperation for Growth and Sustainable Development.

Therefore, participants, the advancing of the ICT are a most important policy of the Republic of Azerbaijan. The truth of the fact is that, and 2013 was declared by ICT Year by His Excellency, the President of the Republic of Azerbaijan. This year, Azerbaijan successfully launched its first telecommunications satellite and has joined to the list of cosmic countries. The development of ICT was depicted at special chapter of Azerbaijan 2020 division of future development concept. The activities on modernization around communication infrastructure, establishing fibre optic cable network covering all residential areas, and expansion on broadband services within country is under implementation. All due sections resulted in Internet penetration reaching of 30% and broadband penetration at 50%. Social media users are estimated more than a million, where every single condition exists for the access to Internet.

Our aim is to expand and broaden this environment. On this regard, the innovative development model was chosen by Azerbaijan and prepared steps were already taken. So far, High Technology Park is under construction. IT fund was already funded, as well as IT University has been established. Regional development projects are also one of our targets. For instance, Azerbaijan in the part of express gateway APEC project and benefits from other similar transit projects. Another example is information superhighway project initiated by Government of Azerbaijan and which received unanimous support of the UN General Assembly. Therefore, participants, through sharing with you all of our achievements, we wanted to prove once again this issue taken for development of ICT not only serves for sustainable development of the country, but entire region. We assume that these strengths should be taken into consideration during discussions within the framework of IGF. While preparation between states, defining transparent Internet Governance, providing safe Internet, and using Internet for development should be our ultimate goal. Therefore, participants, at the end of my speech, I would like to extend my deepest appreciation to the UN for their administration of the current meeting, to IGF Geneva Secretariat for displaying impressive conference year by year, and all UN special institutions, particularly to UNDESA, as well as wish good luck to all Forum participants.

P. BERNARDO SILVA:

Minister of Communications and Information Technology of Indonesian Republic of Indonesia, Mr. Masango, ladies and gentlemen, last September 24, President of Brazil delivered a speech before leaders of more than 190 countries at the opening of the United Nations General Assembly. In her opening words, the President brought to the attention of all foreign delegations something that she regarded as of greater relevance and gravity. The Brazilian President referred to the activities of global network of surveillance which sparked strong debates on the ways the Internet operates today. I'm here today to reinforce our President's concerns, which had obviously reflected the feelings of each Brazilian citizen at the UN stage. More than that, I'm here to bring the Brazilian view on this matter and to request the support of all IGF participants so that we can draw together a path. Brazil acknowledges the value of the Internet. This is where new horizons of economic and social development arise, and knowledge and opportunities are shared. Moreover, this is how citizenship is promoted. We need to build a new model for Internet Governance, a model which allows us to achieve all these possibilities, a model which is truly democratic and transparent, ensuring human rights, freedom of expression, privacy, security, and respect for the sovereignty of all countries.

Over the last decades, Brazilian society achieved several democratic improvements, such as free elections, freedom of the press, human rights, and policies for social inclusion and wealth distribution. Along with these developments, Brazilians witnessed the rise of an Internet which reflects much of the values underlying our recent histories. Our share in the global network is one of the most vibrant in this planet. It makes our country more open to the world while reflecting our culture, politics, and economy. It's a home for social movement, businesses, entertainment, and knowledge. It protects individuals without restraining their freedom. In Brazil, we are more than 100 million people online according to a survey published yesterday. More and more people and places are digitally included every year. We have made special progress in least assisted regions, thus decreasing the digital divide in our country. Although we have already reaped the benefits that connectivity brought to millions of citizens, we are facing the challenge of taking the Internet to many other Brazilians. However, we do not want just any Internet. The Internet is not a mere measure of technological or economic development in a certain society. It is, rather, an instrument to the benefit of humankind. It must be employed in favour of the progress of peoples and nations. The usage of cyberspace for obtaining information in an unauthorized way or for the violation of fundamental rights is not ethical. It has harmful effects on the unicity and globality of the Internet.

At the same time, the asymmetry and uneven distribution of economic resource that is characterizes the Internet today has generated a disproportionate competitive advantage to one single market. Therefore, talking about governance of this global network does not only concern technical standards but also such economic imbalance and its possible solutions. There is a clear dissatisfaction towards the status quo. If

Internet is so widely known as a place where new forms of democratic participation are practiced, then I believe it's time to add more democracy to it.

It has been a long time since Brazil started talking about it, and we congratulate the organisations that signed the Montevideo Statement on the Future of the Internet Cooperation. The voices of Brazil and other developing countries echo together. It seems clear, once and for all, that in order for us to have one Internet, we must include the voices of all nations and stakeholders. We search for a model that would embody the principles mentioned by President Dilma Rousseff at the United Nations. Freedom of expression, privacy of individual and respect for human rights; open multilateral and democratic governance, carried out with transparency by stimulating collective creativity and the participation of society. As President Dilma tweeted last Sunday, a multistakeholder model.

Universality that assures the social and human development and the construction of inclusive and non-discriminatory societies; Cultural diversity without the imposition of beliefs, customs, and values; net neutrality, guided only by technical and ethical criteria, rendering it inadmissible to restrict it for political, commercial, religious, or any other purposes. Over the last 20 years in Brazil, we have experienced very good results regarding issues of Internet Governance. The Brazilian Internet Steering Committee is a model, is a global reference for the multistakeholder model, where the government, the private sector, and academia work together. We are also very close to voting of the Internet Bill of Rights in our country. This will be a modern legislation establishing a set of principles for the usage of Internet in Brazil. It also defines rights and duties of Internet users. Principles guiding Internet usage and governance in Brazil positively connect with the moment and feelings that we are sharing in this IGF meeting. We are ready for an open dialogue aiming at designing a new model for Internet governance in the world. Our participation in different international fora grants us the credentials for this task.

We have been doing everything within our reach in order to accommodate the recent effects regarding the unauthorized monitoring of our citizens, businesses, and authorities. We are also concerned that the news on espionage would break people's trust in the Internet, leading to its fragmentation at national levels. The way the Internet is currently governed can only further this concern. What contributes to the fragmentation is the decade's long prevalence of excessive unilaterality and centrality regarding connectivity and storage of data and information. The Internet has been open to everything except the way it is governed.

We are pleased to have received the visit of the Chairman of ICANN, Mr. Fadi Chehade, when he reported the willingness of the "I* entities" to promote the institutional changes in Internet governance. Our President welcomed the proposal of hosting an international meeting in order to discuss and propose such changes. Therefore, I would like you all not only to attend, but also to help in the construction of this Summit on Internet governance to be held in Brazil in the first semester of 2014. As we used to do in Brazil with the participation of society, technical community, and businesses, we want to review with other countries the ways of the world Internet

governance. If you would ask me right now what model would I support, I must admit that I don't have a finished answer. I have mentioned the principles for it, but its format, details are yet to be designed, and the best way to do it is collectively.

We may close the Summit with clear commitments and a well-defined common agenda leading to concrete actions to be implemented by all. In order to achieve that, we need the cooperation of those who study, live, and build the Internet. The IGF gathers people with skills, knowledge, and commitment with an open, democratic, and participative Internet. More than this, it gathers passion, a rare feeling to be found at this level. This is the reason why President Dilma Rousseff sent me here, to ask for the support from this forum and from each one of you. I hope these days at the IGF will renovate our strength so that we have the very best of us in order to advance the discussions until our meeting in Brazil.

S. ABOU ZAHRA:

I work with the World Wide Web Consortium, W3C, more specifically with the W3C Web Accessibility Initiative, WAI. W3C is an international organisation that develops the core standards of the Web, such as HTML, XML, and many more, that together build the Web as we know it today. The Web is the predominant interface to the Internet. W3C was founded by Sir Tim Berners Lee, the inventor of the World Wide Web, and he continues to direct the Consortium. W3C standards are developed collaboratively in an open environment and are freely available on a royalty free basis. This has significantly contributed to the wide success of the Web as the open platform that we know today and is available on a multitude of devices, on the desktops, on mobile phones, on tablets, increasingly on televisions, and so on. The W3C Web Accessibility Initiative, WAI, develops strategies, guidelines, and resources to make the Web accessible to people with disabilities. It's an integral part of W3C since 1997.

Some of you might know the WAI Web Content Accessibility Guidelines, WCAG. These W3C standards on how to create Web sites that are accessible to people with disabilities is internationally recognized among many organisations and governments around the world as the standard for Web accessibility. Recently, it has also been adopted by ISO, the ISO number 40500, as an international standard as well. But today I speak on behalf of the IGF Dynamic Coalition on Accessibility and Disability, DCAD. It is generously supported and hosted by the International Telecommunication Union, ITU, and is chaired by Ms. Andrea Saks, many of you may know. DCAD was formed soon after the first IGF meeting in Athens, when many of us soon realised the many issues that stand before us that need to be addressed at, with, and through the IGF, and that stronger , with a united voice, we have a stronger position to address. You see, the Internet is of utter importance to people with disabilities. Never before has there been such an opportunity for people with disabilities to participate equally in society. The Internet provides access to education, employment, government services, and much more. It helps people to combat poverty and social exclusion that affect many people with disabilities all around the world. It empowers people to be active

members of society and live with independence and dignity rather than on welfare and depending on others.

This is the reason why the UN adopted the Convention on the Rights of Persons with Disabilities, the UNCRPD, which recognizes access to information, including information on the Internet, as a human right. But it is also why the IGF is so critically important. It serves as an international platform for raising awareness of the global community, discussing the issues, and looking at ways of reducing accessibility barriers for people with disabilities. Because unfortunately, there are still many accessibility barriers that prevent people with disabilities from benefiting from the unique and unprecedented opportunity that the Internet provides. As we speak here in this room today, one of our colleagues is, unfortunately, unable to join remotely because the system doesn't work with the screen reading software that he needs to use to operate his computer as a blind user. He and many others are not able to participate in our discussion because of some technical incompatibilities that are actually solvable if the developers of those different systems that need to work together were more aware of the needs and the standards that exist.

But it's exactly this lack of participation of people with disabilities that contributes to lack of awareness about the need for accessibility. In turn, it leads to yet more exclusion and promotes a vicious cycle that we, together, have to break. On the other hand, accessibility has many benefits for everyone. For example, text to speech is essential for blind people to use computers, as with our colleague who is unable to join today, but it is also critical for the inclusion of people with low language skills for whatever reason, and there are a broad variety of reasons. For instance, literacy, migration, ethnic minorities, and so on. So when we talk about Internet governance and how to address the needs of all members of our society, including the many overlapping needs that we all have in common, it is essential that truly everyone is involved in the discussion and in the process.

And there have been many improvements over the years. Today we have remote participation and real-time captioning which prove to be so useful to so many participants, especially for those who, in this case, their first language is not English, regardless of any disability. But there's still much more that needs to be done to truly get everyone involved. So the DCAD put together guidelines for accessible IGF meetings for everyone. DCAD tried to document good practices on accessibility and to help transition of the IGF from one host country to the next. The DCAD has been evolving those guidelines over the years, and with the strong support of the IGF Secretariat and I really wish to emphasize the strong support that we've been receiving from the Secretariat without which we would have not been able to be as effective and contribute to the IGF. These guidelines are made available to the host countries. They're also available from the DCAD homepage on the ITU website, which sponsors the DCAD and supports and runs its Secretariat.

We hope that also the regional IGFs and other event planners will use these guidelines to make their events more open and more inclusive to everyone. We at the DCAD also provide ourselves as resources to the IGF and to the host countries and always seek

exchanges with other groups on the many overlapping aspects of Internet Governance that we all commonly have. So, this is an open invitation for you to work with us, the DCAD, not only on making the IGF, but the Internet in itself, more accessible and more inclusive to everyone.

S. VERHEYEN:

Excellencies, distinguished persons, organisers, ladies and gentlemen, thank you very much for giving me the opportunity to speak at this opening panel this afternoon, and I'm happy to represent the European Parliament's delegation at the IGF in Bali. The Internet is a multifaceted economy and social space. It is the extremely fast development that has created a new world of possibilities, challenges, as well as risks for business, citizens, and states. The Internet has become the central nervous system of our Information Society. Over the last 15 years, personal computers and tablets, mobile phones and smartphones, and many other devices have transformed the way we access and use information, and they will change the way we communicate, learn, travel, buy, and live. These developments are that profound that they cannot be left to the interaction between business and users. They need to be closely followed by politics, and developments need to be addressed as quickly as possible for two reasons. Establishing a business environment that creates opportunities and safeguards fair competition on the one hand, and on the other hand, securing citizens' rights and allow users to fully benefit from the advantages of an open, transparent, and fair Internet.

A fresh look at the EU Internet strategy for the time after the next European elections in 2014 is needed. The EU will have to shape a common strategy as important decisions will have to be taken, and these must address adequately the challenges. Otherwise, the EU will miss the essential steps towards economic growth in a new era of Internet. Guaranteeing freedom of expression, free flow of information, and access for everyone, as well as taking care of individual rights and business will remain the benchmarks of our approach. For me, there are three main political issues to be focused during the next legislative term of the European Parliament 2014–2019. The Internet must be transparent and safe. The Internet must be open and competitive. And the Internet must be fair and inclusive.

The European Parliament sent an ad hoc delegation to WSIS in 2005 and thereafter to every annual meeting of the IGF. The issues discussed at this Forum are of utmost importance to the policy debates on the EU level. There are various Internet governance related policies discussed on EU level at the moment. For example, this week the European Council is discussing Digital Agenda policies in Brussels and will set the political guidelines in this field for the next year. The meeting focuses on various questions related to the digital economy, innovation, and services. The overall aim is to overcome market fragmentation in Europe and develop a stable legal framework which will boost the digital internal market. The European Parliament is working very closely with the other European Institutions on achieving this aim. For us, key policy debates have circled around questions of net neutrality, data protection,

cybersecurity, media pluralism, the European cloud partnership, copyright, big data, open data, the protection of minors online, and spectrum allocation, just to name a few of them. These topics are very much related to the broader Internet governance questions, and we will be discussing in the following days.

Ladies and gentlemen, last year there were growing concerns of proposals being presented by different states on international level which would impact the Internet architecture operations, content, security, business relations, Internet governance, and in some cases the free flow of information online. The European Parliament has always rejected any ideas of making changes to the international telecommunications regime which would generally give regulatory power over the Internet to supernatural government organisation.

The European Parliament has always supported the present bottom up multistakeholder model that has expressed concerns that any proposal that might question the multistakeholder model may seriously affect the development of and access to online services for end users as well as the digital economy as a whole. A centralized governance of the Internet is certainly nothing which is desired on European level. The Internet has made an enormous contribution to growth and innovation in Europe's economies and has become a crucial part of the everyday life of most citizens. Much of this success is down to the openness of the Internet as a platform, providing low barriers to entry and fertile ground for innovation. In particular, the development of new content and applications. Therefore, Internet governance and related regulatory issues should continue to be defined at a comprehensive and multistakeholder level. We believe in the institution of the IGF, as it has a clear focus on bringing together people from all stakeholder groups to engage as equals in a dialogue on public policy issues related to the Internet and its governance. Nevertheless, I am sure we will have many discussions this week about the future organisation of the IGF. During these discussions, we should keep in mind our common commitment to build a people centred, open, competitive, fair, transparent, inclusive, and development oriented Internet, where everyone can create, access, utilize, and share information and knowledge. I am looking forward to fruitful discussions, and I want to thank you very much.

M. YOSHIZAKI:

First of all, I would like to express my deepest gratitude for all those who worked hard to make this Forum possible. This Forum is a valuable international platform where we can discuss a wide range of Internet governance issues. There are many issues to discuss concerning Internet governance, but I have only a few minutes today, so I would like to introduce Japan's activities, especially concerning cybersecurity issues, which is one of the subthemes of this forum. Cyberspace continues to expand beyond national borders and has become widely used across the board, along with spread of the Internet. Accompanied with such an expansion of cyberspace, cybercrimes and cyber risks are also expanding and globalizing. For this reason, in order to ensure security in cyberspace from attacks, Japan adopted a new cybersecurity strategy this June. Based on this strategy, Japan is working on the maintenance of safe and secure

telecommunications networks by addressing public private partnerships, international cooperation, technological development, and so forth. Japan also issued the international strategy on cybersecurity cooperation, J Initiative for Cybersecurity, on 2 October. In order to make clear the Japanese policy is to actively engage in collaboration and mutual assistance on this issue.

The following three points are the focused agenda of this policy: One, international rulemaking of norms and technical criteria. Two, collaboration between investigating authorities for cross-border cybercrimes. Three, confirmation with trade so as not to degrade security levels by prioritization of one's own country's technology. Let me introduce to you our recent example of such an effort. Cooperation between ASEAN and Japan was established 40 years ago. So this September, Japan, with ASEAN, held ASEAN Japan Ministerial Policy Meeting on Cybersecurity Cooperation in Tokyo. And adopted Joint Ministerial Statement of the ASEAN Japan Ministerial Policy Meeting on Cybersecurity Cooperation. His Excellency, the Minister Sembiring, thank you for your kindness and for coming to Japan. At this meeting, Japan and ASEAN countries have promoted now cooperation by agreeing of the JAS-PAR project. This is Japan ASEAN security partnership project, which has achieved technical cooperation in the network security field of ASEAN by enabling us to detect and providing a lot for malware infection.

Japan's fundamental policy is to secure free flow of information in cyberspace. Along with the viewpoint of that, everyone has the right to obtain maximum benefits from the Internet. No one has a right to disturb or deprive someone of his freedom by cyber-attacks and cybercrimes. Furthermore, we believe that keeping openness and interoperability of the Internet without excessive control and regulation by governments leads to sustainable growth and development. In order to achieve this, Japan will continue taking initiatives and working actively with other countries to build a safe and reliable cyberspace. Last but not least, I hope that fruitful discussion at this Forum will encourage the international community to work together more hand in hand and to take an ever more effective approach to Internet governance issues.

F. CHEHADE:

I want to start, really, by asking the permission of our Chairman to ask the people in this room who are with APJII and PANDI to stand up because for those of us who saw what they did behind the scenes, it is to them the thanks goes for all of this, so please, come on.

Together with the amazing Chengetai Masango from the Secretariat of IGF, these are the people who worked very hard in a multistakeholder fashion to bring this forum together, and really to them we owe the thanks. A year ago I met many of you for the first time at the Baku event. This was the 7th IGF and my first one. And at the time, if you remember, the big challenge that was put on the table, which I shared with all of you would be my priority, is to make ICANN a more international organisation. ICANN was viewed very much as a maybe too much of a U.S. centric organisation, huddled up in Los Angeles, enjoying the California beaches and asking the world

always to come to ICANN. And we promised at the time that we will make ICANN go to the world. Today I'm happy to report to you, a year later, that ICANN has gone to the world. We have divided our headquarters into three operational hubs in the world: Los Angeles, Istanbul, and Singapore. The hubs are open, operating legally, with employees in them and operations working around the clock we have also opened engagement centres in China, in Montevideo, and I just came from India, where we announced the first Centre of Excellence in the world for DNS security in partnership with the leading research organisations in India. This is just the beginning.

Then we expanded ICANN, and we told our team to start moving out of Los Angeles. Our head of global policy is now based in Istanbul. Our next head of global technology will be based in Singapore. I, myself, with my family will be moving to Singapore in January and then back to Istanbul in May. So we, today, have an organisation that from the inside out is changing our centre of gravity to be a global organisation. But that's not enough. We are clear that truly international organisations must also change many things, not just their operational posture, but also potentially, over time, their legal posture. So whilst we are a California corporation today, there is nothing that precludes us being also, in addition to that, a legal organisation in other places, and we intend to do that in order to make ICANN a more international organisation. We also believe that our commitment to the world should be, indeed, to the world, not to any particular stakeholder. And we will work towards that and change that. These fundamental changes must happen because the current status quo is not sustainable. But we must do this with care. We must do this wisely. Because the security, stability, and reliability of the Internet must remain our number one job because all of us depend on it. So we will do this, but we will do it as a community. We will work together, and we will get there. And finally, as part of our international focus, I am happy to announce today a very important piece of news. Today, for the first time in the history of the Internet, ICANN has announced that the first new Arabic, Russian, and Chinese top level domains has been sent to be delegated to the root of the Internet. This is good news for the world and good news for all of us.

And also for my aunt in Egypt who can now type an entire name in Arabic because she doesn't even have an English keyboard. So this is good for all of us. It's good for the users of the Internet. And we will keep doing what we need to do to make ICANN and the Internet a global place. Today is also a good time to talk about a new season for the Internet. As ICANN becomes more international, Internet governance needs to become also a global affair. Just today and yesterday, I had bilaterals in which many governments were coming to us and saying we're finally embracing the need for our country and our government to be part of the multistakeholder effort to make the Internet a better place. So Internet governance is becoming everyone's interest, and that's a good thing. However, it could turn badly. It could end up being the affair of a few governments. And we all agree that while governments are central to Internet governance, governments alone cannot govern the Internet. Governments must partner with all stakeholders in the spirit of the IGF to create solutions that are multistakeholder. Governments, civil society, technical organisations, industry and

businesses together, together on an equal footing, as the Tunis Agenda said, on an equal footing will govern the Internet and will make it a better place for all of us.

So today I see nothing but good things ahead of us. I think this community is clear that the multistakeholder approach is a good approach. And as we look to the 2014 events, we look for great opportunities for us to work together to ensure that we do not, as the representative of the EU Parliament said, we do not create yet another major new organisation. We don't need more organisations. We have good institutions. We should empower them. We should give them the ability to work together, to cooperate with all governments and all stakeholders together on an equal footing. These are good news. So let's together focus on what needs to be done. There's a lot of work to be done. But we are committed. ICANN, IETF, ISOC, and you'll hear from their leaders, the regional registries, and many of the business organisations, many of the civil society organisations working with our governments, we can make this happen.

Finally, I just would like to say we are here to engage with each other. Let's use this week to really be open to engage. Our Minister from Brazil presented a very courageous new offer for all of us to engage. I thank him and I thank Brazil for their readiness to come here and engage the multistakeholder community and invite us all to a multistakeholder dialogue, not Brazil centred, not ICANN centred, an open multistakeholder dialogue. We thank you for the invitation, and we will respond to it, Minister Bernardo, because that's the spirit of the multistakeholder IGF. The continent I come from, Africa, has a proverb that says if you want to go fast, go alone; but if you want to go far, go together. So let's go together.

J. KARKLINS:

I would like to start by thanking His Excellency Minister Sembiring for generosity hosting this Internet Governance Forum and welcoming us so warmly in Bali. In a literal sense as well. I would like also to express UNESCO's appreciation for the remarkable work of the IGF Secretariat and Interim Chair of the Open Consultations and MAG meetings, and all of the volunteers who contributed to preparation of 2013 IGF annual meeting. The organisation of the IGF itself is an excellent example of successful multistakeholder cooperation.

This multistakeholder aspect is the first out of four points that I would like to make. For UNESCO, Internet governance must remain the exercise of effective multistakeholder collaboration. The multistakeholder approach to addressing Internet governance issues that was established at the World Summit on the Information Society has proven its longevity and effectiveness at all levels, international, regional, and national. This was also evident at the WSIS+10 first review event hosted by UNESCO in Paris in February of this year. Many of you joined us in our special session on Internet Governance, as well as to other Internet governance related sessions. The participants of the WSIS+10 review event adopted by consensus a very rich Final Statement that underlines the need to preserve and promote free, open, secure, and trustworthy Internet. Consultations between all stakeholders took time and effort,

but this was the most efficient way to advance, despite the challenges, the inclusive process may pose. My second point relates to UNESCO's promotion of human rights to freedom of expression. This must also be safeguarded on the Internet and, consequently, reflected in the Internet governance policies and practices, also upholding other rights such as privacy and security of the person.

This is particularly true in the current context of the ongoing discussions on the actual use of Internet and, in particular, to the preservation of privacy online. At its 192nd session of the Executive Board, which just closed ten days ago, UNESCO discussed an item, ethics and privacy in cyberspace. After heated debate, which clearly indicated the extreme complexity of the issue, Member States agreed that UNESCO should continue addressing ethical and privacy issues in cyberspace involving experts from different stakeholder groups and different parts of the world. At this upcoming session of the General Conference, which will start its work in early November, the question of a nonbinding normative instrument will be discussed further, and a decision will be taken. I invite anyone who is interested in the subject to attend the UNESCO Open Forum, where this issue will be further addressed.

Thirdly, Internet governance must ensure universal access to information and knowledge. Some commentators still link the access question simply to infrastructure issues, while access for all is much more complex. It also requires us to overcome language, content, and capacity challenges. The opportunity to use one's language on the Internet has a direct impact on the number of citizens who can benefit from such technology. We must ensure that provision of access to the Internet and also ensure that the empowerment of individuals with different cultural backgrounds and languages so that they can continue to create locally relevant content. With that in mind, UNESCO is working with EURid in analysing the IDN uptake in the world and will present this third edition of the report–of the World Report on IDNs. And in this context, I would like to congratulate ICANN on placing in the root these three IDN Top Level Domain names.

Fostering media and information literacy competencies, especially at school level, is vital if Internet users are to practice informed and ethical engagement with the Internet, and we are promoting a global network on this subject. Fourthly, UNESCO is working on a new concept of Internet universality. Our organisation is seeking input from IGF community to feed the conceptual work on this notion at a workshop which will take place on Friday morning. We think this concept could serve to highlight holistically the continued conditions for progress towards inclusive knowledge societies and the elaboration of the Post 2015 Sustainable Development Agenda. In closing, two years ago UNESCO, in its document, presented the General Conference stated that the tension of international debate will gradually shift from issues of infrastructure development to the actual use of Internet. Yesterday's high level dialogue clearly showed how multifaceted and complex this discussion can be. It is much easier to count kilometres of cables than to understand and predict human behaviour. It requires time, it requires patience. IGF is no place for such kind of exchange. Let's make best use of it all together.

D. SEPULVEDA:

Good afternoon, everyone. It is my pleasure to be with you here today. The United States would like to thank the IGF Secretariat, the Multistakeholder Advisory Group for organising our week together in Bali. And of course, we want to thank our gracious Indonesian hosts. The United States deeply values being a part of the IGF community. That is why this year the U.S. Government made a significant donation to the IGF Trust Fund, demonstrating our commitment to this institution and its continued vitality.

The architects of the Internet built it as an open and inclusive platform. As a result, the Internet today is no more any one country's than any others. It is no more any one stakeholder's than any others. And having grown in a manner unprecedented in the history of communications, as a result, the Internet today is acting as a springboard for human development worldwide. It helps grow economies, it enables democratic discourse, it broadens opportunities, and it launches innovation. The question for us at this IGF is how do we embrace that accomplishment and continue to advance? The United States welcomes this opportunity to offer our views. We support an open dialogue on the modernization and evolution of the multistakeholder system that enables the operation of the global Internet. Bottom up, inclusive, cooperative efforts to empower users and further enable innovation free from arbitrary intergovernmental control is what the U.S. has been calling for all along. We believe that the proper response to concerns related to Internet development, from bridging the remaining digital divide to protecting children online to developing best practices for securing networks, lies in the cooperative work between and within multistakeholder institutions. The Internet's universal deployment will depend on all of us encouraging and enabling private investment in technology and infrastructure that will drive down the cost of access.

To demonstrate our commitment to affordable Internet access for everyone, the United States Government proposed and worked with a variety of stakeholders to launch the creation of the Alliance for an Affordable Internet, a coalition of 30 partners from private sector, public sector, and civil society organisations. This multinational, multistakeholder coalition stands together in its aim to provide affordable Internet access in developing countries. The United States also operates the Global Broadband Initiative out of USAID, which is working with countries to develop universal service programmes and national broadband plans. And our private sector is investing heavily in wireless solutions to bridge the world's remaining digital divide. There is always much more to be done, and collectively we should. But we think these efforts are positive contributions to the very real challenges that remain. Separately, the leaders of the Internet's multistakeholder governing organisations have renewed calls to modernize the Internet's governing system and make it more inclusive. Their recent statement from Montevideo should be seen as an opportunity to seek that broad inclusion and for organising multistakeholder responses to outstanding Internet issues. And we must work together with these organisations in good faith on these important issues.

We should, however, guard against recent arguments for centralized intergovernmental control of the Internet that have used recent news stories about intelligence programmes for their justification. I can assure you that the United States takes your concerns, those that many of you have expressed regarding recent NSA disclosures, very, very seriously. And I certainly understand the desire to raise related issues here. As with all difficult issues that are discussed in this Forum over the years, let us remain good stewards of the Internet. As we mark the opening of the IGF, let us use this time together to construct solutions to the digital divide. Let us work cooperatively to improve the trust, confidence, and security of our networks. Let us continue to promote an open Internet that can serve as a platform for innovation and job growth.

Let us think creatively to bring more developing country stakeholders to the tables of the existing multistakeholder Internet institutions. And let us grow and evolve together. After all, that is what has brought us here today, a common appreciation for the good that the Internet has enabled and an interest in the future of the Internet to perpetuate those benefits and bring them to all corners of the globe. Let's work together and engage in robust and candid discussions here this week. Let us capture them in a way that is useful for each of us as we take the next steps. And let us ensure that we make the most of this compelling opportunity.

N. NWAKANMA:

I am of Nigerian origin, and I live in Cote d'Ivoire. I love football, and I am a global citizen through the Internet. I am also part of the steering group of the platform called Best Bits that allows civil society to do things together in the framework of the IGF. Yes, I work for the World Wide Web Foundation as the Regional Coordinator for Africa. The World Wide Web Foundation was established by the Web inventor, sir Tim Berners Lee. He has been mentioned several times here. And what we do is to strengthen and defend the open Web as a global public good and a basic right. We work with others to make the Web truly universal, open, and free through initiatives like the alliance for affordable Internet that was just spoken about and the Web index to track the health and the utility of the Web in over 80 countries. We also put the open Web to work to strengthen democracy and participation, especially by harnessing the power of open data. And that is the reason why we are here, to engage as civil society and participate in this process.

There are some issues we agreed to that need to be reminded to us. The first is human rights. We seem to be moving farther from human rights as we move further on the Internet governance process. I strongly believe, and the civil society as well, that human rights needs to make a comeback in the IGF and be kept at centre stage. The second is multistakeholder participation. I think every speaker has used that word. Open, accountable, transparent multistakeholder participation in the IGF. At the moment, it's not very clear how we are doing on it, and maybe the time is right for us to start measuring multistakeholder engagement, its impact, and the promises we've made in this area. The third is our development focus. We must never lose focus that our collective effort in the Internet governance process is aimed at making the

Internet a tool for poverty reduction, for health service delivery, for education at all levels, for the economic well-being of our world.

We must, therefore, continue to extend the Internet of opportunities, opportunities for people like me, opportunities for indigenous people, opportunities for nomadic people, opportunities for rural dwellers, opportunities for landlocked countries, opportunities for island states, opportunities for countries made up of islands like Indonesia. A basic broadband plan costs the average African like myself almost two thirds of the normal monthly income. In the world's 49 poorest countries, only one in 10 people have access to the Internet. 25 Net citizens and journalists were killed, and 157 have been imprisoned last year.

Between May 2012 and today alone, 24 countries have passed new laws or regulations that could restrict free speech online, violate users' privacy, or punish individuals who post certain types of content. This is, therefore, a call for urgent action to everyone who is here and who is following remotely. A call for action for greater and enhanced cooperation of all stakeholders. A call to action for an affordable Internet for everyone everywhere. A call for action in favour of accessibility to make the Internet real for persons like my friend living with disabilities. A call for action for more efficient Internet governance process at national levels because that is where home is. A call for action in mainstreaming gender equity, youth engagement, and more remote participation at all levels of Internet governance, to continue to enhance the capacity of the Internet as a tool for safeguarding social justice, equity, diversity and multilingualism.

Excellencies, ladies and gentlemen, the growing thread of unwarranted government surveillance across the globe deserves our attention. The current trend to justify rash and poorly considered expansion of state surveillance in the name of our protection must be rejected. Humanity needs the Internet to be and to remain neutral, open, universal and free. In closing my address, it is important to remind us that we are meeting in Bali under the theme of Building Bridges–Enhancing Multistakeholder Cooperation for Growth and Sustainable Development.

It is only natural for us to salute the people and organisations that build bridges every day in this IGF journey. People like Sir Tim Berners Lee, who innovate, who invent. People in the policy circles who are grappling with this new reality called the Internet. Nations like Brazil that are actively seeking for innovative ways to make this process more participative and inclusive. People in the technical community who make sure the Internet works 24/7, organisers, volunteers, conveners of local, national, subregional, regional and global IG processes, instances, people who tweet, people who are giving their time. People who spend sleepless nights, thank you very much. Organisations that are committed to affordable Internet like the Council members of the Alliance for Affordable Internet, thank you very much. And of course, to organisations like NRO, and platforms that fund the IGF especially those who fund the civil society. To the people of Bali this wonderful place and a great people on Government of Indonesia. And through them, to all the countries who have hosted any IG conference at every level. I have organised at National, I've organised at sub

regional, I've organised at regional I know it's hard work. Thank you very much. And whoever you are listening to me thank you very much, merci beaucoup.

A. MARCUS:

Hyperconnectivity is increasing digital interconnection of people and things, any time and any place. This is the defining story of our times. By 2020, there will be 50 billion network devices. These include cars, household appliances, trees, and even doctor prescribed pills. Everything becomes a computer and anything can be digital. Digital technologies becoming a medium of daily life, business and governance, shaping our future societies and economies. Future technology choices are increasingly becoming economic, social, and political choices. How can we collectively make better use of technology? We all live in a hyperconnected world that is being catapulted into a future that is unknown and without precedent. The clock speed of societal change is accelerated to the point beyond the capacity of conventional comprehension and government direction. Yet our way of thinking about such changes are still artefacts of the 18th and 19th centuries. They are inapparently mechanistic, reductive and static.

No match for the complexities that confront the 21st century leaders. What is needed is a new vocabulary, and analytic processes for modelling the complexities and dynamics of ecological, societal, economic and technological change. Our world is changing. Driving this disruption is the impact of hyperconnectivity, the interconnecting of everyone with everything. Hyperconnectivity fundamentally redefines how individuals, enterprises and governments interconnect and relate. It provides new models for innovation, new opportunities for growth, but also introduces new risks that need to be managed and mitigated.

Understanding the dynamics and its impact on leadership has become a global priority. New insights and understandings are vital for leaders, as they manage the transition from a complicated world driven by top down command and control systems, to a complex world characterized by decentralized, nonlinear change. Our world is changing. It is complex. It is hyperconnected and it is increasingly driven by insights derived from big data. And the rate of change shows no sign of slowing, nor does the volume of data show any sign of shrinking. But the economic and social value of big data does not come just from its quantity. It also comes from its quality. The ways in which individual bits can be interconnected reveal new insights with the potential to transform business and society. Fully tapping that potential holds much promise and much risk. By themselves, technology and data are neutral. It is their use that can both generate great value and create significant harm, sometimes simultaneously.

This requires a rethink of traditional approaches to data governance, particularly a shift from focusing on controlling the data itself to focusing on the use of data. It is up to the individuals and institutions of various societies to govern and decide how to unlock this value, both economic and social, and ensure suitable protections. Against this backdrop, questions on how leaders collectively learn, make decisions, measure impact, mitigate risks, build sustainable and innovative systems are just some of the

areas where new perspectives are required. Additionally, new structural approaches are needed for global governance, and a borderless, data driven economy, where intangible digital assets can be copied instantly and distributed globally, there is a need for greater resilience, accountability, and alignment on shared principles. There's a need for new approaches that help individuals understand how and when data is collected, how the data is being used and the implications of those actions. Simplicity, efficient design, and usability must lie at the heart of the relationship between individuals and the data generated by and about them. Organisations need to engage and empower individuals more effectively and efficiently, rather than merely providing a binary yes or no consent at the point of collection, individuals need new ways to exercise choice and control, especially where data uses more affect them. They need a better understanding of the overall value exchange so they can make truly informed choices. Complex matters. Given the complexity of applications, the idiosyncrasy of individual behaviours, and the speed of change, there is a need for flexibility to allow different approaches for using data in different situations. To keep pace with the velocity of change, stakeholders need more effectively understand the dynamics of how personal data ecosystems operate, a better coordinated way to share learning, shorten feedback loops, and improve evidence based policy making must be established.

As traditional forms of leadership are no longer adequate under these conditions, a new model is emerging that is based on contextual intelligence, attitudinal traits, and technical competence. We have the opportunity to help leaders maintain focus and urgency while maintaining systemic understanding. To help them create and maintain powerful partnerships to enact change and to catalyse based upon the shared principles that can serve as the cornerstones of our new world. Identifying these principles provides a means to shape the global agenda, guide decision making, and achieve the outcomes we all collectively value.

L. ST. AMOUR:

I would like to thank the Government of Indonesia for hosting us and for making everyone feel so very welcome. This year's theme is extremely relevant in light of the many challenges faced by the Internet since we were last together in Baku. I would like to be able to talk to you about the important work going on across the Internet organisations and community, such as efforts to bring the remaining 4.5 billion people online or to help reduce operating costs in developing countries by supporting IXPs or to help the developing world get ahead of spam, something we heard clearly was a problem at last year's WCIT, or perhaps increased local content or improved security through our DNSSEC, RPKI, email authentication, to list only a very, very small number of activities.

However, there is a cloud over all our efforts. The widespread covert government sanctioned surveillance activities recently revealed have provided new challenges to all of us, alarming challenges. Any actions, even those justified on the grounds of national security, which interfere with the privacy of its own citizens or of other nations' citizens are wrong. Many of the ideas being promoted in response to these

surveillance issues support a reductive model with a focus on security, risk mitigation, or control through digital borders, and this is worrisome. The so called technical community is fully engaged in the debates, and earlier this month the Internet Society convened many of the leaders of these organisations in Montevideo, Uruguay. We warned against Internet fragmentation at a national level. We expressed strong concern over the undermining of the trust and confidence of Internet users globally due to recent revelations of pervasive monitoring and surveillance. We identified the need for ongoing effort to address Internet governance challenges, and we agreed to catalyse communitywide efforts towards the evolution of global multistakeholder Internet cooperation. And we called for accelerating the globalization of ICANN and the IANA functions towards an environment in which all stakeholders, including governments, participate on an equal footing.

We also noted that the Internet and the World Wide Web were built and governed in the public interest through unique mechanisms for global multistakeholder cooperation and that this has been intrinsic to their success. And we discussed the clear need to continually strengthen and evolve these mechanisms. We all want a robust, sustainable, and secure Internet. And clearly, there are areas that are still challenging. If they were easy problems, they'd be solved by now. But many are difficult or complex to solve. They impact or implicate many different stakeholders or involve many disciplines or types of expertise. So the Internet Society has drafted a taxonomy, still in its very early stages, and will be looking for help to refine it. It is intended to aid in gaining a shared understanding of the challenges of today and clarity on how they can be addressed effectively. Since many issues are quite broad, it will be helpful to disaggregate them in order to find solutions. Security is a good example, of course, covering many, many areas.

So very briefly, here are the categories: The first, connecting needs and resources. These cover issues for which answers are known by some, but not by all; for example, spam or IXPs. A second, mobilizing collective action, issues for which we believe there are answers but require more time, buy in, or deployment. For example, DNSSEC, which is not useful until much of the DNS is signed and resolvers are validating responses. A third, collective behavioural change, issues which require others to change operations or habits. For example, privacy or intellectual property rights. And the fourth we've labelled disputed issues, issues for which there is not general agreement on the problem. Sender pays proposals are a current example of that particular issue. To successfully tackle these difficult or persistent problems clearly requires multistakeholder cooperation and flexible approaches. In closing, we are all helping to build the Internet of the future, whether building physical networks, defining policies, creating standards, participating in the IGF, or building multistakeholder consultative or consensus processes. We are all working to build the future. There is really no status quo. It is a continual evolution. Returning to more traditional roles for any of us is not feasible. The proverbial horse has left the barn.

Over the course of this week, we'll have the opportunity to talk, listen, share experiences and best practices, and to shape decisions that will impact the future of the

Internet. The IGF is, indeed, more relevant and essential than ever before. It is our strong plea that here at the IGF we show an increased commitment to a distributed, decentralized model of Internet Governance and that we all work to strengthen the IGF, to put it on a stable and sustainable basis, and to extend the mandate beyond 2015 for the future of the Internet and the benefits it brings to all of us.

C. ARIDA:

Allow me to begin by thanking our gracious host, the Government of Indonesia, the Ministry of Communication and Information Technology, for hosting this event in beautiful Bali. I appreciate the opportunity to reflect, as the Secretariat of the Arab IGF, on national and regional IGF initiatives. I would like to begin by acknowledging the work that has been done this year by the coordination group of the national and regional track in bringing together organisers of the various initiatives to exchange their views and experiences and in compiling and analysing their input.

It is, indeed, a pleasure to see this track extend to include three dedicated round table for inter-regional dialogue, which I am sure will allow for more focused discussion among them. The IGF initiatives at national levels are momentum triggered by IGF. Over the years of IGF, this momentum has been growing, in terms of numbers, diversity, and maturity. To date, there is a total of nine regional IGFs, 19 national, a number of youth focused initiatives, all listed on the IGF website. And as recent as yesterday, we have also witnessed the launch of Persian IGF.

Allow me today, ladies and gentlemen, to briefly reflect on the relation between the global IGF and the local ones. To begin with, it's important to note that national and regional IGFs are organic, bottom up initiatives that are generally different and unique in their core setup and functioning. Some are viewed as capacity building and knowledge exchange events. Others frame themselves as events that coordinate national and regional views in preparation for the annual IGF. However, all of them emphasize the same core values associated with the IGF process, namely, the principles of open, inclusive, non-commercial, and multistakeholder participation. There's no doubt that the IGF has been playing a pivotal role in inspiring regional IGFs, this particular initiative in younger organisations that follow the same agenda.

In some cases, this even extends beyond the agenda to include mechanisms and processes. The Arab IGF, for example, has modelled its process around the one of the global IGF, including having a MAG like body that works through open consultations.

On the other hand, new ideas and innovative structures introduced at national and regional IGFs may also inspire the setup of the global forum. I recall here the idea of introducing flash sessions introduced this year, which started actually at Euro-DIG. There needs to be a need to strengthen the link between local and global IGF initiatives. This is needed to ensure cross globalization, which in a way mirrors the dynamics of the Internet itself. Moreover, unique topics discussed at national and regional IGFs may be of particular interest to all of us to highlight the dynamics of policy discussions on the global versus the more local levels.

Therefore, as those initiatives mature more and more, voices are increasingly calling for having more meaningful connections to the IGF. In fact, improvements to the IGF have clearly called upon enhancing linkages with national and regional initiatives, providing adequate channels and opportunities for them to feed into the global agenda. Having said that, it's really encouraging to see preparation for this year's IGF take further steps in the right direction. Data has been collected, analysed through tailored surveys, more agenda items have been dedicated from inter-regional dialogue, views from national and regional initiatives will feed back into focus sessions and main agenda.

To move forward, it will be interesting to study and analyse the impact of national and regional IGFs, both locally and globally. It is worth assessing how and to which extent they can bring new participants into the discussion. One has to note that national and regional initiatives are generally pioneered by individuals who are already active in the global arena. It is also worth exploring whether practices and values that travel through those IGF networks have a real impact on local policymaking activities. Finally, to maximize the impact of national and regional IGFs, we need to address commonly faced challenges. For instance, a challenge by regional dialogue is the need to develop sustainable funding models to support the multistakeholder policy deliberations. One important discussion in that respect is how to maintain a balance between open and free policy dialogue while ensuring sustainable funds and continuous political support. Other challenges include linking national IGFs to the regional ones, outreaching to new participants, particularly in underrepresented stakeholders. At the end, ladies and gentlemen, let me stress again the fact that national and regional IGFs are a rather young process. Allow me also to reiterate the need for collecting more analytical data with the ultimate objective of exchanging information, identifying common views and highlighting unique issues. This will serve a better understanding and addressing of the challenge, foster further participation and engagement. It will also provide guidance and serve as a blueprint for those launching their own local initiatives. It will strengthen the impact of the multistakeholder model.

N. KROES:

Ladies and gentlemen, I am sorry I could not be with you for this Internet Governance Forum, in particular at such a critical time for the Internet. I greatly enjoyed the last three meetings, and I very much hope to see you at another occasion very soon. The Internet continues to be of immense strategic importance as an economically essential modern marketplace, as a support for all aspects of our society, and as a forum for democratic discord. It is vital that it continues to function correctly. And the EU's goal remains to support that without undue government control. Much has changed since last year. We have seen increased awareness of how important the Internet is for all countries. We have seen at the WCIT conference in Dubai the risk of the world splitting in two according to how the regulation of the Internet is perceived.

We have seen allegations of the sheer scale on which governments use the Internet for intelligence gathering. There have been unfortunate reminders of the failures of multistakeholderism as currently practiced, such as when ICANN's Governmental Advisory Committee ignores legitimate government concerns. And there has been recognition of the problems these issues pose from the very highest levels. In short, there have been a series of blows to the credibility of the current system of Internet governance and increasing perception that some particular countries retain undue rights over this resource. The Internet is an open forum, a unified democratic platform for the free exchange of ideas. It should remain as such. It cannot and should not become a theatre of combat, an instrument of terror, or a weapon of war. But this does not mean there is no need for rules. The more Internet pervades our lives, the more it raises questions, including for those institutions designed for a world without Internet.

We need a set of rules at international level that can follow the cross-border aspects for government and private business. And we must have rules that protect the privacy of users worldwide. To design those rules, we must not take potentially damaging unilateral decisions but remain open to a multistakeholder model where all can participate, a forum where all voices are heard. Among those voices must undoubtedly be those of governments. They should not dominate or abuse the Internet, but they must have a meaningful role in Internet governance. Indeed, it is the responsibility of governments to represent the legitimate public policy concerns. Listening to those concerns is part of the checks and balances of a true multistakeholder model. Too many countries feel they cannot shape decisions, even those that have profound repercussions on their lives. In short, there is a serious credibility gap. I worry that if current trends continue, the Internet will fragment along national lines, and we will lose the benefits of the Internet as we know it, unified, open, and innovative. We need to move towards an environment where all stakeholders, including all governments, participate on equal footing.

There are many ways we can prevent the disengagement. The European Commission, together with many other partners, has set out plans for a global Internet policy observatory, a platform to give a better grasp of what's going on for Internet governance around the world, making it easier to understand, engage with, and ultimately influence. There is a great step forward, and with an ever increasing number of partners involved, we can create a tool which relishes those which share the same values. But we also want to find a longer term way forward. This requires proper debate, a serious global debate on the Internet, and this is a wonderful opportunity for the IGF because the IGF was created exactly for such discussion and debate within and between the different Internet communities, and that must include particularly the question of governments' role in governance, but also in terms of responsibilities.

It is no surprise that a consultation stream has started. From my part, I have learned an online dialogue on Internet governance to which I hope you will also contribute. I hope you will discuss those issues freely, and please send me your conclusions. In a few weeks' time, the European Commission will set out its European vision for how

to address current challenges in Internet governance. This will build on exchanges with stakeholders and with governments. I hope that you can develop a constructive agenda, improving where needed, not doing away with a multistakeholder model, but fine tuning it. But tell me if you think I am wrong and there are other ways. Tell me if you think we need new institutions altogether. We need to start from a set of high level principles, principles reflecting the EU values, but also respecting others and which can deliver a model, both pluralistic and inclusive. And we should be ready to review existing institutions or organisations to do that.

The Internet is not the property of any government or any company. It is for all of us, and we need to make it work to benefit all of us. I wish you the best of luck with your discussions and look forward to continuing cooperation to safeguard the amazing, innovative platform that is the Internet.

J. ARKKO:

I am proud to be working here this week on important topics relating to the Internet. I would also like to give my personal thanks to the Indonesian hosts for having us here. Indonesia is a special place for me in many ways, the people, the culture, the nature. Many people love the beaches. I personally love the volcanoes. I could talk about many things today, but I wanted to focus on two important topics, future innovations and security. We all talk about how the Internet has enabled incredible innovation, how it has pushed significant economic growth, social development, and how it has given tremendous benefit for so many users. The open and interoperable nature of the Internet technology has made this possible. When we talk about governance issues this week, it is important to think about them in terms of what the future will bring and not just today's Internet.

I wanted to highlight something that we see at the technical community and at the IETF very clearly. The speed of innovation is increasing. For instance, the Web protocol stack is undergoing significant change with HTTP 2.0, voice over IP is moving to browsers with something we call Web RTC, which is real time communication for the Web. The Internet of things is coming to objects around us. Fundamental changes in even the basic networking technology are on the way too, such as moving from IPv4 to IPv6, some of the changes we've implemented on TCP, and so on. Many of these changes have fundamental impacts to Internet governance. Governing an almost limitless access space is very different from managing scarcity. Having any web server capable of becoming a voice provider will have an impact on regulating voice calls. And I think the engineers at the IGF have realised that things like emergency calls are something that we have to work on together with the larger community and not just work on the technology alone. So we want to work together with you.

The second topic that I want to talk about is security. The revelations on pervasive monitoring of Internet users have obviously been a hot topic this year. I do not think we should react to specific cases. I also think that the problems may be more widespread than one would assume just by reading the newspapers. But our commerce, business, and personal communications are all depending on the Internet technology

being secure and trusted. So the reports about large scale monitoring of Internet traffic and users does disturb us, but we at the IETF are taking this as a wakeup call. Since September, we have been discussing this topic extensively, and we will develop a big part of our agenda in the upcoming Vancouver meeting for it. And we are not just talking. We are looking at technical changes that will raise the bar for monitoring. We are looking at small things, like removing weak encryption algorithms. We are looking at bigger things, like making support for secure connections mandatory in HTTP 2.0. And these are, of course, general tools for improving Internet security and not just a reaction to the current concerns.

And perhaps the notion that Internet is, by default, insecure needs to change. For example, today's security only gets switched on for certain services, like banking. I ask, should we change that assumption? And indeed, with ongoing developments in the Web protocol stack and all the attention on security, this just might be possible. If there is a moment this decade or perhaps even in a longer time scale when we can have an effect on the Internet security, that moment is now. Let us use that moment wisely. Obviously, technology alone is not a solution to all problems, including this one, in my view, at the IGF and other organisations to work together with us to build a secure Internet.

J. ALHADEFF:

I'm here on behalf of the International Chamber of Commerce, which has a reach into 130 nations worldwide as well as BASIS, the Business Action to Support Information Society, which was created after WSIS to help coordinate both the input and participation of business into the multistakeholder processes, specifically IGF. We want to give our thanks to the host country, Indonesia, and to the warm and welcoming people of Bali, to the IGF Secretariat and UNDESA, and to the many stakeholders for their invaluable part in contributing to the strength of the IGF as a truly open, representative, and inclusive forum on Internet governance. As an open forum, the IGF provides the perfect opportunity for enriching the debate about participation in Internet governance and for highlighting the importance of a representative and inclusive process for debate. It is important that we continue to invest in the value that the IGF delivers. Multistakeholder cooperation is vital in ensuring effective approaches to Internet governance.

The break neck speed of technological innovation means that policy is always playing catch up. As an unparalleled economic force, digital innovation is transforming our societies and economies, transforming communications, and opening up a truly global marketplace. To fully harness the potential of the digital economy, it is vital to build a policy framework that encourages investment in these next generation technologies and which primes the path for future innovation in both technology and business.

Investment in high speed networks and information and communication technology services create a platform for economic growth, job creation, and greater competitiveness. Studies show a positive impact on productivity, on GDP contribution, and

on job creation in ICT enabled business sectors. ICT is enhancing every industry, and all are increasingly dependent on the flow of data. The ability for information to be harnessed and used by organisations and individuals, both within and across borders, will be increasingly important for economic growth. To seize the opportunities presented by the increased use of ICT in the Internet, global business supports technology neutral policies that promote market entry and investments and aim at attaining broader access to ICTs and related services and greater coverage of networks. The Internet can be an ever driving force in contributing to global economic growth if we implement interoperable regulation with globally consistent policy principles that engender people's trust and that provide the credible online protection that consumers need.

Enabling more people to gain access to the Internet and related information and communication technologies is the most effective way to ensure diversity. Attracting investment and promoting innovation requires enhanced ICT literacy and access, open markets and pro investment policies, and supporting policy approaches that foster entrepreneurship, independent regulators establishing fair and pro-competitive legal and regulatory environments that are sustainable and that also increase user choice regarding quality and cost of service, respect for the rule of law and independent courts, adequate protection of intellectual property rights, and enforcement. Business strongly supports the freedom of expression and the free flow of information in a manner that respects the rights of others and the rule of law. Governments should work together with business and other stakeholders to develop policies and practices to maximize freedom of expression and the free flow of information over the Internet and to minimize trade barriers so that companies of all sizes have an ability to engage in legitimate commercial activity.

Today we face new threats that could harm the Internet's role as a vehicle for economic development and market innovation. Barriers such as forced localization of data management and storage discourage investment and hamper the prosperity and trade which the free flow of information can enable. The value of the IGF is clear, and its role is both important and unique. A truly multistakeholder forum that enables conversation, enhances understanding and cooperation on the issues of the day without being limited by a constraining negotiated text. Yet despite the essential and unique role, the IGF faces a challenging future.

In light of the IGF's importance, we call on the continuation and strengthening of this platform for bringing together governments, business, the Internet technical community, civil society, and IGOs as equals to discuss public policies regarding the Internet. The global business community recognizes the hard work many stakeholders here have made in ensuring the IGF went ahead as planned this year. We all have work to do in order to make sure that the IGF is able to continue into the future business supports and calls for the continuing of IGF after 2015. We hope that this week's open dialogues will help not only demonstrate the strengths of the IGF for protecting and promoting the free and open Internet, but also help us to consider potential

improvements in an effort to reaffirm and reenergize the concept and practice of multistakeholder governments.

We should remember that a favourable Internet environment for investment, innovation, and development has yielded a digital economy and Internet Society that has been an unparalleled success. Multistakeholder cooperation is vital for a unified approach to Internet Governance and is the foundation for policy decision making that champions and enables future economic growth. The key to maintaining robust Internet for the future lies in the continued enhanced cooperation between all stakeholders. There is still a need for stakeholders to collaborate more fully in order to bring about the positive policy changes needed to deliver open trade and Internet investment to enhance future economic growth and maintain the free flow of information online. That's why there is such great value in the transparent and open forums such as the IGF in enabling governments to work together with business and other stakeholders to foster policies and practices which reinforce the clear and positive correlation between investment in the Internet and economic growth, policies which progress the freedom of expression and free flow of information.

The IGF is perhaps more relevant than ever when we consider the important policy questions facing us today. The likes of user privacy, transparency, and data security, there is a clear need to strengthen public trust and confidence in these areas, and only through multistakeholder collaboration can we recognize our common interest in supporting policy frameworks that protect and enhance the Internet's value to global business and the wider society.

E. VAIZEY:

I'm delighted to be here at the 8th Annual Internet Governance Forum. This is my third Internet Governance Forum. If I've been paying attention, when I first became a Minister, it would be my fourth, but I missed out on Vilnius as a new Minister. This one has been fantastic. It's great to be in Bali. It's great to be here hosted by the Indonesian Government. It was fantastic to meet Minister Tifatul, and I am slightly upset that he is not still here to supervise my brilliant speech. I had lunch with Minister Tifatul yesterday, and I discovered that he has 668,000 Twitter followers. That is more than 50% more than my own British Prime Minister. So anyone who says that the Indonesian government doesn't take the Internet seriously hasn't met Tifatul, and his President, only been on Twitter for a year, has 3 million followers. So this is a networked nation that takes the Internet seriously. And even now, Minister Tifatul, at his press conference, is no doubt tweeting, blogs are being written, the word is going out about the launch of the IGF.

So I want to express my appreciation to the Minister, and I want to express my appreciation to the members of the Multistakeholder Advisory Group and the IGF Secretariat for their dedication in preparing such an important and highly relevant programme of workshops, focus sessions, and events here this week. Fadi, who is not here to hear my brilliant speech, praised you earlier in his remarks, and I echo that praise.

Everyone here knows the IGF has a remarkable record in ensuring that it involves and it continues to meet the needs of stakeholders, whether they are stakeholders from business or from civil society or from government or from the technical community in addressing the opportunities and challenges facing the Internet economy. And like the Internet itself, the IGF can't stand still. It needs to keep pace with developments, and the organisation of the IGF needs to ensure it meets people's expectations.

I know that this year's IGF will see the implementation of a number of important changes on the recommendation by the Working Group on Improvements that was chaired by Peter Major. These changes will be changes to the formats of sessions, better thematic linking of workshops, and a strengthening of the linkages with the ever expanding number of national, regional multistakeholder IGFs. We can also expect the outcomes of our workshops and focus sessions to be on clearer and more immediate. I think it's incredibly important that the IGF reaches out to communities in developing countries so that they can engage in discussions here more effectively. Their involvement in our debates, in the exchanges of information and so on, is absolutely crucial because it has the chance to transform their own Internet and economic strategies in ways that will help their growth and sustainable development. I think it's also important to make the point that there is a clear link between the Millennium Development Goals for sustainable development and the WSIS process in fostering a global knowledge economy. The UK government sees the IGF as playing a vital role in strengthening those links, and the IGF has to be an accessible forum for that to happen.

We all know one of the reasons the IGF is so exciting this year is because we are entering an important phase. We are approaching the ten year review of the implementation of the WSIS outputs from Tunis in 2005. UNESCO held its successful review event in February. The ITU has now launched its Multistakeholder Preparatory Platform, the MPP, and this will prepare the ground for the High Level Meeting next April by bringing together all the UN agency Action Line facilitators, not only to review progress since 2005, but also to look beyond 2015. So we are pleased UNESCO and the ITU are leading this review process. But I have to emphasize that we don't see the need for another WSIS Summit in 2015, would all that that would require in terms of an extensive preparatory process. I think it should be enough for the recommendations from the multistakeholder events hosted by UNESCO and ITU to go forward directly for consideration by the UN General Assembly.

Perhaps convening a final review event or meeting in 2015. We do not expect the WSIS framework of Action Lines will need substantial changes. More likely, a continuation beyond 2015, some updating, some streamlining, perhaps so there are fewer overlaps. Some of the great challenges identified in 2005 remain, for example, bridging the digital divide is still a huge issue, particularly with mobile Internet access. I believe we need to do more to address this challenge through the kind of cooperative partnerships and multistakeholder initiatives for which the IGF has proved to be so central. So I'll end on a plea. In the context of the WSIS+10 review, the IGF, more than ever, needs to be about leadership and advocacy. And I really hope and I make

this plea every year, so it's perhaps hope over experience I really hope the Secretary General of the UN will be able to appoint a Special Advisor on Internet Governance at the earliest opportunity. I see this appointment as vital to maximize the role and contribution of the IGF to achieve sustainable development through a truly global knowledge economy which will bring enormous benefits to all stakeholders in our global knowledge economy.

J. KURBALIJA:

I can feel the sense of relief that I am the last speaker. Honourable Ministers, Excellencies, dear colleagues, IGFers, it's my great honour to be at the opening session of the IGF Bali, and I would like to congratulate all involved in the preparatory process. And you can see already from this lovely Conference Centre that it is extremely well attended and extremely dynamic IGF. You can hear the buzz in the corridors, and I can share with you one leak that I got thanks to the fact that I was sitting next to the Head of the Organising Committee. We have probably the record this year with more than 2,000 registered participants from 109 countries. Congratulations. And yesterday's High Level Meeting was attended by 500 people from 53 countries. Well, that's great news, and I will use this occasion to also announce or to inform the IGF meeting about one great innovation and success. If there were the IGF award, which we can think of introducing, this year should go to APJII, Indonesian Internet Service Provider Association. Those people were already mentioned, but I want them to stand up again.

The reason I am mentioning them is they did unique capacity development programme two years ago, started with a training research and awareness development activities. They didn't just run one workshop, one seminar. They had continuous process of engaging business, civil society, and academia in the preparation for the IGF. Therefore, we can learn a lot from them, and as far as I know, it's unique capacity development process on the national level. Well, as you know, I am coming from DiploFoundation. It is a small foundation established in order to promote inclusive and effective diplomacy in global governance. This is our main mission. And those of you who know me and who know Diplo, you know we like to draw, and unfortunately, I was prevented from using the drawing for my presentation. Therefore, I will invite you to use imagination and to try to follow me by mentally drawing the following chart, which should summarize what was discussed today.

The chart is we can call it Internet governance geometry, and it has two axes, like in traditional geometry. Vertical axis is the axis of moving of Internet Governance towards high politics. Internet governance, if I can use a soccer terminology, is entering the premier league of the global governance and global diplomacy, with good and bad consequences. We had in August Security Council discuss Internet governance related issues. In September, as you know, Internet governance featured quite prominently at the UN General Assembly. Last week we had a meeting on cyberspace, Conference on Cyberspace in Seoul. We see the strength of emergence of Internet Governance in high politics. This is this vertical line. Horizontal line is

equally important for the shaping of IG geometry. It is the broadening of the IG agenda. Issues that we are discussing here are increasingly discussed from different professional and academics perspectives, and I will give you a few examples. The last WTO Public Policy Forum dealt with digital economy. And if you go through the agenda of the Forum, you can see exactly the issues related to Internet Governance, data protection, privacy, e-Commerce. Human Rights Council, you are aware, discussed the question of data protection and privacy. We can increasingly see extension of this horizontal dimension of Internet governance.

Now, it will bring the new challenges to the IGF. IGF won't be any more the only show in town. It will be part of the broader scene. And in this context, we have to make efforts to contribute to this process. And you can see even from the simple statistics that all of us in the room are realising importance of this turning point or decisive moment in the history of Internet governance. I counted five workshops with multistakeholder in its title, and according to a quick analysis, there are about 40 workshops relating to the question of 40% of the workshops related to the question of institutional framework for Internet governance, discussing roles and responsibilities and other issues. Now, it will be one of the underlying themes during this IGF.

Now, let me make a quick contribution and a few points where, based on Diplo's research, we can make some sort of input towards creating functional and inclusive new IGF geometry. First is the need to include evidence based policymaking. We need more evidence what is the impact of the policy that we introduce and what are the effects of the various activities that we do, in the IGF, in ICANN, ITU, and other bodies? And I can announce at this point that in Geneva, with the help of Swiss Government and other stakeholders, we are planning to introduce Geneva Internet platform as a place where evidence based policymaking will be promoted.

The second point which is extremely important is policy coherence. In this mushrooming initiatives, conferences, and events, we should try to preserve as much coherence as is possible and avoid duplication of our efforts. The third point which has been resonating in our discussion is inclusiveness. Inclusiveness through remote participation and all efforts that can make more people participating in IG discussion. Well, over the next four days, I'm sure that all creative energy in this room, via remote participation, will produce many new and innovative ideas. And I think that the Internet deserves our great efforts. The Internet is a great enabler, great enabler of humanity, and our efforts should be equally great in our attempt to find suitable way to govern the future of the Internet.

A. SASONGKO:

Excellencies, distinguished participants, ladies and gentlemen, finally we come to an end of the Opening Ceremony. First of all, thank you to all speakers for their insightful remarks. It is a great honour again for Indonesia to host the 8th Meeting of the Internet Governance Forum. It is a pleasure for us to have all of us here to share your ideas. Internet Governance Forum has welcomed multistakeholders to strengthen cooperation in maximizing the opportunities and benefits provided by

Internet use, and on another one is minimizing the Internet challenges. During this meeting, His Excellency, as well as Mr. Fadi from ICANN, and Mr. Kurbalija now from ICANN, mentioned their thanks for APJII, the Internet service provider organisations, and PANDI, both nongovernment organisations. It is these organisations, together with other numerous Internet organisations, Internet companies, volunteers, et cetera, that actually carry out most of the activities to make this 8th IGF happen successfully.

I was informed, for example, that the High Level Leaders Meeting yesterday was attended by more than 500 participants from around 53 countries. The government, of course, has to carry out directives, and some of them cannot be done by other civil, nongovernment organisations, such as issuing visas, signing host country agreements with UNDESA, and others, of course, including to inviting all of you for a gala dinner next Thursday evening. I hope this also demonstrates the importance of multistakeholder organisations, not only operating the Internet, but also in the meeting of the 8th IGF that we had today.

Internet Governance Forum indeed is an evolving process. Therefore, within the 8th Meeting of the IGF, we are going to have an open and inclusive dialogue on the same grounds with the aim to build bridges by enhancing multistakeholder cooperation for the growth and sustainable development and how we chart future directions of the Internet Governance. With these comments, I conclude the opening sessions of the IGF 2013. We will resume tomorrow with our workshops and sessions and many hours of friendly and mutual dialogue. I wish you a very successful meeting and a very enjoyable stay in Bali, Indonesia.

Focus Session: Internet Governance Principles

23 October 2013
Host Country Chair:

Professor Zainal A. Hasibuan Ph.D. (Deputy Chief of Indonesian National Information and Communication Technology Council).

Co-moderators:
Alice Munyua, Kenia Telecommunication Authority

Wolfgang Kleinwächter, University of Aarhus

Remote Moderator:
Paul Fehlinger, Jurisdiction & Internet Paris

Rapporteur:
Avri Doria, Independent Consultant

Resource Persons:
Governmental stakeholders:

Anne Carblanc, OECD

Jan Malinowski, Council of Europe

Benedicto Fonseca, Brazilian Ministry for Foreign Affairs

Igor Milashevsky, Adviser to the Russian Ministry of Telecommunications and Mass Media

Non-governmental stakeholders:

Marianne Franklin, IGF Dynamic Coalition on Internet Rights and Principles (IRP)

Anriette Esterhuysen, Association for Progressive Communication (APC)

Lynn St. Amour, President, Internet Society (ISOC)

Max Senges, Google Germany / Global Network Initiative (GNI)

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

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Z. HASIBUAN:

For the next 90 minutes, I hope that we will make progress in these important topics. Our moderators and panellists will get us through three tasks, and help us understand the progress made. We will hear an overview of the key projects on Internet governance principles that have been developed and adopted by previous governmental and non-governmental groups over the past few years. We will discuss similarities of 11 proposals and areas of consensus, and also differences and disagreements with regard to these principles.

And we will discuss how to move forward towards a common multistakeholders framework of communication on principles for Internet governance policy making based on the existing initiatives and projects. Our experts will get us and I hope all you participants will contribute your ideas and advice. Now allow me to introduce moderators, and I will turn this over to them. I like to introduce our two moderators, Wolfgang Kleinwächter, on my right side, from University of Aarhus, and Ms. Alice Munyua. Excuse me if I pronounce it incorrectly, Chair of the Internet Governance Forum from Kenya.

W. KLEINWACHTER:

I think this session is the result of debate which goes on for years now, and if I remember correctly already in the very first IGF we had in essence in 2006 we had discussions about Internet governance principles. What we have seen over the years is that more and more institutions, organisations, net decided to draft a set of principles for the governance of the Internet. And when we made a recount on the last IGF in Baku, we ended up with more than 25 or even more documents, declarations, resolutions, statements, which defined principles for Internet governance. This is wonderful on the one hand, because we have reference documents and guidelines which help us to understand better the framework in which we operate when we are developed and using the Internet. On the other hand, this is also confusing because it's an invitation to principle shopping so that means everybody takes just a principle she or he likes and so this is not a situation which is very useful. We have one world. We have one Internet and so the discussion which was kick started in Baku was should we move towards one set of Internet governance principles?

If you go through the 25 plus projects, then you see all the wonderful individual declarations. As one stakeholder Declaration adopted by governments or by private sector or by civil society very often in consultation with other stakeholders but the formal procedure for the adoption of the document is one stakeholder thing or they are regionally submitted. The Council of Europe is a member organisation of 48 members. It's a strong organisation. It's governmental but it's just 48 states. We have 193 Member States in the United Nations.

So the idea which was discussed in Paris meeting, the WSIS+10 meeting, related to the MAG meeting, was: Could we try to globalize these principles and to multi-stakeholderize the principles? That means to go beyond the 25 plus and to find ways where we have something in common, because if you go through all the 25 projects,

then you see that 80% probably come up with very similar principles. They have some principles which are rather different. The OECD is more business oriented. Council of Europe is more human rights oriented, and then you have certainly some controversies where you have differences.

So and in the preparation of this Bali meeting, the group which was formed to prepare this focus session said okay, should we select from the 25 projects, 8, 4 from the governmental groups and 4 from the non-governmental groups so they could present their ideas behind the principles and then to discuss where to go from here, whether we could go one step forward as the Chairman has said, this is a forward looking session, and to start the process where we could, the principles, those principles could be globalized and multistakeholderized. So this is new territory. So the IGF does not provide the framework how to draft a document. So we have to invent the procedure.

But the Internet was always about innovation, invention, so we had a lot of technical invention. We are still weak with policy inventions so we have invented some new mechanisms but this is not the end of the story. We need more creativity. We need more innovation, whether in policy making even in public policy making and so this is let's say a test whether we are able to kick start the process where the various sponsors of this project enter into a dialogue with the aim, I would not say to harmonize the principles but as I said to globalize and to multistakeholderize the principles and to find a way, is there a common ground?

We have compared this in the discussions since the Paris meeting, quite often with the Universal Declaration of Human Rights from 1948. I have studied the background from the Universal Declaration of Human Rights and it's interesting to remember that Human Rights discussions went on for years and years and years, and only after World War II with the big shock of massive violation of human rights, the international community concluded we have to do something, and a lot of Governments wanted to have a legally binding document and say we have to have a treaty for human rights. And Eleanor Roosevelt who chaired the third Committee in the General Assembly of the United Nations, argued, okay, if we start immediately into Treaty negotiations, it will take us 20 years so why not just to agree on where we can agree? Not to go into details but just to agree there should be mortar tour. There should be freedom of expression. There should be freedom to travel.

There should be the right to education and so the outcome was universal. In one or two years they were able to produce this very general non-binding document which is known now as the Universal Declaration of Human Rights and it took 20 more years until they had a legally binding Treaty and this is an interesting model that if we move towards a universal declaration for Internet governance principles which has to be based on the Universal Declaration for Human Rights whether this could be done in a similar way, high level, non-binding, very general: Internet should be free, Internet should be open, should be multistakeholder, end to end, secure, all this what we have in a lot of these principles. So this is a little bit the frameworks in which we operate and I'm very happy that have representatives from governmental groups and from non-governmental groups. I'm still waiting for our friend from Brazil, but all

the assets meanwhile are on the table and I would hand over to my co moderator, Alice, and Alice will now invite the various sponsors of the various projects just to give us a very brief background and overview about their project and their main principles. Alice?

A. MUNYUA:

It's very good to be here, and the discussion on Internet governance principles has actually been an important one, and I for one coming from the Africa region, I don't think we've actually started discussing this in detail or even trying to really apply it to our day to day situation and to our challenges so I think for me, what I'd really like to understand what it's about. I'd like to understand, you know, what they are, and to get a better perspective on the principles and how we can globalize them. And as Wolfgang says, multistakeholder them so that they are relevant to especially for those of us who are still struggling to get the Internet to people who still don't have access. Anyway, very pleased to be introducing a very distinguished panel. And I think we could start off with the European Commission who can make the first presentation. Thank you. You have the floor. OECD, sorry, thank you, you have the floor.

A. CARBLANC:

We have most of the European Member States. That's probably why the OECD is there but they are not the only ones. Thank you very much, Alice. Our Council has adopted in December 2011 principles for Internet policy making and the purpose for these principles were, if I could say, three fold. First of all, it is the reflection of three decades of OECD policy in ICT and Internet policy making. Second, it represents a consensus among Governments, business, the Internet technical community, and civil society. It is a framework for Internet policies, and this is important, to serve economic and social development.

I could say that it's the OECD experience that the key to unleashing innovation, creativity, and economic growth lies with an open Internet, and that innovation has flourished on the Internet without the need for international regulations or treaties. Our consensus reflects the fact that multistakeholder processes have been shown to provide the flexibility and the scalability required to address Internet policy challenges. None of us owns the Internet. It's only by coming together in an open environment that we do all get the full benefits.

And in terms of source of growth, the Internet is a source of growth and has proven resilient during the economic crisis. It's a core component of the entire economy. And the OECD brings to its members and beyond its experience, its economics, and its evidence based approach to the issues to develop policies and stimulate the Internet economy.

Now, the principles are 14. It's a long list. But there are 3 which are, let's say, the key among those key principles, and these are: Openness, flexibility, and multistakeholder approach. I would like to add before I close that the Council recommendation recognizes two important points. The first one is the strength and the dynamism on the

Internet depends on its ease of access through ISP networks, depends on openness, and depends on user confidence. And second recognition in the Council Recommendation is the Internet allows people to give voice to their democratic aspirations and any policy making associated with it must promote openness, and be grounded in respect for Human Rights and the rule of law.

I. MILASHEVSKY:

So since we are talking about Internet governance, I would like to express that Russia and Russian Government supports the general principles of Internet governance created by OECD, by Council of Europe and other fora. And our contributions on different fora and organisations were the idea that Internet governance will have the definition and multistakeholder model which is right on the approach should be deliberated. The role and responsibility of all parties and multistakeholder should be defined, and first the governments, since they play the common role relating to the crucial areas of economy, the issues of security and stability, critical infrastructure, prevention, detection and suppression of unlawful acts in the Internet, which means Internet security, I believe it should be considered based on the leading role of national governments and relevant international and intergovernmental organisations.

These issues cannot be exclusive jurisdiction of the private sector and civil society, as on the one hand, don't meet the objectives of profit and focus on the non-profit goal of protecting the public good. And on the other hand, it's point to implement the functions of the goal. And the goal of Internet governance is to create shared policies and standards that maintain the Internet global interoperability for the public good, ensuring the stability, security, and continued use of the Internet. However, we have lack of specificity of these terms and principles, and the possible differences in the interpretation could be cause not reaching the objectives. I think Internet governance is a complex system, and we could treat it as a product, as a technical product, so it needs to be designed properly and I fully support the idea of creation of the framework, but at the same time, we should focus on the certain area like cybercrime prevention, like personal data protection and privacy.

L. HIBBARD:

I work for the Council of Europe, an intergovernmental organisation in Strasbourg which is based on the human rights, the rule of law and democracy. It has 47 Member States and that includes the Russian Federation, as has been said, the United Kingdom, Turkey, for example, and many others. Since the Council of Europe has been working in the field of Internet governance in the WSIS days we've had this feeling there's a need to maximize the people's rights and minimize the restrictions that the Internet should be a sustainable people centred Internet and that led us apart from many other documents and standards and normative documents being produced that led us to in 2010 and '11 to set up if you like a group of experts, government experts and independent experts including Wolfgang Kleinwächter, to come together to discuss the framing of Internet, the Internet governance principles.

And in 2011, the 47 Governments adopted a set of Internet governance principles, 10 principles and I'll mention them very shortly, but what I want to say, why those principles are important is because it helps the Member States, it helps us in our work to frame our understanding of things like Internet freedom, cross border flow of Internet traffic all the emerging issues we're discussing here now in the IGF, it helps us to make sense and frame it and contextualize it in a way. So if you like it provides the house for Internet governance discussions in the Council of Europe. It's a big part of the strategy that was adopted by the Member States in 2012 to 2015. And it's the frame for this. It's important to give a contextualization of what we do for human rights and democracy. Those 10 principles I'll be very quick, number one, human rights, democracy, rule of law as the number one principle to respect and maintain. Two, multistakeholder governance arrangements, making sure there is equal and full participation of all stakeholders, very, very important. Three, the states refrain from doing harm to the Internet across borders. Four, empowering users and that's led us to do work on a draft guide on human rights for Internet users which we'll discuss at the end of the week. Five, universal access and unimpeded flow of traffic, very important. Six, something like cybersecurity, security, stability and robustness of the Internet for an Internet which is ongoing and has integrity. Seven, decentralization of the day to day management. We all know what that means. This includes accountability and transparency which is buzzwords of the day now. Eight, open standards. Nine, an open network to allow for the greatest possible choice of access, contents and services and ten, cultural and linguistic diversity. I'm very proud of those principles. They were as valid in 2011 as they are in 2012. And 2013 and I'm sure for a few more years to come.

I hope when I look at the other principles which exist, the ones you were mentioning and others, I find a lot of those principles already in those texts and I find it a very strong core text of principles to move forward with as in terms of a Framework of Commitments which Wolfgang has mentioned. It's part of our own mandate of the Council of Europe, it's part of the Internet governance strategy so I thank you very much.

W. KLEINWACHTER:

Thank you, Lee. And fortunately, Mr. Fonseca Benedicto from Brazil is now here, so you know probably everybody knows that the Brazilians have started also their own set of principles, 10 principles, drafted by the CGI.br which are now transformed into a law democracy under Brazilian legislation, so I think this is an important national initiative for principles which have also international dimension in particular with regard to the forthcoming Internet Summit in Brazil, so if somebody from Brazil is in the room and wants to make a statement later, it's more than welcome. Fortunately, we have somebody here from the Foreign Office. David who was in Seoul, because last weekend in Seoul there was another Internet conference where a set of principles was drafted, as was initiated by the foreign Minister Mr. Hague two years ago in London the so called London process and perhaps you could, David, give us a very

brief information about what is the set of principles you are moving forward with in the so called London process.

D. WILES:

I'm Dan Wiles from the U.K. Foreign Office, the International Cyber Policy unit. Unfortunately I wasn't in Seoul, and the team that was in Seoul claimed to be so jet lagged they haven't yet produced a formal record for me to refer to, so anyone who was in Seoul may want to correct me but I'm happy to try and address the sort of main outcomes that we see of the Seoul Conference on Cyberspace.

As the British Foreign Secretary said in his speech in Seoul, we have taken strides towards agreeing principles that conform the basis of widely accepted norms for behaviour in cyberspace. Nevertheless we still have not reached agreement on international rulings of the road or set of standards of behaviour so I think he was sort of saying we've come quite far but there's still work to be done as we're all gathered here today. We can see. The Chairman of the Seoul Conference in summing up also added that differences of emphasis remain on how we reconcile and accommodate differing national legal practices, policies and processes. He also talked about building on a document that was one of the outputs from Seoul which is the Seoul framework for and commitment to open and secure cyberspace. So this was the document in Seoul which tried to pull together manufacture the principles that have been discussed this morning from the OECD, from the Council of Europe into one document, whereby I think we see the Seoul Conference in its proceeding Conference on Cyberspace as a contribution to what Wolfgang described as the globalization of these principles really because when these principles have been adopted in different international fora, the membership may differ across those fora.

So having the 87 countries that were in Seoul kind of sign up to this Seoul Framework we think is very important. Should also mention that the U.K. at the Seoul Conference shared a document which we called Next Steps, where we tried to sort of summarize the steps that the international community is expecting to take over the coming months in various areas of cyberspace, economic growth, and social development, cybersecurity etc. That next steps document actually talked about the work of the IGF and this group to try and pull together the principles, so I think that goes to show you how much we kind of, for the U.K. value the work that been carried out. It also referred to the common wealth cyberspace policy framework adopted in Abuja this month and it also talked about the work of the Human Rights Council that's happened so far but the need to embed further human rights principles into national laws and policies.

W. KLEINWACHTER:

Thank you very much. So that means we heard now from four governmental institutions and networks, what the governments are doing, but at the same time there's non-governmental actors, very important in the multistakeholder model have drafted a principle. So already in I think the second IGF, the Dynamic Coalition on Internet

Rights and Principles was established, and they have worked on a document which is now also ready and the gentleman from Finland a member of this group will give us a short overview about this document.

T. TARVAINEN:

Now I present the Dynamic Coalition on Internet Rights and Principles and trying to talk a little about our document, the Charter of Human Rights and Principles for the Internet. In 1985, I was in a UNESCO organised conference, Freedom of Expression in Cyberspace in Paris. At the end of this meeting, it was proposed to publish a joint statement basically saying just that Article 19 of the Universal Declaration of Human Rights also applies in the cyberspace. That was rejected, because representative of a government that this is way too radical for him to sign without the specific approval from his government. Now against this background, when the IGF was started, a few people got the idea that it should be perfect forum for promoting human rights in the Internet, and indeed, making the human rights the very basis of Internet governance.

And after some hassling around with different coalitions, one outcome was our Coalition for Internet Rights and Principles. One of the longest surviving Dynamic Coalitions still going strong and one of the few that have actually produced something concrete. The idea was to produce a reference document to support human rights in the Internet. Within a surprisingly short time, a few years, we managed to come up with something I think always very useful in this, Charter of Human Rights principles in the Internet. It's intended to be, to provide recognizable framework anchored in international human rights. As a shared reference point for dialogue and cooperation between different stakeholder groups and their priorities, an authoritative document for framing policy decisions and emerging rights based norms for the online environment.

And a policy making and advocacy tools for governments, businesses and civil society groups alike, at all levels of Internet governance. It has actually already accomplished a few of these goals, it has been referred to and used by a number of other documents, including several of the 25 similar declarations of principles the Chair mentioned in the beginning. The Charter has 21 clauses which I will not read here. You will find them online. But we came up with a list of 10 broad principles that summarize what it's about. Universality, accessibility, neutrality, freedom of expression, life, liberty and security, privacy, diversity, standards and regulation and governance. This of course is a live document, still undergoing changes. Now we're in version 1.1, but it's still very much already a very useful, usable, complete document.

W. KLEINWACHTER:

Thank you, Tapani. This was the Dynamic Coalition on Internet Rights and Principles where civil society plays a certain role but it's not only partner in civil society but the Association for Progressive Communication is a civil society organisation and they have already adopted a set of principles, I think it was 4 or 5 years ago, Anriette. Can you give us a short overview about the status of your document?

A. ESTERHUYSEN:

The first APC Internet Rights Charter was released in 2001 and we updated it in 2006 for the first IGF. It has 7 themes: Internet for all, freedom of expression and association, access to knowledge, shared learning and creation, privacy surveillance and encryption, governance of the Internet and awareness protection and realization of rights. We have not updated this. Instead, we chose to collaborate with the IRP Coalition in developing its Charter, but we are now actually starting a phase of working with it again, and I think that's partly a point that probably has been made already, and that for a community of people or organisations to work together, it can be a powerful tool to have their own set of principles. It doesn't mean that those principles can't overlap or have commonality with others.

Just areas that we've been working in recently and that we are planning to work in is, we've started working on more in depth analysis of specific areas, such as freedom of association and freedom of expression. And the work that's been done by the human rights community is really enriching this at the Human Rights Council and the Human Rights Committee, and there are interpretive statements now available within the human rights framework on how these existing rights play on the Internet which we can draw on. We've participated with others on principles related to the application of human rights, to communications surveillance. So with a group of civil society organisations, many who are here, there's now a set of principles called Necessary and Proportionate, which goes into quite a lot of detail.

We are starting research now looking at economic, social, and cultural rights, and looking at how these can be applied, and what principles can be extracted. For example, we're going to look at the DNS system from a cultural diversity rights perspective. And then I think the area that we are really excited about and we think it's a collaboration that the IGF can really facilitate, is looking at human rights and Internet protocols. In fact, a paper which has been co-authored by many looks at that because we believe that there is in these values of openness that have been so entrenched in Internet development and that are really revered by the technical community, there's an opportunity for collaboration with the human rights community.

And I think that's the work that's been done. I just want to make a few remarks. I think we are at a moment now when it is not necessary for people to abandon their own work on Internet governance principles, but for the IGF to be a place where we come together, and agree on certain core principles for Internet governance. I think it's a way of measuring and recording our work. It will enhance the IGF status and influence, and it can also create a framework where we can come together and measure the extent to whether do those principles work? And are people respecting them?

I think beyond that, a lot of detailed work needs to be done. I think as Igor said, the specificity is actually quite important. We find that there's a lot of reference to human rights. Everyone mentions human rights. But you could have, for example, the African Union Cybercrime Convention that's being developed now mentions human rights, but it also proposes criminalization of any blasphemous speech so there's a lot

of complexity there, and I think we shouldn't pretend that just having a set of broadly agreed multistakeholder IGF principles is the end of the road. There will be discussion and there will be debate, but I think that's positive. So I look forward to this next phase of the IGF playing this role of establishing consensus, identifying divergence, and facilitating debate.

W. KLEINWACHTER:

I think facilitating the debate is indeed the realistic objective for the next steps. But all this is underpinned by the technical infrastructure, and the other organisations have formed now their own group. And I'm very happy that Lynn St. Amour, the President of ISOC, is here, and it would be good to get a perspective from the technical community. Lynn.

L. ST. AMOUR:

Thank you, Wolfgang. Before I start, I would just like to say a strong plus one to Anriette's comments, which means just great support. Specifically, these principles were developed to address the standards activities. They are not a broad set of principles that the Internet organisations actually drive for all of our both policy and development activities. In fact, it came out of a discussion between the IEEE, the IETF, the IAB and ISOC and it was basically to having recognized that there was a new paradigm for how standards were set in the world, wanting to document that. That was obviously to show a new model, in contrast to some of the more governmental models that exist. Specifically, the introduction says, it was to establish a global community that stands together in support of modern paradigm for standards, which is an open, collective movement to radically improve the way people around the globe develop, deploy and embrace technologies for the benefit of humanity.

There are five kind of I guess usual categories for standards work. The first one is cooperation, which basically just looks for respectful cooperation, specifically between standards organisations, each respecting the autonomy, integrity, processes and intellectual property of the other organisations. The second principle is adherence to principles. I won't go into them. Quickly it's due process, broad consensus, transparency, balance, and openness. I think we're all fairly familiar with those specific comments.

The third is on collective empowerment. Which is actually looking for a commitment by those standards organisations that affirm these principles to strive for standards that are chosen and defined based on technical merit, as judged by the individual expertise of each participant, that they provide global interoperability, scalability, stability, resiliency? That they enable global competition, serve as building blocks for furthers innovation and contribute to the creation of global communities. The fourth was availability, made accessible to all for implementation and deployment. And that is also where they address some of the intellectual property terms, as well. And the fifth was voluntary adoptions, which is a really strong principle, that standards are voluntarily adopted and success is determined by the market.

Underlying a lot of these principles of course are a lot of the values that we hear about in a lot of the other statements in the realm of Human Rights and freedom of expression but given this was particularly focused on the standards world, they're not called out specifically at the top level. So again, this wasn't meant to be the "I* Organisations'" set of principles. It was specifically to address a standards paradigm and I think I was here probably to complete the table.

W. KLEINWACHTER:

The private sector has established just a couple of years ago the Global Network Initiative, and they came up also with the set of principles. Max Senges, who is from Google Germany, is a partner of this Global Network Initiative. Max, can you give us a little bit the perspective of the private sector?

M. SENGES:

Let me start by making a slight differentiation between the different principles that we are talking about that I think is important when we go into thinking about consultation and coming up with a common theme, and that is that most of them are based in content on human rights, but then we're talking in the title of this session about Internet Governance Principles. That means policy making principles, and then about principles that are more about the Internet itself and the functionality that it should have, so the aim of these principles. And the Global Network Initiative covers both of these, but has as Wolfgang pointed out limited application. In this case it's freedom of expression and privacy, and then processes that support accountability and good practice in that area in order to generate trust and a good climate for cooperation and multistakeholder governments.

So when I go into the substance and the purpose of the Global Network Initiative, it is in fact to protect and advance freedom of expression and privacy in information and communication technologies. The actual contribution and innovation I would say that the GNI does is it defines these principles and implementation guidelines for companies who receive government requests affecting free expression and privacy, but it then also backs them up with a set of independent assessment process that verifies companies are meeting these commitments and then of course it is also a platform for interested stakeholders and participants to learn and engage in policy making.

Now, when it comes to the content of the principles, I think multistakeholder governance is very important to the organisation itself. And the Board includes all stakeholders, but governments in this particular case, as Wolfgang pointed out. It actually doesn't modify the goals and principles of the Human Rights Declaration itself. It just says that freedom of expression and the right to privacy should be enshrined in the online world, as well, but then adds pieces about responsible company decision making, which is, of course, important to generate the right mind-set and cooperation in the private sector community. It encourages multistakeholder collaboration, not just enhanced cooperation, but collaboration, which I understand is one of the goals of this effort here, to have different actors work together, collaborate. And then, of

course, it's about governance, accountability, and transparency, all very timely principles for taking this discussion forward.

W. KLEINWACHTER:

So here we have now eight different projects, four from governmental, four from nongovernmental organisations and the questions for the rest of the session is indeed, what we are doing with this. Do we just move or continue to move as in our silos? Or do we build bridges among the various projects and groups.

FROM THE FLOOR:

My name is Ranesh and I'm a member of the Chinese Delegation representing the Foreign Ministry of China. I understand that we have interpretation, so I will make my statement in my mother tongue, which happens to be one of the 6 official languages of the UN. And my count is that the largest Internet population in the world comes from China so that means you have a right to speak in Chinese. On the other hand we do not have the ability to understand it and we have to find a way that we get your message. Thank you.

We are talking about a very important theme, Internet governance. The Internet governance is now developing very quickly, and Internet governance is a very important issue that marks this development. As to the principles of Internet governance, there is one thing we must clarify. When we talk about the principles, what are the goals we want to achieve? Since Monday, on Monday, we took part in the High Level Meeting at the Ministerial level, and yesterday, we listened to the senior officials, the governmental ministers, the civil society, and the NGOs.

There is one principle which is recognized by all. So that is, we should be clear about the goal of the Internet governance. That is the promotion of the international peace. The promotion of the development and the sustainable development of the world. Enhance the understanding between different people and the mutually beneficial cooperation between different peoples. And therefore, when we talk about the governance principles, we cannot miss the most important principle, while focusing on the very specific issue. So otherwise, we might miss the direction for the future development. If we want to discuss the specific things, I think we should focus on some of the specific things such as the cybercrime. For another example, how to share equally the Internet resources. For another example, the stability and security of the Internet. How to promote the confidence of the general public on the credibility of the Internet. I think these are the important issues open to discussion. I notice in the morning it has been mentioned several times how the Internet can promote human rights, the freedom of expression. We fully agree to this, which is indeed very important. We also agree that the Universal Declaration of Human Rights, the principles, the universal principles, and all the items and principles, they're all very important.

I happened to be engaged in some multilateral cooperation on human rights. And I know that in 1948, the Human Rights Declaration was first published, and in 1966, two covenants regarding the human rights were also adopted. I understand there are

two types of human rights. One is the civil and political rights, and the other is the economic, social, and cultural rights. In 1986, the United Nations adopted another important Declaration on the right to development. And in 1993, in Vienna, the Action Plan was also adopted. So what I want to say is that while we talk about human rights, we should take kind of a balanced approach rather than focusing on one specific issue.

I am from a developing country. For people in developing countries, the right to subsistence is of paramount importance, the right to development is also crucial. So in the Internet world, cyber world, the right to access is very important. I sincerely hope that in the discussion we can discuss all the aspects related to human rights. On the basis of this, we can have a kind of a balanced principle, but we're happy to see that we have already started discussing the important Internet principles. We hope that we can work together with all the nations and all the communities in order that we can find some principles with vision. It's kind of a guiding principle in the long term.

W. KLEINWACHTER:

I think the Chinese perspective is extremely important if we want really to have a globalized and multistakeholderized umbrella, framework of commitment or something like that. And what I see also from your intervention and the previous interventions is that we see regardless of the differences, we have some groups of principles. One is related to the social economic rights, development what you said as are more to the civil political rights, others to the technical functioning of the Internet as to the economic dimension so what I see from the discussion so far that some baskets are emerging with some very individual issues belonging to the basket and this could help us move forward so that we have a structure and that we can work within the various baskets to find out where we have the consensus among 193 governments, and among the governments, the private sector, the civil society, and the technical community.

This is a tremendous challenge to do this, but I think the IGF is the only platform in the world who provides a space that we can have such a discussion. The General Assembly of the United Nations has not this multistakeholder model, but the IGF has it, and insofar the IGF is a much better place to do it and the only place. And I'm very happy that I have identified now a person from Brazil, Carlos Afonso, who is a member of the CGI.br Steering Committee, and that he can give us just a very brief overview about the status of the 10 principles, the famous 10 principles from Brazil.

C. AFONSO:

I am a member of the CGI.br representing civil society organisations and I am one of the two early drafters of the principles but I don't have the 10 principles in my head in the table. I know what they mean. I know what they are. But I can't quote to you all the things precisely. But I know all of them. So what was this process which I think is the most important thing in a pluralist or a pluri-participative environment?

You know that CGI.br since 2003 has its non-governmental members elected by their own interest groups. Private sector elects their members, civil society elects their

members, and the technical academic sector also elects their members. You do have the principles here. And we started the idea of the 10 principles for two reasons. The first was especially to orient us, CGI.br, in our work as a sort of reference regarding the development of the Internet and the country. And we have been called by several sectors and instances, nationally and internationally to talk about what we thought regarding certain proposals especially several bills of law that circulate in Congress, and which some of them are really amazing. There's people that never heard about the Internet are proposing views of law still today that are simply impossible.

And the idea was to sort of have a booklet for orientation regarding things that you should take into account before proposing anything regarding rules, regulations, or laws which would affect either the network itself or the Internet as a whole. So we started this at the beginning of 2007, the discussion, and the idea was to have the proposal approved by consensus, not voting, to make sure that all sectors agreed to it. And this took us two years of going back and forth, and the principles were born as 15 principles, and we tried to reduce. Then they became 7 and then 12 and finally we managed to have the 10 principles, which you know quite well because they are available in several places. Then we managed to have the signature of the representatives of the private sector especially because one of the topics is net neutrality, which is the topic which the President of the United Nations expressed exactly as it is in Principle Number 6. And the transnational corporations which operate the telecommunication service in Brazil do not did not want that principle to be used in the civil framework for the Internet that has been proposed as a Bill of law, because it affects their business models, and they don't want it to be, say, interfering with that.

This list of principles from CGI.br was the seed for the Marco Civil proposal, the framework for Civil Rights, and this process of building the civil rights, the civil framework proposal started at the end of 2009 on the basis of these 10 principles. It was more than a public consultation, was a public debate in a portal called e-democracy in which we were able, every sector, every individual that wanted to have his or her opinion expressed could put their opinion on the details of the Civil Rights framework.

And this was built until 2011, so it took at least two years to be built, and finally at the end of 2012, we managed to get it into Congress as a consensus of society. That was the way it was built. And now it's going through Congress, and in Congress of course those interests of the telecom companies, of the big media, are represented and are lobbying heavily to change certain aspects of the Civil Rights framework to their interests. One of them is net neutrality. The other is the accountability of intermediaries which is very serious, and respect for privacy.

And especially the big media is campaigning to make sure that they are able to take down sites which host what they say is a violation of intellectual property rights, without a dual legal process. They want an exception when the case is a violation of intellectual property rights, and we of course don't want that. This should not be in the Civil Rights framework. And the President herself said that she doesn't want that either. So these are the Civil Rights going through Congress now in a process which is a fast track process. It should in a few weeks be decided by Congress, and

we are very afraid, very concerned that the pressure of these big lobbies might change certain aspects of the Civil Rights framework, and especially these three points that I have mentioned.

So we are, you know, saying that this is a very important victory for Brazil to have this multistakeholder structure operating within Brazil, and since 1995 especially since 2003, and we are saying that we would like very much for all the countries to consider similar structures in the governance of the Internet within their countries. And we would like to show to the world a Civil Rights framework according to the wishes by consensus of the citizenship of Brazil. We are not sure we'll be able to do that. In a few weeks, we'll know but we hope we'll be able to do it.

W. KLEINWACHTER:

Thank you, Carlos and I think this is a wonderful example that it shows that the multistakeholder process is a very complicated one. This is really not easy but if you have the good will from all sides it's possible to do it because all parties—the government, private sector, civil society, technical community, have some common interests, that the Internet works, that it's free, that it's open so this is the general framework where regardless of all the differences and the specifics which produced and divide among various groups can be put for the side for the moment and we agree on common principles so that we can have something like reference where everybody say okay, this is our home within the framework but in a home we all know this, you have all the conflicts so that means if we are moving towards consensus this does not mean we have the conflict free world so the world will be free of conflict but it's very helpful if you have such a framework, guideline, we have an orientation and can say this is where all sides commit and what Carlos has just said, try to avoid voting and are looking for consensus. This makes it indeed more complicated but more sustainable so that means the multistakeholder process is more complex than the one stakeholder process, we should be aware of this. But the quality of the outcome of the multistakeholder process is much higher than the outcome of a one stakeholder process.

O. MADRUGA FORTI:

This is just a marvellous exercise in comparing the various principles that have been worked on around the world. I am Olga Madruga Forti from the ICANN Board but just as a platform for how to progress the dialogue at a more homogeneous international level given all these individual exercises my first question to any member of the panel is: Is there any doubt that Articles 19 and 20 of the Universal Declaration of Human Rights apply to the Internet space? And if the answer to that is that there is no doubt, then really, what areas beyond that should we be concentrating on that require any further development?

FROM THE FLOOR:

I am from Indonesian ICT society. I am a little bit new in this discussion because this is my first time to join the IGF conference. But when I listened from yesterday when we are talking about the Internet principles, what I can see from various

associations, from the various presentations that I can find that actually there is no difference between the one Internet to another concepts. For instance, when I look into what the OECD has, we for instance, OECD is stressing access to knowledge, digital culture, privacy and freedom of expression, and while it is for democracy and freedom of speech, I think from my perspective of view, when we go into the common understanding, there is not difference one from the other. Why don't we agree that we stop in the general understanding. Let's go to the respective countries. For instance when we're talking about freedom of expression, freedom of speech, maybe for the European countries, U.S. for instance, it will be different with freedom of speech here in Indonesia, in China and also in India. I think when we go to this, we cannot find what it is, the common understanding. That is what I am thinking actually.

P. FEHRLINGER:

Yes, there are remote participants from Mexico and Nigeria and many questions circulating on Twitter. We can summarize them in two blocks. The first question block is: Is there a number of how many principles do actually exist? And how is it possible for all stakeholders especially governments to adopted and respect all those different principles? And the second question is more related to the interpretation implementation so how is it possible to implement and interpret those principles? How does this articulate?

S. CHATURVEDI:

My name is Subi Chaturvedi and I teach communication technology in a women's college in India. There are a lot of questions we ask and we pose. I think it's a fantastic exercise and thank you for differentiating between Internet principles and Internet governance principles. I think that is a very important distinction that we need to make. It is an important concern and a question from the Indian perspective because we know that the Internet is something that governments increasingly are adopting and adapting themselves to. It's been a slow learning curve. For us it is extremely important and crucial because when we make new laws and when we make new policies and when we talk about upholding human rights, a lot of times marginalized communities get to bear the brunt of backhand regulation because they're the ones who are being cherished and protected.

There are two young girls who just have gone to jail because they updated their Facebook status and these are important concerns because this was a law that was going to help the society protect them from spam. Now in terms of policy, and in terms of acting principles, is there some way, I want to reiterate, the importance of consultation because this is public policy for public good. Can we reemphasize that in the principles? And I want to also echo the question that there are many principles. Can we come together for a consensus to about 10 broad based agreed principles that countries across the world and governments across the world even with different needs from democracies and emerging countries and economies can agree to and correspond with?

W. KLEINWACHTER:

This is exactly the point we want to achieve in this session so that the outcome in 10 minutes will be that we have a recommendation that the various groups should look for such a broad based 10 principle document or whatever. We are under pressure of time now so that means we have two more interventions. This is the last intervention, and then we go back to the panellists for the final comment.

FROM THE FLOOR:

Thank you for giving me the floor. I'm Liana from ISOC Armenia and I would like to represent the principles which Armenia exercises and wants to exercise regarding IGF and I want to say that Armenia is a country of challenges in the development of tele-communication and IT. Yet it has a success story of collaboration of the government with the private and public sector. And Armenia started a process of establishing a permanent national IGF body, implementing a multistakeholder model with involvement of NGOs, private sectors and with minimal involvement of government. This is planned to be implemented in 2014.

According to the initial plan, the secretariat for this body will be the ISOC Armenia which works on transparent and public basis and to say the principle in short as follows: providing people with Internet access to create favourable conditions to increase the number of Domain Names as well as support local hosting; support distribution of IPv6 and DNSSEC; human rights in Internet; privacy protection and identification; diversity traffic routing, security, and network neutrality. These are the principles which were discussed in this table and many countries support these principles. Thank you.

N. BOLLOW:

I wanted to quickly address this idea and need of consolidating the various statement of principles and it occurred to me the focus on the right to development as was suggested might help with that because that is sort of a cross cutting concern. It's not something that can be put into any basket but we could look at all those sets of principles and say, what do we need to actually achieve Sustainable Development? What do we need to make the Internet help us achieve that goal?

FROM THE FLOOR:

I'm from Nigeria, but I speak for myself. I have two questions. What would be the implication when our nations do not ratify the core Internet principles? Because currently you notice that the human rights violations are caused in many nations and not happening to such nations from the UN. My second question: With more understanding of multistakeholder, what platform shall we use to have participatory democracy and elect representations?

W. KLEINWACHTER:

Very big questions and we'll take it as an IGF to answer all these questions in detail. One thing is for sure that the IGF offers this multistakeholder platform and if you

bring it down to the national level and create national platforms like in Brazil, like now Armenia, in Germany we have also started to create a multistakeholder Internet governance platform at home. And as Markus Kummer always said good Internet governance starts at home. It means to start on the national level, it's very useful and to use the multistakeholder model which we exercise here in the IGF, and bring back home. I think this is a good idea. So my final question now to the panellists is: Okay, what we have seen is the broad variety of different principles, different instruments, different stakeholders who have expressed their wish and have translated into realities a set of principles. There was a wish on the other hand now to bring this into a main set of principles which is universal, globalized multistakeholder. And my questions to the original panellists are: What would be the willingness or the approach of your organisation? Would you think this is a good way forward to undertake the effort to come together under the umbrella of the IGF or link to the IGF, probably using the platform of the Dynamic Coalition, and to try to globalize and multistakeholderize a set of principles? And I start with Anne, and it's Anne Carblanc.

A. CARBLANC:

Yes, we last year when IGF took place in Baku, there was already the beginning of a discussion, and the OECD could see merits in trying to come together with a set of common principles. I've heard all the very interesting interventions around the table, and I believe that the different approaches that have been presented could certainly be taken into account. You mentioned yourself a few of the common areas, and the intervention by the Chinese representative was very useful I think also to further characterize what are the groups of the principles that could be examined. So yes, we would like to contribute.

L. HIBBARD:

A simple yes. We have a mandate from our Internet Governance Strategy which was adopted by the 47 Member States to develop a framework of understanding and commitments based on core values and principles of Internet governance, to protect the Internet's university and openness as a means of safeguarding expression regarding Internet freedom so we have a mandate to do that. And the governments are supporting that process. I mean, when they were adopted in an intergovernmental setting the Member States they affirmed it, they declared their commitment to that international and national policy and encouraged other actors to be involved in that process so it's a big yes. And we already do that actually in our own work. We're unfolding the Internet Governance Principles into our other standards and our normative work.

W. KLEINWACHTER:

Okay, thank you, Lee. We're running out of time so my question goes now directly to the others and the question is only: Yes or no, would you jump into the boat? Igor, the Russian Government, would it jump into the boat and to participate in the process now to multistakeholderization and globalization of Internet principles?

I. MILASHEVSKY:

We fully support the idea of the globalization of these principles. And I believe that the Tunis agenda and the development of international organisations are really important. And all the efforts need to be kind of coordinated. And I believe the IGF is really a multistakeholder organisation, we could implement some mechanisms which allow the IGF to produce the principles. And also I stress on the usual question: Can we apply the regulation existing four or five economy for Internet society, the Internet economy and I think that is the answer. Yes, no, it's usual approach but Internet already changed the governance. Already changed the regulation. And so we're in this process, and the best practices also is very important and we should exchange.

A. ESTERHUYSEN:

I think the answer is yes. I think there are risks as well. I think if the principles we come up with are just lowest common denominator principles it won't be good enough and I do think common principles are good and then we can debate differences in implementation. There's one more risk sorry and that is that we agree on principles like privacy for example and then there's blatant disregard by states and by governments of those principles with no accountability and that could also undermine this so I think yes we should do it but with a serious commitment to account and measure and debate.

L. ST. AMOUR:

Yes to moving forward and a strong yes to doing it within the IGF and I'd actually like to see straw frameworks put out and a global process that would allow quick refinements so we can move forward more concretely with the work.

M. SENGES:

The GNI has a different and more specialized purpose and I think currently the organisation is aiming to internationalize the network and to expand across different ICT sectors so as far as I can speak for that organisation, I think we're interested to participate and learn and contribute. I'm not sure whether we can sign an agreement like that.

W. KLEINWACHTER:

Is the Dynamic Coalition ready to facilitate the process to give them institutional background and framework?

T. TARVAINEN:

Yes for the first question and yes for the second. I think the way to move forward is set up a new mailing list for discussion, and I think I can promise it on behalf of the Coalition. We can offer it that much.

W. KLEINWACHTER:

Thank you very much. I think it's a clear message to our rapporteur just to summarize the conclusions from this so we have a concrete outcome. We need more outcomes from the IGF and I think these 90 minutes have produced an outcome. I'm very sorry for the next focus session that we have stolen 5 minutes, and I hand it over to our Chairman to close the session.

Z. HASIBUAN:

Now we come to the end of this session. Several issues have been discussed. I feel the atmosphere that we can embrace the spirit of Internet governance principles, but still many questions remains unanswered, especially how we're going to implement these guiding principles to each country. Allow me as Chairman of this session, I come from Indonesia, Indonesia is so diverse, it is an Archipelagic country, 450 ethical dimension Knicks, it's not easy to implement what we call universal principles, because one another so diverse, so different, so as one of my colleagues mentioned today, that we have also to consider, to look for how the social life, cultural life of each country of each ethnic in each country.

Internet Governance Principles
Reports of the Workshops

Workshop #57: Making Multistakeholderism More Equitable and Transparent Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop addressed how to make multistakeholderism more equal, equitable and transparent. The participants discussed the shortcomings of the current IG multistakeholder model overall, especially in emerging markets. It was emphasised that a model without equality, equitability, and better transparency could bring risks to the IG process. On the other hand, potentials were recognised in case of facilitating more inclusive policy processes, both on global and on regional/local levels. A key message might be summarised in: "no policy implementation without representation".

Several keynotes can be outlined:

– legitimacy comes from local to international level, as a bottom up process.
– some minimum requirements (a checklist) should be prepared by the global IGF that all the local IGFs should fulfil, like:
  º transparency of the processes is one of conditions;
  º inclusiveness;
  º representation of stakeholders etc.

Each local IGF might have specific features though, so there should be enough sensitivity for local dynamics and specificities, yet some basic principles should be common to all.

Conclusions drawn from the workshop and further comments:

- IGF might develop a template that local IGFs should adhere to a policy on local IGFs that would prevent capturing of local and regional IGFs by any party;
- global IGF should strengthen its relations with local IGFs, follow on their developments and validate basic principles;
- there should be a mechanism of complains by local communities to the global IGF in case of capture of some local IGF processes by certain parties.

Reported by: Khaled Fattal and Vladimir Radunovic

Workshop #300: Developing a Strategic Vision for Internet Governance
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This workshop sought to evaluate the future of the multistakeholder model in light of current political pressure on contemporary governance mechanisms. It also questioned the tendency to treat multistakeholderism as a unified phenomenon. Instead it suggested that a more nuanced understanding of types of multistakeholderism offers the potential to create a more productive discourse and to match particular Internet governance functions with appropriate governance mechanisms. The panel examined the historical trajectory of Internet governance, and highlighted the complexities arising from the increasing global nature of new entrants into the Internet governance policy space.

Conclusions drawn from the workshop and further comments:

Ensuring openness, transparency and accountability in Internet governance is crucially important; however, there is a need to remain open minded about the appropriate means for accomplishing these goals. Various stakeholders will need to think carefully about the values and goals of their respective communities while realizing that outcomes to refine and update legacy governance mechanisms will be the product of ongoing processes of rulemaking. The notion of the multistakeholder model as a unified phenomenon is definitionally inadequate to meet current governance needs.

Reported by: Mark Raymond and Aaron Shull

Workshop #303: Internet Governance and Open Government Data Initiatives
Brief summary of the substantive workshop and presentation of the main issues raised that were raised during the discussions

There were 10 speakers in this workshop, three of which were remote. (However, due to time and technical constraints, remote panellists could not present). The main issues raised concern the way to encourage multilateral processes in government open

data initiatives; the technical issues and licensing involved; its link with the transparency and accountability in government; the establishment of common standards and interoperability of data; the terms of soft law that relate to the construction of legal norms. Initiatives of open government in a variety of countries, including Australia, New Zealand, Indonesia, Japan, Hong Kong and France data were discussed.

Conclusions drawn from the workshop and further comments

There were over 100 participants at the workshop, which indicates the growing importance of issues of Internet governance issues for open government data. The diversity of panellists and their extensive knowledge led to many questions about the potential applicability of success for open government data activities currently underway in the region.

Reported by: Keisha Taylor

Workshop #310: Cyberspace Governance
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Exploration was held as scheduled in the morning of October 24, 2013. This may be one of the first sessions on cyberspace governance anywhere in the world. Thus, the subtitle of "Exploration".

The Cyberspace governance workshop was held with seven panellists in addition to around 25 participants.

We discussed various aspects of cyberspace and cyberspace governance in the workshop including:

> What is cyberspace compared with the Internet?
>
> What are cyberspace, real space, and mixed space?
>
> What aspects of cyberspace such as cyber society, cyber economy, cybersecurity, may be considered?
>
> Cyberspace and the nation states
>
> Control on cyberspace?
>
> Technical aspects of cyberspace governance as well as the Internet governance
>
> Human rights in cyberspace (~cyber society)
>
> Freedom in the Internet and cyberspace (~cyber society)
>
> National and international legal framework
>
> Standardization on cyberspace

Many questions and comments were made from the floor during the workshop including freedom, human rights, cyberspace control, definition of cyberspace and its aspects, and similarity and difference between the Internet governance and cyberspace governance.

Conclusions drawn from the workshop and further comments:

There was a fairly good discussion at the workshop, in particular on cyberspace. There was also a good understanding on cyberspace. The presentation materials helped to clarify on cyberspace including its issues as listed in the previous summary in certain degree. But the participants also came up with the additional issues raised during the workshop by some panellists and other participants such as human rights and freedom.

There was a limited exploration on cyberspace governance. More preparation is needed, such as paper publication on cyberspace governance to come up with good picture on cyberspace governance. Some of cyberspace aspects such as cybersecurity and cyber society are urgent issues now, and we may need to put more effort to define cyberspace governance now.

There was a fairly good understanding of having workshops on cyberspace, cyberspace governance, and the related issues at IGF and elsewhere in the coming years. There is also a need for good publications such as books and papers on cyberspace, cyberspace governance, and aspects of cyberspace.

Reported by: Kilnam Chon

Workshop #329: Multistakeholderism and the Dynamic Internet
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The technological and economic environment of Internet has dramatically changed since the mid-1990s, making Internet much more diverse and dynamic than in the past. The workshop pointed out to 4 major changes:

1.   Increase in the number and diversity of end users;

2.   Increase in the diversity and intensity of applications;

3.   Increase in the variety of access technologies;

4.   The emergence of more complex business relationships.

These technological and economic changes over the past fifteen-plus years have made Internet a much more dynamic and heterogynous environment and are placing increasing pressures on the Internet to develop new architectural principles to cope with these new dynamics and to the Internet governance process to envisage new models able to better match governance issues with the right governance institutions. The workshop addressed the key question of how to cope with these changes preserving the openness, inclusiveness, transparency and bottom up approach of the multistakeholder model.

Panellists from government, business, civil society and the technical community discussed how they perceive the new challenges for Internet governance from their own perspective, why it is necessary to make stronger the multistakeholder approach

and how this issue should be addressed and how the multistakeholder model should evolve.

Conclusions drawn from the workshop and further comments:

Overall, there was strong agreement that we are today at a critical junction for the Internet governance and for the multistakeholder model.

Civil society: The more heterogeneous and dynamic Internet will imply the need for a more formal governance. The changes in the technological and economic Internet environment will imply:

- informal governance will likely become less effective;
- participation/cooperation is by consent (both in international law and Internet architecture);
- must reflect government, commercial, technical, and user interests
- must be individually rational for each stakeholder group;
- decision making structure affects stakeholders' willingness to participate.

Technical community: preserving bottom up approach is crucial for a flourishing Internet. From a technical community perspective, the Internet has flourished because has always preserved the bottom up approach. Here are three major examples: 1) How the IXPs work; 2) How the IETF works; 3) How ISPs interconnect their networks. All these cases can be seen as models of participation and consensus building from the bottom: do not wait to get on board! Government: we should not lose the prospective of the multistakeholder approach The Multistakeholder approach is leading the way in Latin America. This is shown by the growth of IXPs, the development of fibre optical networks in rural areas and the inclusiveness of government programs to reduce the digital divide.

Intergovernmental Organisation: we are at a critical junction for the Internet governance. The liberalization of the telecom market started in the 90s pushing the government out of the process and promoting a private investment approach to the sector. When the Internet was created we asked what was the government role and the Government Advisory Committee was created within ICANN. But the role of the GAC was challenged during the years and now we need to ask how the multistakeholder approach should evolve. The critical trade-off is between private and public interests. The GAC itself is called upon managing critical issues (such as trade) which it was not designed for.

Business: toward a multi institutional model of Internet governance. From a business perspective, it is necessary to recognize that today there is a new dynamic among stakeholders; the more active role that the government wants to play is here to stay. In the multistakeholder approach, it is important to make a distinction in the decision making phase between shared and equal responsibility. While all stakeholders need to participate in the multistakeholder model on equal footing when the different governance issues and governance institutions are envisaged and discussed, then in

the implementation of the governance process one stakeholder or a coalition of stakeholders should take the lead in this process according to the nature of the governance issue at stake: standards (the private sector), Internet issues relevant to particular communities (civil society), human rights (government). We can call this process a multi institutional model of Internet governance because allows to better match each type of governance challenge with the best governance institution.

Conclusions drawn from the workshop and further comments:

A forward looking approach to the Internet governance. Taken the different dimension and perspectives on how the technological changes of the last 15 years are impacting on the Internet, there was consensus on the idea that the multistakeholder approach should evolve capitalizing on the strength of the past experiences and that all stakeholders should aim at fostering an open and inclusive Internet as much as possible.

Reported by: Lorenzo Pupillo

Workshop #340: Network Neutrality: From Architecture to Norms
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop started with a brief keynote by Ms Borami Kim, highlighting 'Net Neutrality User's Forum of Korea perspective on the benefits of network neutrality policies on end users' rights'. Ms Kim highlighted that although Internet may change or evolve in quite different ways, it is essential to preserve its decentralised architecture. Indeed a decentralised architecture, combined with end users' rights clauses, can significantly protect Internet user rights.

To this extent, Ms Kim stressed that, although the Korean Telecommunications Law contains net neutrality clauses for non-discrimination and non-blocking, it lacks positive clauses for end users' rights and as such, appropriate measures aimed at users protection cannot be taken. For this reason Net Neutrality User's Forum of Korea is preparing a draft bill to ensure net neutrality in partnership with Korean National Assembly, including several issues such as the right to privacy, freedom of speech, access to information and access to the Internet.

The workshop has subsequently been structured as an interactive discussion amongst the panellists, encouraging inputs and questions from the audience.

Mr Frédéric Donck, from ISOC, stressed that the development of the net neutrality debate is directly linked to the increasing use of discriminatory network management techniques. However, Mr Donck noted that the best way to alleviate network congestion is to add capacity rather than implementing discriminatory traffic management.

Recently, the European Commission has presented a proposal for a single telecoms market that contains net neutrality provisions and raises many concerns. Particularly, Mr Donck noted that the lack of a precise delimitation of specialised services in order to separate them from the open and best effort Internet may be a potential

loophole, allowing the employment of discriminatory traffic management practices. With regard to the provision of Assured Service Quality (ASQ) connectivity products, Mr Donck highlighted that, besides being particularly difficult to implement at the technical level, the provision of ASQ at the European level may jeopardise the smooth provision of the open and best effort Internet.

On the other hand, Mr Michele Bellavite, from Telecom Italia (ETNO), praised the good level of policy framework provided by the European Commission's proposal, underscoring the high level of consumer protection. Indeed, according to Mr Bellavite, contract terms' transparency is a sufficient safeguard to protect net neutrality while fostering a competitive environment. Enhanced transparency requirements are meant to allow consumers to clearly understand the terms of the contract that links them to a specific ISP. Consequently, according to Mr Bellavite, in an ideal transparent and competitive situation consumers would be allowed to terminate the contract with those ISPs that impede free access and use of certain content and services, and would be able to choose "non-discriminatory" ISPs. To this extent net neutrality regulation can be meaningful to encourage competition while protecting consumers' rights.

Mr Parminder Singh, from ICTforChange, emphasised the frequent violations of net neutrality in developing countries where marginalised and poor people are not able to structure themselves into civil society organisations and movements in order to get their voice heard. Mr Singh stressed that the assumption that "poor people do not create content and as such they should worry about it" is fundamentally wrong and cannot justify the implementation of traffic management technique that block, throttle or filter out specific content and applications. Net neutrality protection is therefore essential to build an inclusive and open Internet for all, including poor people.

Ms Ellen Broad, from IFLA underlined the importance of net neutrality provision to foster access to information. Non-discriminatory information delivery should be seen as essential to encourage free access to open online resources. To this end, Ms Broad remarked that not for profit education may be seriously jeopardised by non-neutral traffic management allowing the prioritisation of for profit sources.

Dr Jeremy Malcolm, from Consumers International, focused on the provision of neutral access to third party platforms via mobile Internet connection. Dr Malcolm stressed the importance of a more detailed analysis of the arrangements linking the mobile Internet providers and content and applications providers. Indeed, the free hosting of specific content, prioritisation of certain applications and other discriminatory practices may orientate consumers choice and eventually do harm to consumers. Further independent research is therefore needed in order to properly scrutinise the relationship between information conveyers and information producers. Such research is indeed essential to elaborate proper evidence based policies and regulations.

Lastly, Ms Roxana Radu, from Graduate Institute of Geneva, highlighted the need to precisely define the roles and responsibilities of the various stakeholders involved in the network neutrality debate, in order to promote a net neutrality framework based

on transparency and accountability. Roles and responsibilities should be defined in a transparent fashion. Transparency should be considered as an essential principle, guiding the elaboration of a model regulatory framework on network neutrality, and should be also reflected in the content of such model framework.

Conclusions drawn from the workshop and further comments:

Rough consensus crystallised around three main points:

First of all, the open nature of the Internet as well as a neutral (i.e. non-discriminatory) traffic management have to be considered as the fundamental features that made the Internet a disruptive innovation galvaniser as well as a great human rights enhancer. It is thanks to these features that individuals are able to be active participants to the information societies, rather than passive information recipients. These features have to be preserved and to this extent regulation is needed. Indeed, mere self-regulatory approaches do not seem sufficient to prevent discriminatory practices.

Secondly, it is fundamentally wrong to consider network neutrality as a mere competition law issue. Net neutrality has obvious consequences on fair competition but that is only one of the facets of a more complex debate. The importance of the human rights dimensions of the net neutrality debate has to be duly highlighted. Indeed, certain discriminatory network management practice can seriously affect Internet users' freedom to impart and receive information and ideas and hold promise to jeopardise media pluralism and the free flow of information. Furthermore, the granularity of some data packet inspection techniques, which are used for filtering purposes, can seriously affect the privacy of end users' communications and impinge upon their right to data protection.

Lastly, the participants stressed that net neutrality regulation should be elaborated through a transparent, open and inclusive process, allowing all the involved stakeholder to express their views and provide their inputs. Given the inherent multidimensional nature of network neutrality, it seems essential to adopt a "hetero stakeholder" approach aimed at finding appropriate regulatory solutions through the contributions of a multiplicity of stakeholders. Such an approach has the potential to allow the elaboration of a model framework, aimed at fostering creativity and the circulation of innovation while being consistent with international human rights standards.

Reported by: Luca Belli, with the substantive help of Sarah Kiden and Natalia Enciso

Workshop #354: Ten Years of the WSIS Declaration of Principles
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The Workshop 354—'Ten Years of the WSIS Declaration of Principles' debated the role of multistakeholderism to build an inclusive Knowledge Society through the consolidation of the principles accorded during the World Summit on Information Society. Panelists have agreed that in one hand, in many aspects the digital divide continues to narrow. One important example is the fact that 80–90 per cent of the

world's population now lives within range of a cellular network and may benefits from emerging application derived from the versatility of short message services (SMSs), which are used for increasingly innovative purposes. On the other, it was mentioned that we still have a great deal to reach the universality of Internet broadband access, to build confidence and security in the use of ICTs and to consolidate fundamental principles like network neutrality.

It was pointed out that the debate on Internet Global Governance issues has increased in the last decades. Challenges such as the inclusion of a wider group of relevant players and the increasing number of issues to address in complex areas are at the centre of the discussion. Also it was mentioned that the inherent complexity of Internet governance has brought the challenge of designing public policies to a higher level. Governments have been affected by the changing interactions among social actors catalyzed by Internet based applications.

The debate was illustrated with the presentation about The Port 25 Management on the Brazilian Internet. Panelists have stressed the obstacles to deal appropriately at national and international levels with Spams, which are a significant and growing problem for users, networks, and the Internet as a whole. According to the presentation, in 2009 Brazil reached the first place in the ranking of countries that send out the largest amount of spam according to the Composite Blocking List (CBL). International press called Brazil the "new king of spam". Determined to reverse this situation, the Brazilian Internet Steering Committee (CGI.br) has conducted since 2005 a number of activities, such as academic studies and technical analyses, all leading to the adoption of Port 25/TCP blocking as the most effective measure to be taken. This initiative was developed by CGI.br's Anti-Spam Working Committee (CT Spam). For over fifteen years Brazil has developed a model of multistakeholder Internet governance. Therefore, a measure of such importance as the blocking of port 25/TCP could not be adopted without all sectors involved being asked to contribute to this decision making process.

Bringing together the experience of telecom companies, Internet service providers, representatives of civil society and the academic community, as well as the technical staff of CGI.br, the management process of Port 25/TCP was conducted in order to evaluate the opportunity for such action and the follow up of its activities.

With the CT Spam being the forum where different stakeholders have met to discuss the next steps for the implementation, it is important to highlight that both the National Telecommunications Agency (ANATEL) and the Ministry of Justice have played a key role in providing support for the telecom companies and the consumer protection entities respectively. ANATEL signed a Cooperation Agreement with the CGI, which gave the telecom companies legal grounds to proceed with the blocking without being sued for not complying with regulatory standards. The Ministry of Justice, on the other hand, published a Technical Note explaining the benefits of such measure for consumers.

With the adoption of blocking port 25 Brazil fell from 1st place in the CBL in 2009 to 25th place in 2013, as shown in the chart below:

In times of transformation, in which a multistakeholder governance model for the Internet is being discussed, the debate on the process and obstacles to implement the management of Port 25, focusing on how the different parties were connected and how consensus was obtained, may offer a generous guide for future initiatives both in Brazil and abroad. The presentation depicted the critical role of multistakeholderism to the effective implementation of the Port 25 Management initiative, to the reaching of such expressive results and to the creation of a cooperative environment.

At this point, panelist were questioned why multistakeholderism is not yet fully implemented. The participants have considered that the Internet governance regime at international level has been shaped in the last four decades according to interests of actors that, in the context of global technological competition have an explicit differential power. This differential is based on the knowledge they have acquired during the Internet historical development process. It enables these actors to understand better than others the political and economical implications resulting from a structuring regime and thus influence the definition of the rules, principles and globally applicable standards in accordance with their political and economic interests.

Thus, it would be reasonable to consider that in certain degree, the failures to implement the WSIS principles are related to the failure to implement multistakeholderism itself in a global level.

The panelists indicated that many efforts are being carried out to deal with the Internet governance challenges which could contribute to the advancement of multistakeholderism such as the Enhanced Cooperation and, more recently, the initiatives proposed by the Brazilian Government of building an international legal framework and a global network multilateral mechanisms capable of ensuring principles such as Freedom of expression, individual privacy and human rights; The Open, democra-

tic and multilateral governance, exercised with transparency, stimulating collective creation and participation of society, governments and the private sector; Internet universality to ensures social and human development and building inclusive and nondiscriminatory societies; Cultural diversity without imposing beliefs, customs and values; Network neutrality.

The importance of multistakeholderism for the governance in many different sectors is profound. The challenges for its effective implementation are connected to the very challenges of developing democracy.

Reported by: Juliano Cappi

Focus Session: Principles of Multistakeholder Cooperation

23 October 2013
Host Country Chair:
Dr. Setyanto P. Santosa (Chief of Indonesian Information and Communication Technology Association).

Moderators:
Adiel Akplogan (CEO of AfriNIC) and Matthew Shears (Director of Internet Policy and Human Rights, Centre for Democracy and Technology)

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The following is the edited output of the real time captioning taken during the Eighth Meeting of the IGF, in Bali, Indonesia. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is presented here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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S. SANTOSA:
Ladies and gentlemen, Excellencies, it is a great pleasure to open the second session of the 2013 Internet Governance Forum. Please allow me first to welcome to Bali, the Island of God, which is expected to produce the brilliant idea produced by participants of any conference being held in Bali. My name is Setyanto Santosa. I am the Chairman of Indonesian ICT Association, a non-profit organisation whose members consist of operators, broadcasters, and ICT associations, including APJII, our host. The intention of my organisation is to assist the country in building ICT in Indonesia for the maximum benefit of the people for the next 90 minutes we will be discussing the issue on the principle of multistakeholders.

Before that, information regarding the Internet profile in Indonesia, according to my notes. Internet service in Indonesia is already available since 1996, starting from five ISPs, and the current number of Internet users in Indonesia has reached 72 million users. That's served by 250 members of ISP who are mostly 80% of the users are under the age of 45 years, including 30% the age of under 25 years. They use mostly wireless devices, cell phone or smartphone, which number is currently 250 million cellular phones for a population of 240 million. So therefore, you do not be surprised if you look at an Indonesian friend having two cell phones in their pocket.

So if you look at that, that the problem now is the network of smartphones, the quality is among the lowest in Asia Pacific region. This is due to the unaffordability of fixed broadband network, so that the mobile network, including 3G, is not working properly. Another challenge faced by Indonesia is the use of the Internet is still focused on purposes of economic activity, mostly in the early stage, so only pleasure or entertainment, so they don't get their economic value. Trying to formulate programmes for creating economics.

This session, if I may share the experiences of Indonesia, the multistakeholder model cooperation in Indonesia should have preference over other countries because the spirit is already regulated in low numbers, 36 year 1999 on, and the role of telecommunication has been set up setting telecommunication policy, namely Article V. Here, the community participants, in the form of delivery of thought, are welcome, and implementation of community participation was organised by an independent body established for that purpose.

A. AKPLOGAN:

I think this is a very important discussion in the context of this IGF. If you have been familiar with IGF, the world "multistakeholder" or "multistakeholderism" comes very often, and if you have followed the previous session on Internet Governance principles, multistakeholder comes again. In this session, particularly what we are going to try to do is kind of define what are the key principles which make a forum, policy-making process, so what are the principles that we have to look at?

When we talk about multistakeholder or multistakeholderism, it doesn't only address just Internet Governance, but we are talking about multistakeholder in anything that requests cooperation, anything that requests attention to deal with complex issues in general. So how do we lay down those principles so that we can easily apply them, translate them in addressing such an issue? How can we tap on experience from different stakeholders, civil society, private sector, government, into dealing with those complex issues? Because when we start looking deeply at multistakeholderism and applying it to different sectors, applying it in different regions, applying in different countries, it may have some variances, but what we want to do is to find the common ground, the common denominator for this multistakeholderism so that we can properly evaluate application in the day to day, evaluate impact on dealing with those complex issues.

So this session will give us the opportunity to challenge what we understand by multistakeholderism, converge our view on some of the key principles as already explored by different people. We mainly want to make this session very interactive. We don't have a panel. It's not a session with panellists. But we all in the room are part of the panel. We will expect contributions from everybody. We will hear from a few discussants who will present their view, their work on multistakeholderism, and we will try, after that, to have a kind of brainstorming session to converge those ideas to key points. The session will have four different levels, and I will ask Matthew to give us more detail about those four elements of the session.

M. SHEARS:

My name is Matthew Shears with the Centre for Democracy and Technology. Before I get into what the goals of this session are, we have a number of open seats around this table. I would encourage you to come forward to sit at this table. There are microphones here that will facilitate participation. We should also have a roving microphone, so anybody who wants to contribute and we encourage you all to contribute please raise your hands and we'll make sure that you have an opportunity to do so.

So the goals of this session are three parts. One is to identify key multistakeholder principles, and for doing that, we'll be reviewing the work that's been done so far. We'll be asking, as Adiel said, some discussants to speak to the work they've been doing on multistakeholder principles. The second part will be to look at, in very practical terms, what are some of the challenges that we face in implementing multistakeholderism in policy development processes? And how have we overcome those challenges? So for those of you in the audience who have had practical experience of working in multistakeholder environments or in putting multistakeholder policy processes in place, we would very much like to hear from you. And then the third part is how do we promote multistakeholderism? How do we take this concept forward? How do we ensure that it is implemented in other fora at the national, regional, and international levels?

So those are the three goals of the session. As I said, we encourage everybody to chime in. If there are principles that we've gone through and you feel there are principles that are missing, we want to hear about them. And the more practical that we can get, the better. I would note that we have had an hour and a half on Internet Governance experience and principles, so what I would really encourage us to do is to really let's get down into the weeds. Let's talk about how you actually implement multistakeholderism, and let's talk about what some of the learnings are so we can make this as useful an output for the IGF as possible.

So with that said, I'll just opening the first part of the discussion, I'd just like to review a little bit what work has been done in the context of the IGF Working Group on Multistakeholder Principles. And as you may know or may not know, the Working Group has done three things so far, one of which is to compile a set of existing sets of principles and to take a look at those existing principles and also the outputs of workshops that have been undertaken at UNESCO and elsewhere to look at multistakeholder principles. There's also been a process to kind of draw from those sets of principles what are the key common principles, if you will, and I'll come to those in a minute. And this goal is to facilitate this discussion. This is not to say that these particular principles which I will highlight are the principles, but rather, something from which we can take our discussion forward.

When I've introduced those, then we'll go to the discussants we've identified and ask them to tell us about the work they've been doing in terms of different multistakeholder principles and, in particular, to talk about how that work is being taken forward.

So anyway, in the review work that's been undertaken to date within the IGF Working Group on Multistakeholder Principles, the following and unfortunately, I'm not sure we can put them up, but I'll read them out the following principles have been identified:

The first is open and inclusive processes. The second is engagement, in other words, processes enabling all stakeholders to engage and to participate. The third is participation and contribution, meaning the ability to participate in and contribute to decision making. The fourth is transparency in processes and decision making and how decisions made and input is reflected. And the last is accountability, in other words, mechanisms for checks and balances in decision making and consensus based approach for decision making reflecting how input from the multistakeholder processes are incorporated.

So again, let me just repeat those principles that have been drawn from the work of the IGF Working Group, so it's open and inclusive processes; engagement; participation and contribution; transparency; accountability; and decision making consensus based decision making. Now, with that in mind and that's not to say that those are the principles. We would welcome a discussion of that. But what we'd like to do is let four or five discussants go first, review their own the work they've been doing on multistakeholder principles, and then I would like to open it to the floor and engage in an open discussion about the principles that we will have mentioned and other ones that may be missing or still not accounted for.

A. HASSAN:

In February we hosted an event in Paris, we facilitated a discussion on multistakeholder principles. We had some lead discussants from business, civil society, academics, and government. So from that discussion, we identified a few recommendations that came out of it. One was I would say that the principles, Matthew, that you've outlined are things that were an integral part of the discussion clearly identified. In the discussion, fundamental design and operational principles, meaning there are some fundamental operational principles that constitute multistakeholder approaches and processes. So that was drilling down into some of the things that you've identified, but also talking about bottom up agenda setting and due process, how to progress the engagement of stakeholders, what are the obstacles to participation, and things like that.

And another thing that was clarified was that there is a difference between governance of and governance on the Internet. We also talked about challenges of multistakeholder formats and how these formats can be used to address key policy issues and decision making beyond consultations or meetings. Some of these challenges were balancing geographical representation, how to build capacity to promote effective participation, the role of steering groups or advisory groups, the risks of capture, management of conflicts of interest, and general legitimacy of the overall process.

We also talked about evolving mechanisms for the multistakeholder model, things how can you put in place processes that will adequately address concrete problems?

We also delved into the respective roles of stakeholders within a multistakeholder process and how that affects discussion, the different weights of different topics, and the roles of different stakeholders within them. So with that, that was a very good facilitated discussion at that event in February, and since then we have put in we will have a workshop tomorrow with the Internet Society, APC, the Government of Brazil, and ICC BASIS, also with a multistakeholder panel, hopefully building upon the session we are having today. And again, our starting point will be to listen here today and try to drill down further. The workshop is also going to try to focus on dejargonizing the terms. What do we really mean when we are saying "open"? What do we really mean when we say "participation"? What is inclusion? And we hope that will be a good building block from what comes out of today's Focus Session.

J. LIDDICOAT:

Yes, what I can certainly do is share with you a discussion which is in progress which hasn't been concluded yet but has been quite useful, I think, among the civil society groups that are part of the Best Bits Coalition, and we convened a meeting before the IGF Saturday and Sunday, day -1 and -2 of the IGF, and part of that discussion consisted of an open dialogue about the definition of multistakeholderism, what is it, an exchange of ideas and concepts, and from that we distilled both some points of commonality and also dissonance in our understanding. So I'm happy to share those with you. I see there are some of my other colleagues from Best Bits here, so obviously, they can input, correct me if I'm wrong, add depth as they see fit.

So essentially, in terms of defining what multistakeholderism or multistakeholder processes might be, there was a very strong feeling since that multistakeholder processes are a form of achieving participatory democracy and Internet governance, they don't conflict with the concepts of democratic participation, but rather, it's just one other form of democracy; that multistakeholder processes are focused on giving voice, social justice, and very much, therefore, linked to processes of democratic participation; that multistakeholder processes are iterative, with a core concept around transparency and documenting both consensus and disagreement. There was some debate about whether the term "multistakeholderism" is appropriate because it elevates the concept to an ideology, and there are other forms of isms, such as sexism or communism or other kinds of concepts that we didn't really feel that multistakeholder processes were akin to. Also, there are no fixed stakeholders. It is a fluid notion. Stakeholders may come together, form around concepts, and it may not be defined for all time and all issues, which I think was important.

In terms of multistakeholder principles, we distilled several. The first cluster was around participation, that multistakeholder models should lead real participation, taking into account that there aren't decision making outcomes, but that it is more than the concept of mere consultation, concept that there is a right for people to participate in governance processes that they have a stake in, that openness and transparency were other keywords here. And this was a standard that civil society should apply to itself as well.

In a similar way, other participation that policy choices shall be explained, shall be justified, particularly from a multi public interest viewpoint. The second core principle related to accountability and transparency, in other words, as civil society, that we, as civil society should ensure this accountability and transparency ourselves, but that also, as stakeholders, we do need common understandings of what we mean by these concepts. Bearing in mind that forms of accountability for government may be different from the forms of accountability for private sector or civil society, but nonetheless, accountability is important. And also the responsibilities of participants in multistakeholder process to be informed and have the necessary skills and are supported in capacity development.

The third principle was somewhat inelegantly framed but was around changing power and balances, that in other words, modalities of process must ensure that civil society groups have a meaningful, equal stake and equal participation in Internet governance processes and that there is sorry a fourth principle was procedural fairness. And a fifth one was diversity, diversity of viewpoints, including not only those who are at the table, but the range of viewpoints on and under discussion.

In terms of other clusters of process related Internet governance principles, it was also an agreement that participants are working to some collective goal or common purpose, that there are documents and materials available online, that there is an openness and all parties can see those, and principles of respect and dignity in terms of how processes are conducted.

N. NWAKANMA:

Now my boss is here. That's the man over there in the cap. His name is Martin. He works at the United Nations Economic Commission for Africa, and he is actually the Africa IGF because he is the one doing the work at the Secretariat, which has been hosted by UNECA and the AU. I am going to respond in a slightly different way, which will be my summary and understanding based on experience, having gone through the national, the sub regional, and the continental. I have organised the Cote d'Ivoire IGF, the West Africa IGF, and have been volunteering on the Africa IGF.

I would like to share the following. Number one point is shoot at the top and dig below. Shoot at the very top and dig as deep as you can. That means that we need all partners on board. In Africa, we need everyone from the AU commission to the person on the street. It's very important that we involve everyone. And give information on time. We have had issues with people not getting important information on the time they need it. So one thing I will put in here will be about sharing information and sharing it on time. And in a language that people understand. There is something called IGF Speak. You send a letter that the WGIG has been convened by ITU, and MS will be speaking with the AfriNIC Chair. That is pure IGF speak. Nobody understands whether MS means multistakeholder or it means Matthew Shears, but actually, in this case, I am speaking about Matthew Shears who will be speaking with AfriNIC CEO. Just say Adiel. So we need to give information in the language that people understand and not just in speak, but in Africa we speak English, French,

Portuguese, Arabic, so it's very important that when we do that we do it in language that people understand. Encourage volunteers. It's a good thing that we see it online. Encourage volunteers. 80% of IGF work is done on volunteer energy, and if we cannot keep the volunteers, then we cannot keep any multistakeholder when going. The other thing is remote participation because that allows people who may not have the funding in place or people who are held for one or two other reasons to still be able to participate. And be flexible on dates and agree on them. In Nairobi, when we looked at the dates because we have national IGF, we have sub regional, then we have the regional we decided it was better to do the Africa one at the very end of the year, just before the global IGF, to give enough time for countries and sub regions to pull off their own meetings.

Of course there are mailing lists. We cannot run away from mailings lists. That's about the basics of communication. Maybe Marco will share more, but most people communicating from Africa IGF are from the open source world, people used to making open calls. It's always very important to make open calls and put them out where everyone who can have an opportunity. And I will say establish a website. I think that's one thing we took away from Nairobi. Some IGFs do not have a standalone website, and it makes people a bit draw back. But when we have an IGF on one site, it makes it easier to put that information.

Finally, I think during our own experience this week, this year, there was a time Markus got very angry, and he wrote everyone and said guys, this is how much money we received. We received this much from this person, this much from this stakeholder, this much from this stakeholder, total this. This is all the money. So now shoot it. So I think especially for us in Africa, it's very important to be clear in money communications. Tell how much there is, where it came from, and what it is being used for. It keeps everybody quiet.

FROM THE FLOOR:

So in looking at the question of principles, and looking at some of the past work that's happened, one of the things that was discovered and it was mentioned in one of the earlier comments regarding the BASIS work. We have the question of what is multistakeholderism, and what is it distinct from how we use it with respect to Internet cooperation.

And if you do a straw man, you sort of imagine that we were all here working on some other problem, we were working on something like the management of the Antarctica or greenhouse gases, okay, but we had a common goal and a sense of purpose, and we decided to use multistakeholder mechanisms for our engagement. When you do that, it actually helps us understand the difference between multistakeholder cooperation for Internet purposes and multistakeholder mechanisms in general. The multistakeholder engagement mechanisms we actually have a pretty good agreement on I don't say we have agreement we have many people using the same words. They're actually up on those screens, open and inclusive, participatory, transparency and accountability. So I actually think work on multistakeholder engagement, independent from

the Internet context, might be helpful because that's a more general problem which would allow us to understand that portion very well.

I will also note there is an overlap in terms, in trying to tease out some of this among the work going on in some of the Internet technical organisations. It's hard to talk about accountability without talking about transparency first because it's next to impossible to build transparency if you don't accountability without it. The same thing when you talk about openness, inclusiveness, and participation end up being a common theme. So I guess I don't think we're as far away as people might think. I think work in trying to figure out what multistakeholder engagement mechanisms are outside of the Internet context would be helpful, and then we can make using multistakeholder engagement one principle in how we handle Internet cooperation, and then we can talk about all the other principles beyond multistakeholder engagement mechanisms because we understand the multistakeholder part so well.

P. JEET SINGH:

I am Parminder Jeet from IT for Change, also with an interest to make it more interactive, I thought we can kind of have a discussion going as well, and I am very I agree completely with John to see things in certain compartments as well. And when we are talking about multistakeholderism outside Internet governance mechanisms, it is proven and established rather well there are some new things which we should take cognizance of, and I also see in certain moves, including Montevideo and other people, who are aspiring to take that out to the rest of the world, and now we need to examine what it does it mean here?

In the outside world, multistakeholder has other history, which comes generally from projects. World Bank made it famous, that you are making a road somewhere, you could quickly collect people around that place, people whose livelihoods are affected, industries are affected, and have a consultation before you finalize a project. It was a very project related idea. And as we elevate it to a form of governance, and I think you are talking about democracy and multistakeholderism and what is the relationship between the two, and yesterday I heard it's just an instrument of democracy, and if it is an instrument of democracy, it should always test itself against democracy, which principle is that everybody should have equal political power. Therefore, each act or process of multistakeholderism, if it is an interest of democracy, has to demonstrate that it actually increases the power of those people who don't otherwise get represented adequately in existing, insufficient, inappropriate instruments of democracy, and then alone is it an instrument of democracy.

So there should be a principle out there to test each method against a test of power imbalance, whether it actually affects the power of the marginalized groups and people in a positive manner, and then alone it contributes to democracy. And the connected point, the last principle which is consensus based decision making; again, I think is a hangover from a process where it was possible to a place where it needs to be thought about. If you would have seen the latest movie on Abraham Lincoln, you would know that slavery would not have been abolishing if we were looking at

consensus in the very august assembly which I saw in that movie. We need to be talking about great contestations of power. There are entrenched powers, people making claims, and status quo in these situations are not I am only saying that we need to examine and I think we can't fix ourselves to consensus based decision making in general public policy areas. Thank you.

N. HICKSON:

I don't want to be too controversial, but I actually think that trying to define multistakeholder approaches can be somewhat damaging. I can see the advantage in having principles, and indeed, I think the principles that Matthew read out earlier are the sort of principles that one should adhere to. In ICANN, the multistakeholder process is quite complex, it's quite sophisticated how the different stakeholders interact. I am not saying it's perfect, but I think it is a process that evolves.

But why I say I think we have to be careful is because I think although we should have principles we uphold for what is and what is not a multistakeholder approach, we shouldn't lock out processes that fall short of that necessarily. Multistakeholder approaches are a vehicle going forward. If we look if we look back what governments did 10 or 15 years ago, then a lot of governments were in a very different position when it came to collaboration, multistakeholder dialogue, et cetera, et cetera. It's a journey. Therefore, I think we have to accept that people are at different stages on the journey. And to say that that is not a process and this is a process I think can be dangerous. Ultimately, we want to have a situation which is transparent and which upholds the principles.

FROM THE FLOOR:

I just wanted to continue on what Nnenna had said. Because in the African IGF, we had two sessions on multistakeholderism, so you have some recommendations which was passed, and I can give them now or at the end of the session, if you wish. There are not too many, and in fact, what was said is as follows: Public participation in ICT processes should be open to all stakeholders and their engagement encouraged. The second one, purpose, goals, and moralities of the processes should be agreed by all stakeholders from the outset, and consultations should occur at the early stages of policy making, thereby improving buy in in implementation. Stakeholder groups should strengthen deliberative structures and processes to be more effectively engaged at all levels, and they should also be accountable and transparent and report back to their constituencies.

Documents, proceedings, and submissions should be open and readily available to the public throughout the process. Multilingualism should also be taken into account to enable everyone to communicate at ease. And remote participation also should be allowed and be the norm in multistakeholderism.

And specific recommendations were targeted to all the stakeholder groups. The young people, government, original institutions, business, civil society, major and technical community.

A. HASSAN:

I just wanted to build on something that Nigel brought up. I think his point is, is very interesting about becoming too rigid. I think that having a discussion about the various types of multistakeholder processes and opportunities and initiatives is going to be helpful in getting to the principles. I don't think we should be afraid to bring out the various examples.

I   know in preparing for our workshop that will take place tomorrow, workshop 41, just in case anybody wants to know. I know it came out that, you know, there is a question when there are national initiatives set up, if there is, for instance, one businessperson and one academic, for some people, that is multistakeholder, and for some people, that is not. But having the discussion about, well, how effective is that? Because really, it's not just about setting up something, it's about that because we believe that informed policy development and decision making comes from having the views of all interested stakeholders, and so drilling down to see, well, what are you losing in you don't actually abide by certain principles in whatever you are setting up and calling it multistakeholder?

S. CHATURVEDI:

My name is Subi Chaturvedi, and I teach at a university. That's as multistakeholder we will get. There's representation from 25 states of the country. In terms of diversity and access issues, India is a case study by itself. About 840 million mobile phones, about 160 million people online, and we are hoping to put and connect another billion. There are issues, of course, with multistakeholderism. It is not something that is uncontroversial. It is not something that we have come to understand and agree. And I think that is a good thing. I have to thank Nigel for bringing this to our attention, which definitions and labels and compartments are not always the best way forward. I do want to, however, take a step back and ask these questions, and these are important questions when we talk about multistakeholderism. Whose voices are heard, and whose voices are left out or excluded when it comes to multistakeholderism? These are important questions to ask.

When we talk about processes and I'll come to democracy and multistakeholderism in just a second but it is also equally important to understand what is the legitimacy that each stakeholder has in terms of representing their voices and opinions? And as Ayesha very rightly pointed out, sometimes we get the platform right, the notion right, and the idea right by having representation, but not participation, by having accountability does not come without transparency. Transparency leads to better efficient and decision making. Collective voices is equally important, and getting as many new voices as possible in the room from developing countries, from emerging economies is an important aspect of multistakeholderism.

That is why let us not forget to celebrate the open bottoms up and inclusive, transparent process that the IGF is. It is a very important moment in history, and I know there are problems, but I would reiterate that these are good problems to have and to solve. I want to share a little experience that we had with India because it is just

so overwhelming when you speak with young people, because young people are not often always polite. They ask sharp questions, and they ask pointed questions. We did about three roundtables, and we had voices from a thousand young leaders who came together and talked about the Internet that they want, and this is the conversation that we need to have, to facilitate. When we talk about multistakeholderism, the Tunis Agenda, paragraph 34 in particular, talks about the rightful roles and responsibilities of each stakeholder, the private sector, the technical community, the academic community, media, youth, the industry, and governments. When we talk about governments, they have an important role to play, and it is important to understand in the state versus market debate, when ROIs are important, governments will create infrastructure in the long run.

That will facilitate and benefit other stakeholders, and they have a huge role to play. But to differentiate between government and governance, as Ayesha also pointed out, is equally an important. The Tunis Agenda talk about the development and application by governments, the private sector, the civil society in their respective roles of shared principles, norms, rules, decision making procedures. Though we might not agree to a definition or a common understanding of multistakeholderism, but both in governance as well as Internet governance, it is an important concept. Because I don't see any other option. I don't see an option where governments can speak with governments and solve a problem which is beyond their understanding at the moment, because governments please remember, did not create the Internet. The Internet was created by cherishing and upholding current values and principles of openness and permissionless innovation. And it is a community exercise.

So I just want to leave it at that for a moment, and we want this session to be interactive. We want comments from the floor. Diplo carried a really interesting exercise, and that's my benchmark for understanding how we see, respond to, and solve questions differently. I just want to put the top three words that were used most often by different stakeholder communities. For governments, it was: Internet, think, IGF. For internal organisations, it was: Internet, think, very, which was followed by much. Nongovernmental Organisations: privileged, think, much, very, and person. Technical communities talked about think, Internet, much, and very. Academia talked about Internet, very, much, think. Business talked about: think, much, very, and goal.

These are calls to action, and this is also a small example in how we talk about similar things but not with equal amount of importance and privileges. So I also want this opportunity to be a call to action for communities to engage and, yes, civil societies have a huge role to play. As Nnenna pointed out, it is important to be able to disseminate information and to be able to build bridges and facilitate greater participation.

FROM THE FLOOR:

So I wanted to take off from where John left and wanted to say there is systematic research that exists on multistakeholderism, and one of these research pieces that we've been studying was undertaken by Fredreich Ebert Stifton, and it looked at the United Nations and looked at what these partnerships actually mean. And the conclu-

sion of this research was that invariably, the notion or practice of multistakeholderism suffers from the problem of putting the cart before the horse, which is that instead of asking the question, how can global problems be solved in a framework of democratic multilateralism, and in our case we might want to say democratic multiculturalism, multipluralism, and everything else. Normally the question tends to degenerate into how can partnership models be strengthened and their management improved?

So this is a kind of a reductionist approach, and what the research also says is that there is no unifying goal in any of these partnerships other than the fact that different actors espousing multiple goals and different time scales are actually coming together. The research also cautions that in these arrangements, there can actually be a distortion of competition and a pretence of representativeness. It also cautions that it has dubious complementarity, where governments escape responsibility on human rights. Well, I think I'll stop there, but just to say that this cart before the horse problem needs to be identified, and one must go back to the touchstone of democracy.

FROM THE FLOOR:

I want to pick up on a couple of points that were made that I think are very useful. Just in relation to the shared understandings of multistakeholder processes. I wanted to share an idea that arose in the Best Bits meeting, which was to do with this discussion and trying to build towards a shared understanding of multistakeholder principles, shared not only in the areas where we agree, but shared understanding of where we disagree.

And one suggestion that has been made is that the Best Bits begin to think about some kind of quality mark, if you like, for multistakeholder processes, taking into account our shared understandings of what principles we think are important in defining legitimate multistakeholder processes. This might be something that a cross community conversation would be good to have, so not only the processes themselves, but how do we share in degree when we look at different processes on the quality of those, and whether we can sort of assist them in some way? And I think that would be an interesting concept to explore in the context of this discussion and the IGF going forward.

N. BOLLOW:

Norbert, speaking for the Civil Society Internet Governance Caucus. We have a workshop that I wanted to mention, and it is very interesting as an example also for what I call incident handling. The workshop is called 'Multistakeholder Selection Processes, Accountability and Transparency'. And the incident is a conflict that arose out of lack of clarity and different understandings about stakeholder groupings. There was a breakdown in trust in the whole concept and process of representation, and the way forward that eventually crystallized is that we are organising a workshop jointly with the three focal points for the nongovernmental stakeholder categories, for the Working Group on Enhanced Cooperation, and we are going to look into principles that will work specifically to have accountability and transparency in a way that is trustworthy so that we can build trust, that people can feel represented, not only

that they are comfortable with the representatives that are sort of responsible for their kinds of concerns, but also that we can have some kind of trust in the whole system, that the whole system is sort of adequate to bring all the various concerns to the table.

L. COWLEY:

Thank you, Matthew. Lesley Cowley from Nominet and the registry, also speaking with my experience working with country code colleagues over a number of years. I'd like to welcome the principles. Clearly a lot of thinking has already gone into those already. And just to add two reflections. I noticed at the very end was something on decision making. And I just observe that's interesting because traditionally the IGF as a multistakeholder model hasn't been keen on decision making, so maybe that's new territory. But for me, decision making in a multistakeholder environment can often be challenging, and often one of the key aspects of decision making is making a timely decision. And if it takes forever to get to a decision, then maybe that's not such a good thing.

My second point, though, is about the wording here, and I am lucky because English is my first language. But even though it's my first language, I could still give you different meanings on some of those words. And I would just suggest that maybe assuming we can reach some agreement on words, and then examples of those principles in action might be very helpful. For example, in terms of accountability, this is a small case study as to how this was done in a particular policy area. That might be helpful in terms of making those principles real to people and preventing different interpretations of the words.

FROM THE FLOOR:

I work for AT&T and also represent a large industry association based out of New Delhi. I just wanted to make a point about the various models that were discussed and the fact that we shouldn't try and label them, to emphasize some of that stuff. There's a lot spoken about the resilient multistakeholder model. Let me represent in some pull this up further let me represent that in from my experience of working for about 18 years in the Indian ICT space, we don't have a body like that, but in fact, I would argue that we have a very strong perhaps even a stronger process of engaging multistakeholders in decision making that is almost written under law.

And in countries where tradition for participation is weak, it is sensible to put this under law. I would just sort of argue, just take about a minute or so, under the Telecom Act in India, which basically leads to decisions of the government, executive decisions of the government, not necessarily policy, both from telecommunications and which lead to Internet access, et cetera, not only are the regulators obliged to act in a transparent manner under law, but in fact, inputs provided by stakeholders have to be considered, and in the event that a party believes that the inputs have not been considered in an open, transparent process that is available to open houses and written consultation, they are able to take the decisions of the government to court and get those decisions set aside and has been done on more than one occasion. So in

fact, the way to strengthen meaningful engagement of the stakeholders with government when it's making a decision, one of the models is to actually write it in law so government is required to explain their decisions and also inclusion of comments that might have been given.

This is not a very celebrated model around the world, but I would agree and would argue a very effective model. In policy making, we have the same process. It's not under law, but there's open consultation. So I was just trying to strengthen the point that was being made that I think the debate about what the various multistakeholder models should be is an evolving debate, but I suppose the basic principles hold. The point that I want to emphasize upon is that when the government is making decisions, it should be obliged to reflect the inputs that have been received, including the ones that have been rejected, along with assigning reasons. And that will strengthen the confidence and the process more than any other discussion. I'd close by saying that in countries where this is not a strong legacy or not well developed, it makes sense to put it under law to the extent possible so that recourse is available when the principles are violated.

M. CARVELL:

In fora like this and also in the ITU when it's dealing with Internet issues and also in the UN and other fora where a lot of examination and the evolution of multistakeholder processes come up for discussion. We are very committed to getting involved in those discussions. As much as possible. I just wanted to follow up in a kind of neat segue in the last two or three interventions about the UK experience here because we do have a long, well established tradition within the UK Government of consulting on any legislative proposals, and there are a number of well-established mechanisms for that, publication of green papers, white papers, and so on. And generally being open and accessible to anyone who has interest at the centre of a legislative proposal.

In the area of Internet governance, we have set up a process for consultation with stakeholders. Minister Vaizey referred to this in one of his speeches when he was here. And that is the Multistakeholder AG on Internet Governance, a new acronym, called MAGIG, and that comprises about 40 representatives from across our administration because Internet issues, interest in other government ministries, in respect to Internet issues, is quite extensive. So we bring together those colleagues from other parts of government, so we're more joined up. We've got the private sector there, we've got civil society, and we've got the academic experts.

So this group, we meet with them at regular intervals. We have an agenda which is largely determined by what's happening in the Internet ecosystem, such as the WSIS review, process of the IGF, ITU preparations for the High Level Event next April, and so on. So we've got a very busy agenda. And we are saying look, this is what's coming up. Let us know what you feel. We can do a paper about this, circulate it against members of the MAGIG, and then we get a better sense of confidence is actually the point that's being made. You know, we are going in line with what stakeholders are telling us, and if we have points of difference, let's talk them through and examine that. At

that national level, we are very active. We are very active in the European multistake-holder forum, the EuroDIG, European Dialogue on Internet Governance. We engage in discussions when EuroDIG takes place. Then in the Commonwealth, we have it's a bit of a virtual forum. We don't have standalone events as the Commonwealth IGF. We've got an Open Forum here in Bali on Friday morning. And there the experience has been good in terms of bringing together potential partners for initiatives, concrete actions coming out of dialogue. The IGF is not a decision making forum, but it brings together potential partners, and that is the catalyst for cooperation, again, involving stakeholders, and we have a major initiative on the go. We'll talk about this at our Friday session here, and that is the cybercrime initiative.

And there we have all the key international partners engaged in capacity building to combat the threats of cybercrime. We have ICANN, Council of Europe, ITU, UN office of Drugs and Crime, and many others, existing Commonwealth institutions that have an interest in this, such as Commonwealth Secretariat. They are all around the table with us, and it came around a very open discussion that we facilitated through the Commonwealth Internet Governance Forum. And I think the story is looking very good on that. The dialogue, the coming together with partners is leading to a very open and accessible process. I briefly wanted to count that as an example of how dialogue, involving stakeholders, governments can actually lead to concrete actions.

M. SHEARS:

I see no other hands, and in the interest of time, I think we need to move on just to let me just make a couple of comments. I think we've had a very rich discussion. Some themes that have come out are the imperative of diversity and geographical representation, the need for common language, and a common understanding of what those principles that we may be working to are. There needs to be opportunity for participation, including remote participation. We talked a little bit about legitimacy of purpose and how important that is, about bottom up agenda setting, clear and transparent processes, the legitimacy of representation, and general transparency of what the process is and how do you contribute and what the outcomes are and what the accountability is.

I think at this point I'd like to turn it over to Adiel, and I'd like to see if we can, without wordsmithing which is going to be very challenging if we can come to some sense of purpose around the words that we've got up on the screen as a first step, if you will, and if that's agreeable, I'd certainly like to give that a try, and I'll turn it over to Adiel. Thank you.

A. AKPLOGAN:

One thing that I've noticed as well is that globally we are all converging towards some key principles. When we start digging in and start looking at the applications and start looking at their translation into different areas of Internet governance, policy development process at country level, then the interpretation may vary, and that inter-

pretation depends a lot on the environment and who is driving the process as well. And I think that is where the challenge is for all of us, how we can get around that.

I think what we can do now, as Matthew said, is to look at those words projected there and see among those words which of them can across the board can be applied and where we see challenges as well. Because one of the parts of this session was to look at where the challenges arose in applying those principles of multistakeholderism generally. So if we can look at those few points and see if there is or there is no convergence on those principles, and if there is no, where the challenge where is the challenge, and how can we address them going forward?

J. CURRAN:

Looking at the ones on the screen before us, I just note that the mechanisms listed for decision making and for how transparency cover how decisions are made and the inputs behind that, but it actually doesn't cover the documents and the materials in the discussion. So there's a question of whether or not multistakeholderism requires not just understanding how the decisions were made, but access to all of the communications, all of the inputs are available.

And it doesn't it's an interesting question whether or not this is an Internet specific item or not, but it doesn't specifically talk about things like public comment and remote participation. I'd like to think if multistakeholder mechanisms were used by another group of people solving some other problem, they'd still include mandatory processes for public comment and from remote participation where feasible and without any requirements for participation in either of those other than decorum.

A. AKPLOGAN:

Thank you, John. You mentioned excuse me, Parminder. Just to comment on John's comment. You mentioned remote participation, public comment, and availability of documents or supporting documents for the decision making process. Can those be aggregated in transparency, for instance?

J. CURRAN:

They can. Presently the language there provides processes, decision making, and decisions made and input. That actually doesn't include all of the input, just the input reflected in the decision, and so we just need to be careful there. We need to elaborate transparency.

P. JEET SINGH:

I think I perhaps did not make myself clear, but I reiterate and I said this even when these principles were being developed that consensus based decision making in public policy is a huge political issue. And I repeat, we are talking about public policy decisions of power conflicts, structural marginalisation. I actually gave an example that slavery would not be abolished in consensus making decisions. Therefore, we cannot tie ourselves to consensus based decision making in public policy process. That was not acceptable earlier for us and is not acceptable politically generally for any processes

which I have been a part of, so I would like that to be removed or said in a manner which does not make it applicable in public policy processes.

Secondly, as a principle, also I requested that multistakeholderism is seen as a form of participatory democracy, and every instrumental act of multistakeholderism is checked, whether it actually increases the power and participation of those who are traditionally left out. That, for me, is the biggest principle. We don't need reform in democracy if democracy is working, and if multistakeholderism is reforming democracy, then it means it's not working, and the point it's not working means people do not have political power, and multistakeholderism is only legitimate if it increases the equity of political power.

So two things, again, to be very precise so that they get incorporated, consensus based decision making public policy cannot be a thing we can commit ourselves to. Second, it should be a form of participatory democracy and should be checked against whether it increases the power of marginalized groups.

M. SHEARS:

Perhaps we could take the following approach, and we've got an incredibly valuable transcript going here that reflects all the various inputs that have been given so far. Perhaps we can talk about these a little bit more generally, and then take into account the point that everybody is making and view this as an ongoing, iterative process, so taking into account the things that people have said and work and view this as something going forward. And I really I particularly liked Lesley's proposal about looking at actual practices and how can we illustrate these principles through actual things that are working out there or, indeed, the challenges aspect.

So rather that perhaps it's good to hear we would like to hear what people have concerns about, but we're not taking this session as an opportunity to wordsmith. This is an ongoing process. We want to get the sense of this room, so to speak, and take this discussion forward. So let's note all the comments and take this discussion forward, towards the next IGF, and build on the basis of what we have on the screen as a starting point.

FROM THE FLOOR:

I don't have a specific application, but I would like to comment on specific applications. It seems to me that the basis of your principles is that there's some kind of normative consensus among the various stakeholders. That is, there's a convergence of the stakeholders around a shared set of values and norms concerning the issue at hand.

I think there's a problem with that. When we talk about stakeholders, we are talking about interests, and in many environments and many decisions, there are conflicts, conflicts between interests as well as perhaps conflicts of interests, but certainly conflicts between interests.

And I guess what I don't see in your principles or that hasn't been raised in the discussion to date is how, in this context, those kinds of conflicts are managed. That is,

when there isn't a normative consensus, when people are pursuing their interests and you have in some sense a zero sum game. And I think that's perhaps getting into an issue that was raised elsewhere, which is the issue of the relationship between multistakeholderism and democracy. One of the key virtues, if you will, one of the key contributions of democracy was its capacity to settle, to resolve gross conflicts within society, perhaps not to everyone's satisfaction, but at least to a degree of satisficing amongst the various parties. And the challenge that I see if multistakeholderism is put up as a decision making process, in the absence of its subordination to democratic processes, is that there is no means to resolve those kinds of conflicts.

J. LIDDICOAT:

I just wanted to repeat the earlier thought, share the earlier thought we'd had about discussion and some of the Best Bits list about coming up with some shared understandings that we could use to assist from a sort of a qualitative basis, multistakeholder processes which we think have hallmarks of or appear to be conducive commensurate with, I should say the principles that we're sharing, and we think this would be a useful thing to explore. It's a new idea. And we think, you know, it would be a valuable input perhaps to the next IGF and also something for participants in other IG related processes to take into account in their own work.

I just, on the consensus based decision making point, I mean; I understand that there are different perspectives on this. But I wouldn't want those different perspectives to prevent us from including within decision making those decision making processes that are based on consensus, where there is some qualitative aspect towards ensuring assuring, I should say that consensus is genuine, fully informed, and resulting in the kinds of processes that we want. I certainly would not want to see consensus based decision making excluded entirely from our principles. I think that would be counterproductive. The point is well made about the quality of those, but I think that that's a different issue.

FROM THE FLOOR:

I thought I would quickly share some thoughts. I will try to be very succinct, as much as possible. I think to a large extent, because there are different contexts within Internet governance, whether it's within a policymaking body, whether it's within the IGF, or whether it's the selection of certain representatives or constituents and that sort of thing. I think one thing we should include in our dialogue is the philosophical base. The reality is you can have one person from government, you can have ten people from civil society, you can have maybe two from corporate, but that one person can override the room. Numbers don't solve the problem, although they do help in terms of aggregating and ensuring a certain level of equality of voices.

However, having said that, I think we should focus and this is and I'll quickly address the philosophical point. I think we should move away from we should move to the bigger picture as to why we are doing this and get the stakeholders to recognize that at the end of the day, it has to be people centric. Corporates need consumers to purchase

or to acquire products. Governments exist to look after global I mean, not global to look after their citizens' interests, and the civil society is sort of a watchdog, so because context defer and that sort of thing, I would say that a values based approach to collaboration, returning the focus to it's about the people.

CHAIR:

So ladies and gentlemen, I followed all the discussion. This is my first time to be involved in the IGF, and very interesting and very difficult, of course, especially when maybe during your childhood you never understand about the value of what they are discussing here. And this is very important. And we are lucky also, like for Indonesia, my colleague already mentioned that we have about 450 ethnic groups. We are lucky we have the national language. That's the first. And the second, also, the national language is chosen from the small ethnic group, not from the major, like Javanese. This is a kind of respect for all. And our symbol or our foundation, university and diversity. So therefore, we are trained, we learn. Even though the younger generation involve, interfere, interrupted by the new culture in Indonesia. Maybe the environment is changing.

I believe that let's say Bali can produce the brilliant thoughts, and we can, of course, later discuss in maybe in the special dialogue regarding this. So, ladies and gentlemen, with this comment, I conclude the session on Principles of Multistakeholder Cooperation, and thank you also for moderator, Adiel and Matthew, and also Markus, who guided me in chairing this session.

Principles of Multistakeholder Cooperation
Reports of the Workshops

**Workshop #36: Who Governs the Internet—How People Can Have a Voice
Brief substantive summary of the workshop and presentation of the main issues
that were raised during the discussions:**

The facilitator began with a general description of the current discussions on Internet governance process, including the IGF, the CSTD Working Group on Enhanced Cooperation, the declaration of Brazilian President Dilma Rousseff to the General Assembly on the practical monitoring United States, the Declaration of Montevideo on cooperation of the Internet technical community, and the proposal by Brazil Summit in 2014.

The first panelist, Nigel Hickson, said that from the point of view of ICANN, Internet governance, it is broken, but there are clearly challenges. The Tunis Agenda is one of these challenges, as it was written at a different time, by officials in a compressed timeframe. It reflects the thinking of the time and had compromised. But he established a very important day agenda including the mandate strengthened cooperation on which the CSTD Working Group will soon publish a summary of the inputs to

the questionnaire. WCIT summit is a wakeup call for many, revealing deep divisions between countries. While the conference was not a success, it has shown that there is a gap in the existing mechanisms, including privacy issues and cyber-security, where ITU members could claim a mandate. If we cannot offer an alternative, they come to the agenda again at the ITU Plenipotentiary in Korea. So before that happens, we need to discuss whether a new process or dialogue is required. Fadi Chehadi recently met Brazilian President on short notice, and it was agreed to hold a summit on issues such as those raised by the revelations Snowden. Some think it is the wrong way to go, others believe that it is the only way forward. But a purely governmental approach is widely regarded as the wrong way to go.

Małgorzata Steiner spoke of a Polish perspective, as a representative of what other countries are going through. She described the ACTA protests were a huge turning point for Poland with millions of people in the streets, the largest demonstration since the 1980s. Poland organized large meetings in response, prompting users, artists, businesses and technicians as well as having a conversation with the Prime Minister on 8 hours. Some people do not even see the need for a conversation, they wanted an authoritative Prime Minister's decision–either to withdraw the decision to sign or sign ACTA. But it was the beginning of a dialogue and we had to make it work, even if it was a new approach requiring adjustments on both sides. He also had an impact on our domestic policy. We would never think to regulations affecting the Internet without consulting the people. We applied this method to the WCIT last year, although one of the problems we found that there were no comments to come in. There will always be an important rule for the ITU telecommunications issues, but we must help the ITU evolve in a way that is also multistakeholder. We practice this process IGF.

Parminder Jeet Singh began by noting that the Internet is a lot of different things, so that its governance is perceived differently by people who disagree, but can actually be talking about different things. For the maintenance of the Internet, we all agree that something must be done, and it's pretty easy. But on more political and cultural issues, there are conflicts of interest that must be managed in a different kind of process. We cannot decide even consensual manner that technical issues can be decided. If you insist on consensus, this results in paralysis; if you stick to the status quo that favors a certain type of people. Slavery would never have abolished if we require a consensus, which required a political process to create change. How is multistakeholderism different participatory democracy? It may not be possible to agree on a framework of confidentiality or competition issues, multistakeholder manner. The IGF is an institutionalization of questions, but remains independent of public policy. It should be strengthened in this role, but the decision should be left to responsible people.

Ellen Blackler Disney spoke as a member of the CSTD Working Group on Enhanced Cooperation on public policy issues related to Internet cooperation. She said she sees this as part of the composition of discussions on Internet governance. It has so far held its first meeting, which took about 40 representatives. We spent some time

talking about what enhanced cooperation was at the first meeting and worked out a questionnaire. The survey results will be integrated into the rest of the group work. Internet governance is broken or failure? Like any process, it can always be improved. We invent something new, and that is why it is really hard. However, many of these same problems also exist offline and have not been resolved; freedom of expression is an obvious example that causes difficulties and differences in implementation worldwide. Thus, the combination of difficult problems, plus the need to invent new ways to solve them, that is why we have these problems in the governance of the Internet.

Benedicto Fonseca spoke of the summit in Brazil (which was the language used by the President when he said he would like to retain this formulation). Through his to the General Assembly, he wanted to promote an international civil framework for the Internet. This was motivated by the work of CGI.br on Marco Civil. It is therefore not correct to say that she was promoting something purely multilateral, to the exclusion of other stakeholders. It was a misleading interpretation. Later, we had the Declaration of Montevideo, which showed a willingness on the technical community for modifications. However, sometimes the debate on Internet governance is centered too much on ICANN and ITU. When Fadi Chehadi met the President, we did not expect. He agreed with what was in the statement. She was happy that they would watch the international architecture and see what adjustments could be made. He acknowledged that changes were needed. But that does not mean some new direction. So we want to be respectful of existing processes, including enhanced cooperation process as Brazil and others were very keen about. We want to ensure that we can produce more productive results and do not want it to harm it. We do not want to interfere in the comments of the ITU WSIS+10 process. We consider the IGF as a permanent body. We see no alternative to this, and we are a candidate to host the meeting in 2015. We also discuss the monitoring information, both from the top but also at the bilateral level.

Finally Grace Githaiga noted that since WCIT, there was some suspicion among stakeholders. Some have had the privilege more than others. The business community and the technical community seem to wield more influence in policymaking. This means that in the hotly contested issues, the most powerful players have won. For this reason, we discussed the need for a very clear entry and exit for stakeholders on issues of concern frame. In Kenya, we have a multistakeholder consultation process in the Constitution that requires involving all sector actors in any political decision. Multistakeholderism true is the participation of stakeholders ordinary reflected in the final results. There seems to be fatigue around the IGF. So how can we do more than talk shop talk and offer practical lessons? ICT departments arise for these practical lessons. Maybe we want to go back to the drawing board. How can we have these suggestions taken forward? Civil society in Kenya responded to the questionnaire on enhanced and we believe that different perspectives should be included in its report cooperation.

Conclusions drawn from the workshop and further comments:

The meeting then took questions from the audience. The first was complaining that we knew about the proposed ITR amendments for a while, but it took the community too long to respond. We did not see much action until the last minute. It was very difficult for the conference to come to Dubai solid resolutions. Now we are in a similar position: the new event in Brazil is also at the last minute, but we're still discussing the significance of multiple stakeholders / multilateral, and not to discuss concrete proposals. Nigel Hickson replied in agreement with the issue, noting that there was a lack of understanding in the process leading to the WCIT. It was an open process, but we do not expect the ITR to include proposals that go beyond telecommunications. Parminder agreed, stating that the WSIS was very open with two years of the drafting process, and the caucus of civil society, gender, disability and so on, supported by many organisations. At WSIS, all material contributed goes to the screen in the negotiating room itself.

Andrew Sullivan ground said that when we talk about Internet governance, sometimes they are technical things, sometimes they talk about content issues as child pornography. It would be more useful to divide the space into more reasonable digestible packages. Ellen responded that most of these pieces tend to be addressed here in the IGF, but people go to different tracks and tend to stay there. It is a philosophy of self-organisation, rather than deciding for people. This is a complex process for sorting tracks proposals. Benedicto stressed the importance of improving IGF, as we can identify some gaps. Parminder said that effective taxonomy would be useful. The Working Group on Enhanced separate public policy issues related to technical functions general questions of policy cooperation, and both parties have different requirements. But we still need a convergence mechanism that addresses areas related to all kinds of Internet fields (IP, trade, security). If we just deal with specialized organisations, they do not do a very good job.

One last question was about how it is difficult for base participants to join meetings like WCIT and IGF. There is a lack of resources and a lack of understanding, because they are complicated questions. What do you think of how states and member organisations can answer this? The committee suggested that the provision of a virtual participation was an option to solve, but that discussions on Internet governance should be available at the national level, and these discussions should be linked to the regional and global IGF.

Reported by: Jeremy Malcolm

Workshop #41: Developing and Effectively Using Multistakeholder Principles Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop aimed to promote awareness of multilateral principles and share ideas on how they can be developed and used effectively. Concrete discussions and recommendations of the meeting at the WSIS+10 event held at UNESCO in February 2013 form the basis of this discussion, which focused on "de-jargonizing". It was proposed

that multistakeholder processes at national, regional and international levels must comply with the following principles:

- − must be open and inclusive;
- − allow all stakeholders to s initiate and participate;
- − stakeholders should be able to contribute to discussions and decision making;
- − transparent input on the process and decision making and transparent about how decisions are made and reflected;
- − the decision should be based on consensus and explain how the contribution of the multistakeholder process was integrated.

Participants were invited to submit examples of multistakeholder process. Jacqueline Ruff (Verizon) has provided an approach to consumer rights in terms of transparency in mobile applications embraced by the consensus of the debate's participants. This initiative was organized by the Government of the United States, leading to a multistakeholder process that has provided a set of consumer rights embraced by all participants' debates. Everton Lucero of External Relations of Brazil Ministry presented two examples: the ten principles of Internet governance and use in Brazil, as set by the Steering Committee of the Brazilian Internet (CGI.br) and the management of ports 25/TCP by CGI. br. This initiative has allowed Brazil to move from first to 25th position on list of countries that send the largest amount of spam. Blocking port 25 was decided after a number of discussions with various stakeholders, including telecommunications companies, Internet service providers, the Department of Justice, the Telecommunications Regulatory Agency and agencies consumer protection.

Referring to the recent events concerning the revelations of unauthorized surveillance of communications targeting Brazil, Everton Lucero also pointed out that the mere fact that the Brazilian government brings the discussion on how to organize an event to discuss the topic, as well as other issues of Internet governance is only evidence to support its government and IGF multistakeholder model. Johan Hallemborg, the Swedish Ministry of Foreign Affairs, has provided two examples of the multistakeholder process: the activities of the Council of Europe to adopt recommendations, and the Swedish group on governance of the Internet. This group, which meets every two months, is joined by ministries, government agencies, academia, civil society and business. It does not create binding decisions, but act as a tool for sharing information very effective.

Moderator Anriette Esterhuysen, Association for Progressive Communications (APC), stressed that the examples that have been cited by the panelists could be classified into two categories: (i) a broad process of networking or (ii) practices that have led to the creation of soft law. In this spirit, she questioned the next panelist, Wolfgang Kleinwaechter, Department of Media and Information Studies at the University of Aarhus, if the debate on multistakeholderism on Internet governance could lead to the implementation of hard law. Wolfgang stressed that it is important to differentiate the principles of Internet governance from multistakeholderism principles which focus later on the procedures of interaction between stakeholders and not on the content.

He defended that soft law would be a more appropriate solution to deal with the governance of the Internet for its flexibility in creating frameworks for questions that can be strongly affected by the change in technology.

A number of comments from the room full of participants drew attention to the challenges of multiple partners and outlined how it could be formulated in a way that promotes diversity in participation and at the same time, more informed decisions. A comment made to the fact that multistakeholder processes tend to take longer to reach a decision processes that are conducted and decided by a specific actor. It may be easier to receive input from stakeholders, but the methodology of decision-making in a manner in which all parties feel that their voice was heard and a consensus has been reached can be difficult. Other comments focused on the selection criteria, which is a real relevant stakeholder, the difference between shared responsibility and equality, and what is the role of governments in multilateral processes.

A question from the audience raised the question of what would be the desired situation in which the government withdrew the multistakeholder process reaction. Other comments addressed the issue of how to select the relevant inputs for decision making. This debate is important because transparency as a principle for the multilateral process should apply to decision-making and for inputs as well. Finally, taking on the issue of speed to make a decision in a multistakeholder process, a member of the audience pointed out that a multistakeholder process should be divided into three phases: (i) the establishment of the program, (ii) policy formulation, and (iii) decision making. In this regard, the level of inclusion in a multi-process tends to channel greater participation in the debate on agenda setting for a small group of people, mainly with the delegated authority to make decisions. In the last series of reactions from the committee, Anne-Rachel Inné, AfriNIC, emphasized the concept and issues of consensus in a multistakeholder process.

Conclusions drawn from the workshop and further comments:

The workshop has advanced the debate on the principles of multistakeholder processes and forums that provide insightful analysis of the principles and challenges, and operational conditions for effective decision making. The implementation of the multistakeholder principles-for processes and governance forums of the Internet could lead to the creation of soft law. Based on the experience of the Universal Declaration of Human Rights, the degree of applicability of such a result and how it could even result in national courts and be adopted by a wide range of actors was discussed.

There was consensus on the need for a multistakeholder process to be as transparent as possible, not only in decision making, but in all phases. Examples cited in the beginning of this constraint panel. Although there was no more time to discuss the idea, one speaker raised the question of whether the creation of a multistakeholder board / body as a part of various approaches, which include multilateral process oriented on current and emerging issues, would be appropriate to function like a clearinghouse to consolidate the experiences of different processes and expert analysis on how to improve it.

Reported by: Carlos Affonso Pereira de Souza and Sarah Kiden

Workshop #68: E-Participation in IG Processes
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Workshop 68 on e-participation principles was a continuation of the process of discussing and drafting the E participation Principles for IG process that was started at the IGF in Nairobi in 2011 and continued at the IGF in Baku in 2012. After briefly reviewing the version 3 of the Principles and inviting participants (both in situ and remote ones) to jointly work on improvements through an Etherpad software (for collaborative document editing), the discussion turned to exploring the needs and obstacles for e participation as a year round process, in between the two IGF meetings rather than only at the IGF. It was emphasised that e participation can further extend the outreach of the IGF and enable the input of diversity of views into the IGF preparation process during the year. The near final draft of the principles, including comments and suggestions from this session, accompanies this report.

A variety of possible platforms were mentioned, including the importance of social media aggregation and engagement with the target groups, especially the user communities globe wide through these by the IGF leaders. Special caveat was brought up about the convenience of the used e participation tools for people with disabilities. The two blind participants have joined the panel remotely through an established telephone line and have expressed their support for the need for working e participation systems.

The needs were then confronted with the realities of remote participation: the practical examples of IGF, UNESCO, ITU and African Union. All of them reconfirmed the importance of remote participation for their major events (esp. WSIS+10 Review related) and emphasised the importance of strategic and timely planning, organisation, training and testing well ahead. One participant noted that in practice remote participation faces lots of challenges but not problems; all the challenges could be addressed with a timely planning and sufficient resources.

APC, for example, as explained by Emilar Vushe, has allocated resources to build capacity of not only their staff members, but also their group members, and have held the first African IGF with partners in South Africa to build the capacity of partners to be able to participate meaningfully, not just off line (in situ) but also electronically.

Jerry, of the DCAD, reiterated Andrea Saks' points that platforms must be accessible by persons with disabilities, registration for conferences must include information about special needs of remote participants, for example those with wheelchairs, tools dealing with persons with disabilities and platforms for special needs must be addressed, effectively, not just theoretically.

Input and suggestions about the need to find funding for remote participation, as well as other comments were made by Makane Faye and other remote and in situ participants. These are reflected in the new version of the draft principles.

There was an impression that the IGF, in spite of being one of the pioneers of the remote participation (with the Remote Participation Working Group founded in 2007, and with the new concepts like the remote hubs etc.), has stagnated with its remote participation due to lack of strategic planning and finances, and in spite of great devotion of the IGF Secretariat team with very few resources. The general feeling was that the IGF needs to seriously consider planning, finances and resources for e participation both for remote participation during the annual and preparatory meetings and greater participation in the preparatory process in between the two annual events in order to re take the leadership in innovations and inclusiveness through using the e tools ('walking the talk') and meet the recommendations of the CSTD Working Group on improvements of the IGF with regards to greater inclusiveness. It was believed that the next version of E participation Principles would serve as valuable guidelines for this endeavour.

Specific recommendations for the improvements of the E-participation Principles include:

– introducing possibilities for asynchronous systems (of preparatory inputs and feeds) that could overcome the obstacle of time zone differences;

– enhancing e-participation systems with multilingual options and automatic translation (where possible);

– adjusting systems for convenience of people with disabilities (therefore combining audio, video and textual forms) while being aware that this might imply additional costs and investments;

– strengthening the use of e participation tools that could enable inputs to the process throughout the year, and especially social media and e tools that could be integrated with the website (polls, evaluations, discussion fora, etc.);

– general (new) recommendations for the improvement of e-participation within the IGF process:

   º strategic approach towards e participation (both at the annual event and throughout the year) by IGF and MAG including planning the funds, resources, tools, hubs etc. as soon as the IGF 2013 ends;

   º greater involvement of interested and skilled individuals and organisations around IGF (Remote Participation Working Group members, Friends of the IGF group, etc.) in e participation planning and implementation;

   º use of the E participation Principles document as a starting base, as well as other existing materials related to e participation (RP toolkits, Social Media reporting guidelines, etc.).

Conclusions drawn from the workshop and further comments:

E-participation Principles near final draft

The development of E-participation Principles started at the 2011 IGF in Nairobi, Kenya, continued at the 2012 IGF in Baku, Azerbaijan, and has resulted in this near final draft at the 2013 IGF in Bali, Indonesia.

Using a system of collaborative editing, many people have contributed to the development of these principles. Principles, Guidelines, and Handbook should be formalised and disseminated before IGF 2014. A strategy for funding must be formulated and implemented.

PRINCIPLES

Inclusiveness

- E participation is a set of resources that allows for increased openness and inclusiveness, particularly in global policy processes.
- E participation platforms should support customisation for local language and context.
- E participation should be multilingual, moving beyond the current focus on English (e.g. transcripts of main sessions).
    - Platforms must be accessible by persons with disabilities.
    - Registration for conferences and planning must include information about special needs of remote participants (as is done for in situ participants, for example, those with wheelchairs)
    - Adequate testing of tools and installations must take place live before the event.
    - Remote participation tools should be integrated with the tools available for all participants; for example, anyone should be able to see who is a session on their laptop/computer screen and to participate in a shared chat around the sessions.
    - E participation channels and online communities should be promoted through IGF publicity.

Equality of participation

- E participation is not about technology; it is about people. Relational participation that provides a social context is an important part of meetings. Further study should be done to improve the intangible social layers of online participation (i.e. corridor networking, social events, visual participation) and to link the two groups of participants on a social/human level. Remote interventions should be presented as unique input, not a joint summary of remote comment.
- E participants should be able to register for the IGF or other global meetings like anyone else, and should not be made to feel like second class participants.
- E participation should facilitate different social media tools and platforms.

- Special efforts should be made to facilitate e participation of countries, communities, and individuals who have limited access to the Internet.
- E participation should include networking and interconnecting hub to hub as well as hub to meetings.
- E participation should actively seek the inclusion of online presenters and panellists, offering alternatives in technologies and connection possibilities, or asynchronous participation, to foster the inclusion of voices that do not have the resources to attend in situ.
- Time zones of meeting venues and compensating strategies should be considered to make sure they foster effective remote participation.
  - Remote presenters should be given equal footing with in situ presenters and panellists.
  - Exclusive remote participation coordinator/moderators should be assigned, i.e. those who do not have other jobs at the same time, and are responsible for interactions between the meeting's physical participants/current speaker, the Chair and the remote participants.
  - Equal participation between online and offline participants should be ensured through planning, meeting strategies, appropriate panel organisation, and e participant aware/trained panel moderators.
  - Understand that not all in situ participants get a chance to speak. Not all remote participants will be able to speak either.
  - Opportunities for remote participation should be clearly advertised in advance of all meetings, with clear guidance for participants on the opportunities that will be available.
  - A clear procedure should be established to encourage remote participants to intervene. Such a system is desirable both for those physically present and those observing the meeting remotely.
  - The addition of remote participation should not degrade the quality of in situ participation. Systems must protect the integrity of the in situ meeting.

Scale and stability

Funding mechanisms must be sought for follow up on remote participation.

- E participation should be prepared for scale up in order to facilitate increased e participation.
- The e participation process should remain open to new ideas and improvements from participants: e participation is collaboratively created and should remain flexible and adaptable.
  - There should be a clear commitment to problem solving and troubleshooting.
  - There should be the possibility of e participation in the development of the e participation process itself.

- A clear and comprehensive guideline for remote participation and its moderation and post session or meeting reporting for meeting hosts, facilitators, and chairs should be prepared.

Capacity building

- Training is essential for e participants, onsite panel moderators, and onsite remote moderators.
- E participation must recognise and address the need for basic digital skills.

Moderators should be trained to deal with issues of persons with disabilities.

- Capacity building is not just technology oriented—it must also address moderation and facilitation skills and technical support training for hubs, remote participants, and those provide background support.

Providing platforms

- E participation should foster the creation of inclusive platforms among organisations.
- E participation should be built using open source software to support innovation, creativity, and inclusiveness.
  - Platforms must be accessible by persons with disabilities.
  - Interoperability of platforms for special needs must be addressed.
  - Multiple platforms and media should be used for remote participation (web conferencing, webcast, chat, Twitter, social media).
  - High and low bandwidth options should be available to improve access to e participation.
  - E participation should include formal and informal channels of participation.
  - Technologies for remote participation need to use open standards so that they can be better integrated in one place, or used in different flexible ways (bringing transcript; video; audio; chat; and twitter together) and making remote participation visible on a screen in the room.
  - Investigate the possibility of free bridge/access numbers to solve low bandwidth problems, to include areas that only have mobile coverage.

Integrating e participation

- Remote participation needs to be integrated into the methods and processes of workshops.
- Moderators, panellists, and audiences must be prepared to recognise and integrate remote participants into the design and implementation of the workshops.
  - Remote participants must use all means at their disposal to make their voices heard, especially when main channels of communication are insufficient. Flexibility of approach and technology must be implemented to overcome challenges. There is an acknowledged risk that this can lead to fragmentation of

conversation/confusion about where to go to input so this needs to be handled carefully.

- There must be a description about the steps of policy making process and at which step e participation can be applied, and how it should be implemented.
- There must be the clear indicators that are used to measure the success of e participation in policy making processes.
- There must be clear definition towards what e participation is, and the types of action that can be categorised as 'participations' in policy making processes.
- Remote participation should be more visible in the workshop rooms with a list of remote participants on screen.

- Ensure that the remote/in situ chat is projected on screen in the workshop, as part of a remote participation screen.

  - Information about the event/workshop, such as speakers' names and affiliations, should be prepared in advance and made available to remote moderators, so that they can offer important complementary information in the chat box, and reply to basic queries from remote participants.

GUIDELINES

- Guidelines and principles should be disseminated.

  - Moderators should consider remote participants as equal participants.
  - Each speaker should identify themselves each time they start speaking. Remote/in situ participants cannot always identify the speaker, even if they have already spoken.
  - Moderators and participants, as well as speakers, panel members, both in situ and remote should be clearly identified before intervening, and should acknowledge each others' presence with greetings and references such as 'everyone in this room', to include 'or online'. Statements that address the audience should include all participants (in situ and online).
  - Remote participants should be clearly addressed as part of the audience and panel.
  - Incident reports from any event should be logged and taken into consideration for next planning purposes. We should not repeat errors from one meeting to the next.

Include RP points that are addressed in the planning and open consultation process during event strategy sessions.

  - Both remote and in situ participants must exercise flexibility and adaptation to physical environments and resources available.
  - Remote participants should prepare for their participation, in much the same way that onsite participants do. Onsite participants prepare for journeys, remote participants learn platforms, and prepare recordings and technology to assist them.

HANDBOOK

- Formalise a Remote Participation handbook in partnership with other organisations doing remote participation, compiling and incorporating previous works, especially by Bernard Sadaka of the IGF Secretariat and RP support, and Marilia Maciel of DiploFoundation, and others (ICANN guidelines, the ITU).

Combine the guidelines for moderators from the IGF RP efforts, the RPWG efforts, and others to take advantage of existing documents.

- Focus on a common user experience whichever tool is used. A mix of tools is needed, but the process of entering RP and finding your way to the tool(s) being used for a particular session should be made more consistent.
- Develop guidance on how to present information to participants such as placing a clear link on the front page of the related site, clearly explaining what tools are available for the session, Perhaps use an aggregator for centralising all tools for RP for any particular event.
- Develop standards which make tools accessible to participants with different capabilities across sound/video/operation [follow up/review standards that are established and in process]
- Review available tools and assess how accessible they are.
- Review steps for optimising online participant tools (microphones, echoes, speakers).

FUTURE CONSIDERATIONS

- Could we put together a funding bid/ask for sponsorship to put time into this technical development? Are there other partners who could help with this? [http://ietf82.conf.meetecho.com/]
- Should physically present participants avoid joining online in order to facilitate better bandwidth use?
- Add remote participants to hallway discussions through chat?
- Form a directory of interested RPWG or RP support group members.

Reported by: Ginger Paque

Workshop #81: Multistakeholder Dialogue: Big Data, Social Good & Privacy Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop was attended by about 50 participants and the following main issues were raised:

Big Data for social good: The aggregation of anonymous, mobile derived data offers huge opportunities to achieve social good objectives. These include (a) better road / transport planning policies by monitoring traffic congestion, and (b) access to cleaner

air by identifying and targeting action on more polluted areas and reducing externality costs e.g. treatment of lung cancer.

Personally identifiable information (PII) is not necessarily needed to achieve some of these social good objectives. The OECD panellist noted that it's "perfectly feasible and useful to work at the macro level".

The role of the law: Countries tend to have different national and local privacy laws, which can lead to legal uncertainties, costs and barriers for both businesses and governments. Some countries may have no laws at all. This can also give rise to consumer concerns about how their data is used and stored. The importance of research into consumer privacy attitudes: if consumers are asked to share some of their data and made to understand the benefits to them (and to society) they are more likely to agree to share such data.

The lack of access to mobile Internet may exclude sections of society from the benefits of Big Data uses for social good, as those without a mobile will not be able to act as a source of such data.

Conclusions drawn from the workshop and further comments:

Mobile derived big data can be used to meet public policy objectives, create social good and economic opportunities. While big data offers benefits and opportunities, it also has inherent risks and threats to citizens and consumers' privacy, particularly where the correlation of various data about an individual can lead to his/her identification.

The use of big data to inform public policies can lead to discriminatory outcomes in places where mobile penetration is low and therefore big data are only collected from a minority of the population who are mobile users—The risk that the "poorest of the poor" are excluded must be mitigated where policy development relies on mobile derived big data.

The role of the law: The law cannot keep pace with technology—while necessary to achieve checks and balances, it is insufficient to safeguard consumers' privacy.

There is a need for technology based solutions such as privacy protective algorithms and codes of conduct that companies should be signing up to.

While people often tend to think about big data as aggregation of personal data, there are a lot of cases where such data are not personal. The discussion and potential solutions involving big data should not be restricted or generalised by just focusing on the possible privacy implications where personal data are used.

Reported by: Yiannis Theodorou

Workshop #88: Building Bridges to Online Multilingualism
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Adopting the theme 'Building Bridges', the EURid UNESCO workshop discussed how online multilingualism can improve lives, including of those in remote communities, by applying multilingual policies at both global and local level.

The workshop introduced the World Report 2013 on Internationalised Domain Names (IDN) deployment. The research shows very strong links between local language content, the country of hosting and IDN scripts.

IDNs are a truly enabler of local language content and their further development can bridge the gaps with those communities that are not yet adequately represented online.

Of over 250 million domain names registered in the world today, only 2% are IDNs.

Using IDNs is not yet a satisfactory experience. Both the World Report and the discussion during the workshop underlined that there is much progress to be made particularly for IDNs on mobile devices, in email (including Google's gmail) and in applications such as social networks. The presentation given by CNNIC was very valuable to highlight that a coordination of efforts to promote and support IDNs and multilingualism can have very positive effects on the Internet penetration in certain countries.

Conclusions drawn from the workshop and further comments:

In the next 12 months, we will see the deployment of perhaps 100 new IDN gTLDs. 60% are in Chinese script. This expansion of the namespace may provide the motivation for vendors to improve support for IDNs. Certainly there have been signs of improvement—when we first began studying IDNs, support in desktop browsers was poor. The latest versions of all the major browsers now support IDNs well.

The main conclusions of the workshop are the following:

1. All the key DNS players mainly registries and registrars who are crucial in the domain name chain should work together and with the application providers to further promote the IDNs and therefore, support online multilingualism. The CNNIC and KISA works are excellent examples.

2. The forthcoming launch of new IDN gTLDs will show if IDNs will be relevant for Internet users in the next 5 10 year.

3. Educational activities will continue to be of paramount importance to market IDNs especially at the end user level.

Reported by: Giovanni Seppia

Workshop #90: No Cybersecurity without Government Imposed Regulation
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The first question asked was whether cyber security issues should be solved through government imposed regulations or self-regulation mechanism, with the panellists and the participants coming to a consensus, that both should be used.

Later on the governments' representatives expressed interest in promoting security of critical ICT infrastructure through regulations.

The discussion then drifted to the role of the IETF in promoting cyber security and the lack of collaboration between governments and the technical community.

Conclusions drawn from the workshop and further comments:

The major conclusion was that fighting cybercrime is only possible through collaboration of all the stakeholders.

Any regulations should be set up in a fair, multistakeholder dialogue.

The participants and the panellists discussed ways for the government to take part in the developing of standards on an equal footing with other actors in the technical community.

Reported by: Sergey Ovcharenko

Workshop #91: Role of Multilateral Organisations in Cybersecurity
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop explored what role multilateral organisations play in addressing cyber security in developing countries and how this role could be strengthened through enhanced cooperation.

More specifically the workshop developed the discussion around two main areas: 1) awareness of the types of assistance the international development community is offering to developing countries in view of institutional mandates and agendas; and 2) cyber security areas where cooperation among international organisations is in particular demand by developing countries, as evidenced by the four case studies.

Building on the international mandates and agendas of the multilaterals and other international organisations as well as countries supporting the development of the cyber security area, the Workshop made an effort to discuss the complementarities of those efforts in addressing the needs of developing countries.

Conclusions drawn from the workshop and further comments:

The workshop came up with the following conclusions:

A trusted, secure and resilient digital environment is essential for innovation and growth. Cyber resilience is a critical economic issue for countries and companies. As

increasing areas of our economies and daily lives become dependent on and transformed by digital connectivity, a basic level of literacy around cyber resilience issues is a core leadership skill, regardless of industry or policy domain.

There is a sufficient legal framework in place adequately supporting the cooperation among the multilaterals and other international organisations in the area of Cyber security;

As witnessed by the Workshop participants, so far there has been no systematic approach in place for cooperation among different donors. Nonetheless, case by case cooperation is taking place;

As a way to address this issue, some of the Workshop participants suggested that it may be beneficial to establish a community of practice in the area of the Cyber security engaging practitioners working with developing countries;

Workshop participants agreed that complementarities among different donors may need to be explored more substantially in order to increase the effectiveness of development efforts;

Multilateral financial institutions while financing the Internet infrastructure in developing countries must take the utmost account of mitigating the "cyber" risks;

Protection of critical infrastructure, capacity building as well as well development of CERT infrastructure seems to be a major concern among the developing countries;

Developing countries shared the opinion that Cyber issues are not the same across developed and developing worlds; despite the fact that core pillars and principles for cyber security are common at the same time "blind" transfer of experience will not work.

Reported by: Natalija Gelvanovska

Workshop #97: Internet Universality
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The discussion focused in following areas at the session:

- comparing of existing initiatives and challenges of Internet Universality as an overarching concept;
- exploring the harmony of Internet access and use with the principles and the freedoms asserted in the Universal Declaration of Human Rights (UDHR);
- examining the engagement of international organisations within the framework of this concept;
- identifying the implications for multistakeholder dialogue and collaboration under such a conceptual framework.

Conclusions drawn from the workshop and further comments:

Panellists from governments, IGOs, private sector and civil society shared their existing initiatives and agree that ROAM principles is compatible with those values and standards they are promoting.

Panellists recognize this conceptual exploration well feed into ongoing global debate on Internet governance principles and core values at the 8th Internet Governance Forum in Bali. As Mr Guy Berger emphasized: Internet Universality could be understood as an umbrella concept to highlight the interdependence of the components of this uniquely open ecosystem the normative, technical, social, etc. and the inseparability between issues of human rights, openness, accessibility and multistakeholderism in the context of Global Internet governance.

Panellists agreed that real challenge for UNESCO is to make citizens understand what benefit of international work on the Internet is. It was suggested that further work needs to be done to contextualize the concept in international law and human rights grounding and global civil framework.

Reported by: Xianhong Hu

Workshop #127: MS Selection Processes: Accountability and Transparency
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Various perspectives and experiences were described and discussed in relation to selection processes for stakeholder group representatives.

Conclusions drawn from the workshop and further comments:

1. Criteria: establishing of clear selection criteria

    a) definitions—the need for clear definitions of stakeholder categories to be represented, acknowledging there may be overlap in some cases;

    b) legitimacy—representation and qualification;

    c) competency—the ability to collaborate and work across stakeholder groups; understanding of the relevant processes (IGF, CSTD);

    d) gender—ensuring gender balance;

    e) geographical diversity—ensuring diversity through geographical representation;

    f) youth—training the next generation;

    g) independence—being divorced from conflicting interests;

    h) inclusiveness and democratisation—bottom up participation;

    i) diversity ensure balance and range of viewpoints, expertise, in the case of business range of sectors;

2. Checks and balance: transparency and accountability:

    a) accountability of the selection process itself;

   b) accountability of those who are selected—the issue of being able to remove people for non-performance.
3. Selector:
   a) Legitimacy of selector.

Reported by: Norbert Bollow

Workshop #129: Human Rights & Multistakeholder Governance: ICANN Experience

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Summary: ICANN and other multistakeholder Internet governance regimes require more attention to the incorporation of human rights principles in their policies and operations.

Conclusions drawn from the workshop and further comments:

ICANN policies do not conform with international human rights principles and leave Internet users unprotected in their online activity. ICANN's "WHOIS" database in particular was examined and how it violates the privacy rights of Internet users around the world.

Reported by: Robin Gross

Workshop #134: Connecting Our Rights: Strategies for Progress

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Jelen Paclarin—Context of Philippines
Technology related violence against is an emerging concern and is being taken to the UN Human Rights Council in the Philippines' Universal Periodic Review. New laws are negatively impacting on women's rights such as passage of anti cybercrime law, which provides broad definition of cybercrime. Cybersex is considered content related offense—women's rights groups question constitutionality of cybercrime law and had success with the Supreme Court issuing a temporary restraining order so the law does not come into force.

Working also with Committee on the Status of Women broaden definition of violence against women and CEDAW—WLB group recommended that look into context of ICT within general recommendation on access to justice.

ASEAN—influencing this in strategy 6: accelerate development of ICT infrastructures and services in Member States. Digital divide issues—particularly urban vs. Rural

Kamilia Manaf—Context of Indonesia

Government has ratified the Convention on Elimination of Discrimination against Women (CEDAW) and is looking at the right to access technology for human welfare. Despite law, there are violations of Internet rights related to women's rights and LGBT. Example: Police sharing photos of female prisoner. Since 2011, government is blocking LGBT websites in the country, based on complaint that it is pornography, sexually deviant. Despite ratification of CEDAW, implementation in practice very different. Working to get local and international support. Internet rights discourse not on agenda for NHRI. While fighting for rights, want women's rights perspective, feel that local ISP 'Miss Internet Bali' is not supporting progress of women's rights and Internet rights.

Johan Hallenborg—Swedish Ministry of Foreign Affairs

Noted the importance of engagement on Internet rights issues at UN, including Human Rights Council. Resolution 20/8, confirms that human rights apply online, and that access is an important precondition to enjoyment of human rights. Special mechanisms also focusing Internet related issues. UPR new avenue for pursuing increased accountability of governments for enjoying HR online. UPR may be strengthened—some recommendations put forward are made for political reasons. See importance for strengthening treaty body system. In Europe: Strasbourg—jurisprudence blogging of content, Estonia vs. Delfi regarding freedom of expression online. Also important to strengthen national mechanisms.

In Sweden, trend of hate speech against women online. Group of well-known female journalists raise awareness—law enforcement systems need to address comprehensively. More so than creating new laws.

Joy Liddicoat—APC

Reflection on whether and if so how IG issues are being discussed in these human rights forums. We see more violations by state and non-state actors online, with result that human rights defenders (HRDs) are needing to use variety of mechanisms. Existing standards apply to Internet related issues. Beijing Platform for Action—Women's HRDs need to protect and defend. Overall, quality of consideration on these issues by special mechanisms is generally high—not calling for more regulation. HRDs not calling for new IG mechanisms. Not at point of critical mass.

13 Principles aid for how existing human rights standards apply to surveillance and rule of law. Desire within HR spaces to engage on IG issues. However need to consider that these spaces are multilateral, not multistakeholder. IG mechanisms, IRP Charter, can inform HR mechanisms and forums.

How can HR standards and mechanisms respond to growing levels of hate speech?

Participants expressed frustration with private companies in terms of how respond to these cases. NHRI in South Africa case studies, need to share best practices. GR28

of CEDAW outlines issues—needs to be raised in this space, and in UPR. ASEAN CS work together in processes to raise issues.

Bishaka (PoV)—comment on hate speech: in India IGF, panel on hate speech: called every instance of criticising politician 'hate speech'. In public discourse, used out of context. Stuck between government policy and private sector policies. Terms of Use policies—how adhere to HR standards?

UNESCO—governments need capacity building to address these issues, including also privacy. Need to harmonize human rights

Johan—risk when use word "'hate speech'"—leadership in international law. What is the definition? Need to focus on rights language, rather than ethics. In using FB, contractual relationship, may give up some f/x rights to use platform.

Gigi, FH—example of reddit culture—hateful comments against Sikh woman, she responded, and conversation. More speech as a response to hate speech

Joy: the discourse of "more speech" .... It often leaves out power structures and analysis about who can respond.

Valentina—Article 29—limitations are permitted on grounds of morality, general welfare, but morality enters legislative discussion.

Mike Godwin (Internews)—governments react to social adoption of the Internet by passing prohibitions. Positive rights guarantees, expressly recognising Internet related human rights as baseline.

Nisa—2008 Law on Internet and electronic communication used to criminalise bloggers. No enforcement of cybercrime legislation. How do we create law that protects but does not violate rights?

Best way to counter hate speech is to collaborate beyond traditional alliances, including law organisations, religious groups, so that other organisations can step in. Make a rights issue.

Patu–organisation for women living with HIV. Lack of information—need Internet to get normalisation, live without discrimination.

Jelen—cybercrime law, major contestation: cybersex (what is the crime?) Expansion of morality here. Migrant workers in Philippines engaging in cybersex with partners abroad included (government says no—but need to be clear with what language is used, language is very powerful, in standard setting). Working with other CS groups to why cybersex law is not OK.

Joy—governments responding out of fear and opportunity (to regulate, extend reach into content and expression). Access to justice, and ability to respond to hate speech with more speech mediated by so many things, including gender, income, position, knowledge, etc. Essential for NHRIs and law enforcement to engage in capacity building so that can respond effectively. Need multiple strategies, share strategies.

Kamel–digital AIDs application—help give information to community that not always comfortable to ask for information in public.

Johan—reinforce importance to minimise gap between digital rights activists and HRDs. Baselines: 20/8 and GNI

Conclusions drawn from the workshop and further comments:

1. Women's rights organisations are really leading Internet rights advocacy—and their experience, leadership and expertise are really critical to IR groups to listen to and understand and support

2. Women's rights groups are calling for: equality of access, opportunities, and results. Want law which will recognise capacities of women, not just victims. Need programme for women's empowerment.

3. Uptake of Internet related HR issues in UN HR mechanisms is growing—this is a very positive development given IR advocates concerns about HR online

4. This is also critical now because the range of variety of Internet related HR violations by state and non-state actors is also growing and growing quickly and the implications for Internet governance.

5. Overall, the quality of consideration of human rights and Internet issues is high, and appears to be very mindful of the context of Internet governance and the general frameworks of how the Internet operates.

6. But the whole is not yet greater than the sum of its parts as consideration falls to be picked up topic by topic and not in any holistic way.

7. The range of rights related considerations is growing: freedom of association, women's rights, racism, cultural heritage: but next big push needs to be economic, cultural and social rights

8. HR mechanisms are not multistakeholder, but are gradually increasing the inputs and involvement of diverse stakeholders, for example the technical community (ISOC) and private sector (Business and HR)—but more connections are needed

9. Internet governance mechanisms are not in general a direct topic of discussion by HR mechanisms (e.g. in relation to mass surveillance the concern is the rule of law, not Internet governance)

10. HRD are not asking for new IG or HR mechanisms for dealing with Internet related human rights issues, but rather asking how existing HR standards can apply

11. Multistakeholder networks are well placed to assist, for example, with principles of surveillance—and Charters will be needed next such as the Dynamic Coalition's Charter of Internet Rights and Principles along with International Principles on the Application of Human Rights to Communications Surveillance (www.necessaryandproportionate.org).

12. HR mechanisms need the inputs of those with expertise and knowledge of IG = what advice and support can the IGF offer?

13. Expanding of public discourse of rights as one of strategies which is essential to empower not only users, but different activist organisations.

Reported by: Joy Liddicoat

Workshop #144: IPv4 Markets and Legacy Space

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Izumi Okutani shared the two approaches to the IPv4 address exhaustion from the perspective of the Japanese Internet Address Registry, JPNIC. She began with a brief overview of how Internet number resources are distributed within the Regional Internet Registry (RIR) system, noting participation in policy discussions are open to all. She discussed inter regional transfers that are currently possible between the Asia Pacific (APNIC) and North American (ARIN) regions, and may be possible between other regions in the future. However, transfer of IPv4 space does not provide a long term solution to worldwide IPv4 exhaustion. In the case of Japan, she mentioned the Japan IPv6 Task Force, which is a coordinating group of several relevant stakeholders to discuss approaches to exhaustion. The Japanese community is driven by the private sector, but there are dialogues with academia and government to keep track of issues and solutions to challenges.

Andres Piazza described the situation in the Latin American and part of the Caribbean region (LACNIC region), which is different to the others in that there has not been significant movement in the IPv4 markets that are emerging in the ARIN and APNIC regions. LACNIC does not yet have a policy on inter regional transfers. According to projections, LACNIC may enter the "soft landing" phase in May 2014. He said there is a big focus in the region on IPv6 deployment for service providers, as the top two providers alone would make a significant difference to the amount of total traffic over IPv6 if they were to adopt.

Anne Rachel Inne from the African (AFRINIC) region said that Africa has the largest remaining pool of IPv4 addresses, and that AFRINIC is the "youngest" registry. She said that the stakeholder most interested in IPv6 deployment are governments, which is good news because many African governments are more interested in deploying IPv6 than encouraging NAT deployments. Network Address Translation was deployed previously by international entities, and they are now being dismantled in favour of IPv6. Legacy space holders in Africa are mainly universities in South Africa, although there are some individuals. These are looking to AFRINIC for a means to transfer their excess space to networks in need of additional addresses or back to the AFRINIC pool. She said there has not so far been much enthusiasm for a transfer policy. She brought up the topic of IPv4 leasing, which is gaining some interest around the world.

Peter Thimmesch joined remotely from the US and spoke about the potential for address transfer facilitation from legacy space holders—or entities in the US such as hospitals, large retailers, local governments, and so forth, that have IPv4 address space

that has been long unused. This space can be utilized by networks in the European/ Middle East (RIPE NCC) and Asia Pacific regions, where the RIRs are now distributing only small blocks. He said the RIPE transfer market is the most robust (within the region, as there is no inter regional transfer policy), and the distribution policies are very similar to APNIC. He said there does not seem to be any 'stashing' behaviour in the RIPE region, and the market is transparent and easy to use. He mentioned the accuracy of the registry is very important as IP addresses move around.

Nick Hilliard talked about the RIPE policy to clean up address spaces that may not have been tracked carefully in the past, as there are some legacy address holders that do not know they have the space. The RIPE NCC database has about four /8 blocks' worth of legacy address space. The community is considering a policy to create a registry to deal with legacy address space and legacy transfers. The difficulty for the RIPE region is to ensure any address transfers are reflected accurately in the registry databases. He mentioned the US Department of Defense has about 25% of the IPv4 legacy space in the world. Another policy under discussion in the RIPE region is to essentially deregulate the market by removing the 'needs based' requirement to help facilitate transfers more easily, so they can be accurately recorded.

Paul Wilson opened the floor for questions from participants on any issues such as address leasing, IPv6 transition, IPv4 markets, and any related implications. He said there may be misunderstandings around some of the facts, and he was more interested in discussion.

Martin Levy mentioned there are some differences among the regions and first asked Anne Rachel about the question raised within the AFRINIC region whether some of the excess IPv4 space should be 'given up'. She responded that there is not much need for a needs based transfer policy in the region, and there have been organisations from other regions coming to AFRINIC asking for large address space. This may be an opportunity to set pricing for these arrangements. There has also been a suggestion from the community to give excess space to education networks, which are AFRINIC members, for reduced rates. These measures could bring IPv4 exhaustion quicker than current projections.

Martin asked Izumi how the operators are reacting in Japan to IPv4 exhaustion. She said there are multiple ways to address it. It is not realistic for everyone to transfer right away to IPv6, so those who need additional IPv4 space look to the transfer mechanisms for the short term. The major operators are deploying dual stack solutions, and more than 70% of the ISPs are supporting IPv6 along with IPv4 to prepare for the next several years of transition. The next step is to encourage content providers in Japan to deploy IPv6.

Martin asked Nick about the interregional transfer policy that has been discussed in the RIPE region. He responded that RIPE does not have such a policy because of the alternative in discussion to drop the needs based requirement that facilitates more intra-regional transfers. Paul added that APNIC has long had a transfer policy for within the region to trial this model, and that policy was introduced in order to drop

the needs based requirement at the time of regional exhaustion, so for a time there was a 'free market'. However, in trying to establish the inter regional transfer policy there was not agreement between the ARIN and APNIC regions on this requirement so the needs requirement was reintroduced to facilitate inter regional transfers. He noted that if there would be a desire for inter-regional transfers in the future in the RIPE region, they might have compatibility issues in removing the needs based requirement.

Martin asked if it mattered whether the different regions have different mindsets. Paul responded that policy changes in the different regions are dependent on many factors, and the communities have different levels of experience, which leads to the varying timelines for policy discussions. For pragmatic reasons APNIC realigned policy to facilitate transfers with ARIN.

Question: The next billion online will be in emerging economies, and IPv6 is crucial for this. The Asia Pacific region is very diverse. What can the registry and different groups do to help support IPv6 deployment? Paul responded that IPv6 deployment is ultimately a global issue, and the motivation could come from encouraging an effective IPv4 transfer market to eventually reduce the value of IPv4 addresses.

Peter said there is truly more IPv4 space than everyone realizes through Network Address Translation mechanisms and there is no business reason to upgrade to IPv6 if customers' needs are met.

Question: As an IPv4 broker that 'recycles'IPv4, we do promote IPv6 as much as possible. Currently only 2% of the world is using IPv6 and there is some room to grow the IPv4 Internet while IPv6 gains momentum. Most content providers seem to provide content over IPv6, and ISPs can start connecting end users. He asked the RIR representatives that have and have not exhausted their IPv4 free pools, would the RIRs that still have IPv4 addresses see a global policy as the way forward to facilitate a global IPv4 market?

Andres responded that from the LACNIC perspective the focus is to promote an open, secure, and stable Internet within the region. Market needs as well as development needs need to be considered, for example the consensus is that every government should have a broadband plan and LACNIC is working with these governments to support those plans; IPv6 deployment is necessarily part of those plans to enable the vast growth that is expected in the region. He said this may be a philosophical difference among regions in different stages of development. There is not a focus on inter RIR transfers in the LACNIC region but many active members of the community are interested in IPv6 deployment. Overall traffic in the region is less than 2%, but more than 65% of LACNIC members have IPv6 allocations, so the next steps in promoting development and IPv6 deployment are of great interest to the LACNIC community.

Question to Anne Rachel: From your perspective, which African countries are most active in IPv6 deployment; what is the best multistakeholder approach to IPv6 deployment in the AFRINIC region? Why are universities requesting more IPv4 space rather than trying to move to IPv6?

Anne Rachel responded that AFRINIC considers development and training to build capacity is very important and works in partnership with universities and has online labs. Training activities have impacted more than 3,000 engineers in 49 countries. There is plenty of IPv4 for now but AFRINIC training does emphasize IPv6 as the future of growth and it is important for operators to gain these skills as well. Universities in the southern region have the most space, and in other countries universities do not have enough. From a development perspective, any newcomers to the market need IPv4. Ultimately the community makes these decisions, so they will decide whether or not to 'give' excess space to universities.

Comment from ARIN CEO John Curran: A global policy mechanism means that regional discussions have to converge, and the strength of the system is the level of engagement and there is no dominating party.

Question: From a customer demand point of view, are the SMEs are willing to adapt to IPv6?

Nick answered that there is a range not well reflected in statistics, as many networks have allocations but are not yet using them.

As a final comment, Paul added that the network we're using today is available on IPv6 and many participants are using it.

Conclusions drawn from the workshop and further comments:

Conclusion by the workshop moderator, Martin Levy:

The workshop provided a great forum to discuss the state of the IPv4 marketplace; but even before that item was specifically discussed the various workshop participants got to explain the core issues relating to the PDP (Policy Development Process) that exists within each of the RIRs (Region Internet Registries). The membership of each RIR has carefully crafted individual policies appropriate for each region covered. The next major item covered was the cold hard facts of IPv4 exhaustion within the RIR structure. However, the core discussion revolved around the processes that enable IPv4 transfers to successfully occur. The workshop covered both the internal RIR transfer process along with commercial driven transfers.

The workshop can be classed as a success because the conversation, both from the panel and from the participants in the room, was lively and varied. The RIRs explained that there's clearly processes in place today to handle transfers and make sure that registration data is kept correct. While there was a fairly large discussion regarding the inter RIR transfer, it was also clear that the RIRs differ in their policies. They differ because of their diverse membership base.

Finally it's important to restate what was mentioned by nearly every person in room. IPv6 is vitally important to the future of the Internet.

Reported by: German Valdez

Workshop #145: Importance of Regional Coordination in Internet Governance

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

In a juncture of Internet governance where there are unanimous calls for enhanced cooperation, aggressive collaboration and sustained engagement, there are numerous success stories across geographical regions showcasing diverse models of engagement, partnership to achieve common goals and contribute to development.

Summary

The Internet Universe and Ecosystem is composed of multiple stakeholders including Netizens, Internet Service Providers, Regional Internet Registries (RIRs), Domain Name Registries and Registrars, Standards Bodies, Vendors, Internet Society Chapters (ISOC) Network Operator Groups (NOGs), Computer Emergency Response Teams (CERTs), civil society organisations, Entrepreneurs not excluding the many other institutions and organisations that together make up the community have extensive examples of cooperation for capacity development, contribution to policy development, building infrastructure such as Internet Exchange Points (IXPs). As stakeholders work towards developing their communities whether it is to increase the penetration rate of services in underserved areas, or to cooperate to minimise risks associated with vulnerabilities on the Internet, or grow local content, or ensure that there is access through reduced transit costs, or whether it is ensuring that there is meaningful participation in the global, regional and national policy processes, it becomes inherently clear that organisations and stakeholders need to enhance their level of cooperation. The Workshop showcases success stories from across the world. Because their organisations and contexts were different, their models for engagement and collaboration were different however, there were common elements that they have that are useful as communities build their strategic framework for engagement. There were lessons shared, challenges identified and interaction from the participants added to the value of the workshop.

Lessons from Panellists:

One of the things that the organisations have identified in their practical engagement on cooperation and coordination is the need for common goal, shared vision and clear framework. This helps to identify and set parameters of engagement where expectations are clearly defined and stakeholders can work together to achieve common objectives.

Whilst there are numerous challenges such as geographical diversity, language barrier, access to funds, challenges in meaningful participation, digital divide, stakeholders were quite adamant that these were not limitations but rather opportunities for empowerment, collaboration by enhancing strengths, effectively utilising resources for the purpose of achieving goals of access, development and security.

All panelists agreed that no one single stakeholder organisation can advance on its own but needs to aggressively collaborate and engage in concerted efforts of growth and collaboration. There is also a need for high level political committment from countries. Effective and aggressive cooperation does not need to be legislated but trust and relationships need to be built to ensure success. There was a clear consensus that stakeholders cannot afford to work in silos but that trust has to be built. It would mean sharing spaces where people are not territorial and the examples that were shared showed successful examples of collaboration.

Case Scenario: Africa and Convening Internet Governance Forums and Related Activities:

Nnenna Nwakanma began asking, why is there a need to define enhanced coope-ration? Nnenna is an organizer of the Cote d'Ivoire, West Africa, and Africa IGF processes. There are different models of coordination in the national, regional, and international venues. She suggested the most relevant model is the national level. In West Africa there are three official languages, which present a coordination challenge. There is a consortium of seven stakeholder organisations for this level. At the Africa level there is a staffed operational secretariat for the IGF within the UN Commission for Africa. At each level there are individuals that do the work. The African Union is one of the multilateral government organisations, which has led to the current African sub regions; these are followed at the sub regional IGF level. There is a high level of Internet coordination in Africa, due to the AF* organisations: AFRINIC, AFNOG (network operators), AFRICANN, AFIGF, AFLTD (top level domain association), AFNIC (national Internet registry association), AfriSIG, AfiCTA (ICT association) among many other examples come together in several forums. However one of the things that she mentioned was that whilst there are mechanisms to coordinate acti-vities and projects that it does not undermine the significance of the impact of indi-viduals in those organisations.

Case Scenario: Latin America—Collaboration and Partnerships in Establishing NIC, NOG and IXPs:

Oscar Robles mentioned Latin American examples of enhanced cooperation. Colla-boration within the academic and technical community led to the establishment of LACNIC. In the late 1990s, the Latin American region did not have a Regional Internet Registry (RIR) and there were few players including a few country code top level domain (ccTLD) operators. In 2002 LACNIC received accreditation as a RIR due to the cooperation of multiple stakeholder entities. There have been several LAC* organisations formed since then: LACTLD, LACIX, LACNOG, and so forth that laid ground for LACIGF. Government actors have been involved as well during the last 10 years.

Case Scenario: Caribbean Telecommunications Union building relationships to coordi-nate holistic development:

Bernadette Lewis discussed the perspective of intergovernmental organisations. The Caribbean Telecommunications Union was established in 1989 as the telecom policy

institution for the region. The evolution of technology and growth of the Internet led to the expansion of membership to include private and civil entities in addition to governments that were not traditionally involved. This is now a multistakeholder organisation, and that has enabled work to fulfill the mandate to coordinate activities to encourage resource pooling and information exchange. The CTU agenda is shared with the ITU Caribbean office to align activities. Without coordination, there would be separate activities that would not contribute to coherent advancement. The goal is to establish synergies between different initiatives and to build upon projects so that there is progression. CTU works in strategic partnerships, with organisations such as LACNIC, ARIN, Packet Clearing House and this enables the organisation to enhance the quality of work and represent the broader view of the collective community. The CTU is looking to collaborate further to make effective use of limited resources to continue developing Caribbean Internet Governance.

Case Scenario: Arab Region–Bahrain Regulator's Perspective:
Musab Abdulla shared Bahrain's experience on effective cooperation as a regulator. The Arab region has two sub regions: the Gulf Cooperation Council and the League of Arab States. Historically cooperation across the region has been strong, but in terms of Internet governments the Arab region has been behind. The Arab IGF was established as a new platform for cooperation. The policy coordination is a newer phenomenon but in the past technical coordination has been successful, due to a good relationship with the RIPE NCC. This is a work in progress, to coordinate within the region and with other regions.

Case Scenario: Asian Tigers–Regional CERT and coordinating functional collaboration:
Yuri Ito joined remotely to present the effect of coordination on APCERT, which is the regional incident response forum of CSIRTs for the Asia Pacific. APCERT was established in 2003, there are significant political and cultural differences among the participating economies. She described the evolution of the CERT community from 1989, and the collaborative environment that developed organically due to the nature of the task of managing Internet security worldwide. It is natural for government to be engaged in security operations, so these operations often work in tandem with relevant government agencies. Cyber security is in particular seen as an environment where international collaboration is required to be effective, as there is the potential for a breakdown in trust. Activities include wide campaigns, providing a point of contact for the CERTs, global dialogue, training, and participation in regional and international forums. She mentioned the focus has shifted from security to regional risk reduction.

Case Scenario: ICANN constantly evolving to be inclusive:
Sally Costerton gave her experience in global stakeholder engagement at ICANN, which is undertaken at both the global and regional level but implementation occurs mainly at a regional level. ICANN provides resource that is often personnel to solve problems, and other forms of support. ICANN relies on strong relationships with

regional organisations, and she added the new initiative to internationalize the organisation with the global hubs will enable better coordination and support that are relevant to community groups on a more localized level. To staff these hubs, ICANN is looking specifically for people with the right skills, are humble and not arrogant and are strong team players who are able to facilitate coordination. She also mentioned that ICANN is pioneering web tools to reach out to the wider Internet community, but there is a particular focus on people.

Snippets from the some of the Qs and As:
Sala Tamanikaiwaimaro summed the comments, saying coordination and collaboration are particularly important where there are limited resources. Institutional reforms can cater to collaborative environments, and emphasized the importance of attitude and a desire to collaborate.

Question: The IGF is too focused on procedures and the product is never mentioned. What are we trying to do? That will help us define the process. Nnenna referred to the question raised at the African Internet Summit: should technical and policy personnel go to each others' meetings? The answer is yes because each sector cannot fall into a trap of working in 'silo'. The perspectives and information need to be shared for all actors to do their jobs effectively.

Question: There is a lot of focus on policy and technical aspects. There is a lack of business perspective, and these forums are less accessible to the business community. How do we move forward to incorporate business and academic institutions? A private sector community member and MAG member responded from the floor, that there are many opportunities to get involved in inter-regional and international dialogue. It is useful for the private sector to see the linkages between the regional and global levels, and there are complementary agendas. It struck him the differences in communities and needs among the regions, and that can inform a deeper understanding in the different cultures and how to respond to varying needs.

Bernadette also responded, pointing out some of the CTU initiatives including awareness building that are designed for different communities in various languages—including operational language—for different sectors. This brings different stakeholder groups to involvement within their areas of relevance and also raises public awareness of discussions on particular topics.

Comment: Coordination has to be meaningful, and inclusiveness is critical. There is pressure on all coordinating bodies, and no one organisation can cover all aspects.

Comment: Multistakeholderism can be enhanced through legislation at a local, national, and regional level. For example in Kenya the Constitution enshrines cooperation—this top level support has a positive effect.

Question: How does regional coordination facilitate specific communities of interest?

Sally responded from an ICANN perspective that communities have different needs from different organisations, and it likely depends by region and the individuals

involved. She mentioned the new Internationalized Domain Names that have been introduced to the root, and how that will benefit the respective communities.

Nnenna added that within the WSIS framework there are certain groups outlined, and meetings aligned to those, but that the real work happens outside the narrow groupings. Business is wired for 90% result, 10% process; government is the opposite, civil society as well. In the digital economy we are not limited to our own stakeholder groups necessarily. Making business out of the Internet is not possible without an understanding of how it works, so the business community cannot afford to wait to be invited. Each group must be proactive and participate in relevant forums and discussions on topics of interest.

Comment: How do you attract the potential participants to these forums that do not know they should be interested in Internet government? Musab responded that the key is meaningful, effective, streamlined coordination in a forum. You can engage people with clarity—there is so much information for newcomers to absorb, and there are people out there with viewpoints to share.

Comment: In the African region the involvement of the business community is important; most businesses have a very local scope in Africa, so we have to make Internet governance relevant to business at their level. When business becomes global, they will naturally get involved.

Oscar added that multistakeholder engagement is new territory for governments, referring to the comment that governments are process heavy. Business and civil society need to understand the challenges of every discussion, including the political issues. These are no longer just technical issues. These discussions can lead to actions at a local level.

Conclusions drawn from the workshop and further comments:

Sala concluded the session, saying that a clear vision allows for a coordinated approach to engagement, which has come across clearly during the session. In the context where there are questions on the feasibility of enhanced cooperation, it is clear that that is the preferred mode across the world on multiple levels and it is in fact the most effective set of models for effective implementation at a local level. Sally added that the next challenge is to reach out to users and the wider public, because future development needs more voices.

Reported by: German Valdez

Workshop #175: Internet Security through Multistakeholder Cooperation
Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The Internet ecosystem is evolving, and has in the past proven itself suited to evolve in response to new challenges. But with new challenges on the horizon, how do we

ensure that the system keeps will continue to address the needs of all Internet stake-holders?

The panel discussed the challenges posed by Internet security, starting with the basic definition of "security" itself. Different stakeholders have differing interpretations and these change over time, but there was a general agreement that security is about managing risk, that it is impossible to remove all risk, and that to try to remove all risk would mean unacceptable trade-offs for users. Security comes from a combination of technical solutions, user education, and regulation; a multistakeholder approach is therefore vital.

Panellists highlighted the need to foster a coherent dialogue between all stakeholder groups, including governments. This multistakeholder approach is not a solution, but a necessary process in reaching solutions in such a diverse ecosystem, especially when different stakeholders have such different areas of expertise. Panellists acknowledged the challenges of this approach, noting the need for mutual understanding and a step by step approach. But it was stressed that the alternative, a pure regulatory approach without the support of the technical community and others, would not be workable. The legitimate state interest in national security was acknowledged, but the associated lack of collaboration and transparency in developing regulation reduces trust in the regulatory mechanisms. The multistakeholder processes can offer a self-correcting means of self-correcting better understanding such risks and identifying the best solution.

Emphasis was also placed on the importance of basing security related decisions on research and concrete data.

There was discussion of the role of criminal law in improving security between pane-llists and participants in the audience. IT was agreed that while criminal law can only be one part of the solution, there is a strong need for clear frameworks to prevent abuse or over reach. The potential for governments to use security as a pretext for imposing specific agendas was noted, as was the need for vigilance through multistakeholder cooperation.

Panellists and participants stressed the need for security solutions to balance the rights we want to protect and the freedoms that such solutions may impinge, and agreed on the need to identify the specific objectives of security solutions. Finally, there was a discussion of who takes responsibility for security, with broad agreement on the shared responsibility on the part of all stakeholders, including users and consumers. In that context the role of broader education was again highlighted.

Conclusions drawn from the workshop and further comments:

The panel considered some specific points in improving security of the Internet:

- Hardware and service vendors taking responsibility for their role in security and adopting more thorough error and bug checking on their products.
- A greater focus on the threats themselves, and less on who the enemy is—security is a tool, and it needs to be adapt as the threats adapt.

– Ongoing efforts to build multistakeholder processes, forums and discussions in the security area, with a focus on education across stakeholder divisions.

Reported by: Chris Buckridge

Workshop #201: A Better Internet with You(th)…Connecting the Dots

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Organised by the Insafe Network/European Schoolnet and co organised by the European Commission and Google with the support of Facebook, the session was attended by approx. 70 participants.

It featured a panel discussion with youth representatives from Spain, Hong Kong, the Netherlands and the United Kingdom, who shared their points of view on young entrepreneurship, Internet principles and education. The workshop was highly interactive, with participants working in small groups, providing quick responses, and finally voting on 5 central standpoints, each put forward by one of the groups. These were: "e-confident carers", 23% of participants calling for improved digital literacy of parents and teachers ("the missing voices at the IGF"); "Raising the overall awareness for Internet related issues through education" and "Better collective social norms and values" both scored 19,2% of final votes; 15,4% of participants argued for "inclusive empowering policies", with colleagues from Cambodia and Nigeria stating that the Internet "should be designed for the future generation" and stating that: "Capacity building should be a priority especially in developing countries. Inclusiveness is mandatory to giving people a voice at the IGF." Surprisingly only 7,7% or participants voted for "Setting privacy by default", though this team strongly argued for this principle stating: "When we want something on the net we need to know what we have to give."

Conclusions drawn from the workshop and further comments:

The interactive nature of the workshop was highly applauded by the audience as being a good practice model for future IGFs, especially as it brought together in animated discussion leading entities from industry such as google and Facebook, but also representatives of national ministries, youth and NGOs. Results of group work were hence broadly diverse, and the 5 strategies put forward will form the basis of work for many of the participants in preparation for IGF 2014. The workshop highlighted the fact that teachers and parents as well as family associations and ministries of education need to be more involved in IGF discussions if it is to be a truly multistakeholder event.

Reported by: Janice Richardson

Workshop #202: Child Protection vs Child Rights: Are They in Conflict?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop featured a discussion about the fact that while it is necessary to protect children from harm, it is also necessary to protect their rights of free expression which, as outlined by article 13 of the UN Convention on the Rights of the Child, includes 'freedom to seek, receive and impart information and ideas of all kinds', in any media. There was heated but constructive disagreement between some who felt that children need extraordinary levels of protection due to severe threats with other panellists arguing that some of those threats were exaggerated and that most children are doing Ok coping with Internet safety challenges.

Conclusions drawn from the workshop and further comments:

It was generally agreed that there is a tension between rights and protection but that there are solutions which as panellists agreed should be the subject of a workshop at the 2014 IGF in Istanbul.

Reported by: Larry Magid

Workshop #222: Internet Universal Affordable Access: Are we there yet?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop was attended by approximately 20 participants who discussed various technical and policy approaches and models for achieving more universal and affordable access. The workshop benefited from the broad experience of the panellists, who provided observations from the perspective of their institutions which ranged from regional collaboration (CTU), commercial (Google), local NGO/civil society (Indonesia and Micronesia) and global technical community (Internet Society).

Issues covered included:

− variations in levels of Internet access geographically, and due to other factors income levels, literacy, remoteness, discrimination;
− national ICT policy environment constraints ;
− national broadband plans and strategies;
− backbone interconnection and traffic exchange;
− infrastructure sharing strategies;
− regional collaboration;
− awareness raising needs;
− use of Universal Service Funds;
− understanding the ICT requirements of the local community;
− awareness of technology alternatives for last mile delivery, e.g., TV White Space;
− meeting the needs of the disabled.

Conclusions drawn from the workshop and further comments:

During the workshop discussion the following was noted:

Cost, coverage and speed variations in Internet access are very large and in some cases increasing. While rapid growth in mobile phone based broadband access is helping to address the deficit where operators are willing to roll out wireless infrastructure cost effectively, many areas are still not covered. And where mobile Internet access is available, it is often extremely costly for low income groups and speeds low, or data caps constrain use. Affordability is often the key constraint to better use of the Internet's potential. Net neutrality is also an issue here, in linking cost of access with content distribution strategies, which leads to strategies to promote Internet exchange points and more efficient interconnection between local networks and between local and regional/global backbones.

Strategies are needed to provide more competition in the sector, both at the backbone / wholesale level, and at the last mile/retail level. While many countries have instituted a more competitive environment, this has not translated into lower costs, improved speeds or greater coverage in areas outside the major cities. The need for improved enforcement of existing policies and regulations is often required, along with infrastructure sharing regulations and other means of lowering operating costs or building economies of scale, and stimulating investment in infrastructure.

Regional collaboration provides considerable potential for sharing policy best practices and in conducting awareness raising campaigns.

The special needs of isolated groups needs to be taken more into account in universalising access to the Internet. Groups at particular risk of exclusion include: small island nations, ethnic minorities, women, the aged, communities in remote locations and the blind or others with physical disabilities. Special policies may be needed to ensure their inclusion, and more effort is necessary to understand their needs and build their awareness of the potential applications made available through the Internet.

Reported by: Mike Jensen

Workshop #224: Finding Workable Models for Enhanced Cooperation:

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Brazil's national model for Internet governance is the Brazilian Internet Steering Committee (CGI.br), which was founded in 1995 and had its democratic procedures improved by Presidential Decree in 2003. Composed of 21 members from the government (9), the private sector (4), civil society (4), the scientific and technological community (3), and one independent expert, it represents a remarkable example of implementation of a multistakeholder mechanism for proposing guidelines for Internet policies and recommending technical standards for the national scenario. Representatives from each stakeholder group are elected among their respective constituencies and can elaborate resolutions on topics of interest. Some of these policies

positions are also informed by the researches develop by CETIC, the research arm of NIC.br, an NGO founded to manage the Brazilian top level domain ".br" from which the funding for CGI.br activities come from. Nevertheless, CGI.br's decisions are always non-binding and the idea is that the government should consult the CGI.br before formulating policy. Which does not always happen.

In Kenya, the Kenya ICT Action Network (KICTANET) brings together governments, civil society, private sector, and the technical community to support national policy making. KICTANet emerged from WSIS in 2003 and the reform the national communications framework. The reforms involved a lot of actors that needed to be part of the process. For example, civil society introduced research, which provided informed input into national process. The Kenya ICT Master Plan evolved from this process, which has led to increase the openness and civil society participation on issues like regulation. Support for KICTANet has continued despite change in governments. Funders like the International Development Research Centre and the private sector, among others, have funded the process.

In India there is a contradiction between the government's support for principle of multistakeholderism at the international level and its failure to translate this support into practice at the national level. Before September of last year opportunities for civil society to engage with the government were few and far between. But now the Minister of Communications has been making several overtures, including meeting at IGF last year. At WCIT, the delegation shifted their position quite significantly, which may be a result of feedback from civil society. Since August the government has started a MAG, so something is slowly moving. Some issues, like development and access, are safer to approach with the government, but others are still very politicized. At conference on cybersecurity in Delhi, civil society was put forward as subversives or absolutists, so there's a need for confidence building. Even if one takes the example of the MAG initiative, despite being along the way to organizing national consultation, the MAG is government run and top down, so opportunities for civil society to engage have decreased as a result. There is still quite a strong desire by the government to maintain control over the process and shared decision making may be a long way off.

At the international level, enhanced cooperation has had a life of its own since WSIS. There is the Working Group on Enhanced Cooperation that is underway and is looking at experiences to find something useful and a way forward. Many issues that are related to the Internet and the use of the Internet require a certain amount of cooperation that does not naturally exist in the international level. The international arena and state relationship is based on separation (territoriality) not on cooperation. So this means you need the agreement of all member states to put something on the agenda. The Internet is inherently bringing issues that need to be discussed at the international level, with all actors and the whole infrastructure. If you do not have the relevant actors around the table, you do not have everyone you need to have a discussion. Enhanced cooperation is not just among governments. It is about finding the right issue based networks that get together the relevant stakeholders that are

needed to address a given issue. The international system has its function, but an additional layer of coordination is needed. Models of enhanced cooperation should start with an issued based approach at the international level. Even with a narrow topic, multistakeholder processes and enhanced multistakeholder cooperation needs to be effective and inclusive.

Conclusions drawn from the workshop and further comments:

The multistakeholder approach represents a change in the balance of power, which represents a challenge for its implementation.

When the government is not particularly open to engaging other stakeholders, there are some topics, like access, that may be more popular and safe to discuss. A framework for commitment could be a good starting point. However unless the government is really convinced of the value of the multistakeholder framework, it is difficult to see how that would spread into other areas of Internet policy.

Funding is important to keep national processes going forward. Running a ccTLD is one option for revenue. Outside funders can be another option.

A good way to preserve a multistakeholder process between a change of governments is to enshrine the principles in the constitution, as is the case in Kenya.

For Internet related public policy, good governance is decentralized governance, which brings in many more people, higher quality outputs, greater engagement. This is very important for developing country.

Roles that stakeholders take vary depending on issue, venue, and the stage of the discussion. It is a matter of efficiency to see when, why, who is the convenor, who are the stakeholders, who do you have around the table? It is also important that the problem is framed correctly and conduct the dialogue progressively with a proper formulation, seeking to be inclusive and effective.

Even in a single process, the level of multistakeholder cooperation can differ, from decision shaping to decision making. For example, if the agenda setting and forming the problem is very inclusive, it is possible to have a smaller drafting group and even have validation from one stakeholder group, and call the process multistakeholder if the process is broadened again for endorsement and implementation.

International multistakeholderism is difficult. It is easier to take it to the national level, because there is a much bigger void to fill at the international level.

Reported by: Deborah Brown and Joana Varon

Workshop #234: Dangers to Internet Economy from Irresponsibility at Scale

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

'WS234: Dangers to Internet Economy from Irresponsibility at Scale' was convened in order to discuss the importance of enhancing multistakeholder cooperation in ensuring the stability of the Internet. As the Internet's role as the backbone of global

commerce and communication grows, critical threats like Distributed Denial of Service (DDoS) Attacks have occurred at a larger and larger scale. At the same time, there is a glaring lack of cohesiveness among stakeholders in government, the private sector, and civil society in implementing remedies to these critical issues and ensuring public safety. This workshop sought to bring stakeholders together from multiple sectors in order to share "best practices."

The workshop was organized as a facilitated dialogue led by two moderators, Robert Guerra and Jennie Phillips. One panellist, Christopher Gore, participated remotely from Canada and provided an audio visual presentation that was played for in person attendees.

After a brief introduction by the co moderators, the workshop was divided into two parts. The first half of the panel consisted of presentations by technical experts in the community. Merike Kaeo of RIPE spoke about open recursive DNS server amplification attacks, which have occurred at increasingly severe level and cause denial of service to many services. Amplification attacks present a problem because they use legitimate identifiers of compromised hosts, thereby making litigation difficult. Moreover, a victim cannot actually see the originator of the attack, so it is not possible to tell whether or not it is legitimate or illegitimate. A set of cooperative and collaborative best practices is needed to combat these attacks. On the one hand, equipment vendors need to ship open, recursive DNS servers as closed, which means that you should be able to limit who is able to ask the questions, and ensure that their devices have better defaults. Meanwhile, small business and governments need to implant filters to allow only traffic to exit their network that has a source address from their allocated IP address block. More generally, continued international collaboration and dialogue between research, operational, and CERT communities are needed to help educate equipment manufacturers.

Cristine Hoepers, Senior Security Analyst and General Manager at CERT.br spoke about irresponsibility at scale from the perspective of CERT. From the CERT perspective, attacks have been amplified over the past few years as a result of the failure to implement best practices. Best practices are primarily needed to mitigate bad design, but there is a lack of (economic) incentive among stakeholders (software designers, ISPs, government, etc.) to implement them. It is therefore necessary to create incentive structures that promote mutual responsibility and accountability among disparate stakeholders.

Chris Gore then spoke about implications that his own research on electricity infrastructure in Africa may have for cyber governance worldwide. He presented three general lessons for the cybersecurity community. First, the way that we talk about access to infrastructure systems influences the programs and the practices that guide expansion and access, so precision in terminology is needed. Second, as Internet infrastructure systems evolve, there is a need for a careful reflection on the balance and guidance the state offers in the evolution of decentralized systems. Finally, it is important to think about how Internet governance relates to governance of other spheres; those in cyber governance need to carefully analyse lines of accountability in decentralized systems.

The second half of the workshop consisted of an interactive dialogue among attendees led by Jennie Philips. Jennie presented her doctoral research as a framework for a discussion. Her research seeks to examine the concept of security from multiple lenses: those of government, civil society, and the private sector. Jennie conducted a crisis (physical) scenario with audience interaction that was geared toward discovering ways that the IGF and broader Internet community can learn and utilize best practices from the emergency management community. The exercise highlighted the importance of communication between various levels of bureaucracy and stakeholders throughout government, private sector, and civil society.

Conclusions drawn from the workshop and further comments:

– Open recursive DNS server amplification attacks present a problem because they use legitimate identifiers of compromised hosts, thereby making litigation difficult. A set of cooperative and collaborative best practices is needed to combat these attacks.

– Best practices are primarily needed to mitigate bad design, but there is a lack of (economic) incentive among stakeholders (software designers, ISPs, government, etc.) to implement them. It is therefore necessary to create incentive structures that promote mutual responsibility and accountability among disparate stakeholders.

– It is important to think about how Internet governance relates to governance of other spheres; those in cyber governance need to carefully analyse lines of accountability in decentralized systems.

– The importance of communication between various levels of bureaucracy and stakeholders throughout government, private sector, and civil society.

Reported by: Robert Guerra

Workshop #242: Lessons from Cyber Conflict History

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The panellists on the workshop discussed several of the conflicts, dating back to 1986, that have helped shape the Internet, especially how governments have increasingly seen cyberspace as a new field for conflict (especially intelligence, covert action, and coercing groups or other nations.

The panellists came from three continents and both a technical and national security background, and drew lessons from this 25+ year history of conflict which are relevant for Internet governance. These included the Cuckoo's Egg (1986), Morris worm (1988), Solar Sunrise (1998), Chinese and US espionage (2000s to today), the attacks on Estonia and Georgia (2007 and 2008), and Stuxnet (~2009)

The workshop included an hour of discussion by the panellists (Jason Healey, Yuire Ito, Bill Woodcock, Tim Maurer) and 30 minutes of questions from the audience.

Conclusions drawn from the workshop and further comments:

Panellists noted that the private sector not just in the crossfire for many national security conflicts, but also that it is companies and other non-state organisations that usually are decisive in stopping the effects of cyber conflicts. Non states have the agility, subject matter expertise, and ability to bend cyberspace which tend to be decisive.

Accordingly, a strong multistakeholder approach is key and most nations which attempt to centralize response to incidents in the government will likely continue to fall behind.

In addition, the panel concluded the pace of militarization put great strains on the Internet and governance but that confidence building measures (like the CJK agreement in East Asia), Tallinn Manual, and UN Group of Government Experts are important elements to restore balance.

Reported by: Jason Healey

Workshop #249: Civil Society in ICANN's Multistakeholderism: The GNSO Case

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Questions posed in advance to the panellists for consideration included:

1.   There is a wide range of pressing issues in the field of global Internet governance, many of which some would argue are more important to civil society than the collective management of gTLDs. Moreover, gTLD issues are very complex and it can take a lot of time and commitment to work on them effectively. So why should civil society actors bother to allocate their scarce bandwidth and resources to participating in ICANN's Generic Name Supporting Organisation (GNSO)?

2.   The working definition of Internet governance developed in the WGIG and The Tunis Agenda adopted subsequently both speak of actors contributing "in their respective roles." The government representatives who advocated this language had in mind that these roles were quite distinct, with governments enjoying a monopoly on the formulation of public policy. But for gTLDs, policy is (or is supposed to be) developed in the multistakeholder GNSO. And ICANN CEO Fadi Chehadé often speaks of ICANN's need to evolve toward a "multi equal stakeholder" organisation. So how do these roles work in GNSO practice? Do the stakeholders play distinct roles, and if so what is civil society's relation with other actors?

3.   To what extent do GNSO (and more broadly, ICANN) rules and procedures empower civil society actors? To what extent do they constrain them?

4.   Procedural rules notwithstanding, what is the distribution of power and influence across GNSO actors regarding a) agenda setting, b) the conduct of negotiations, c) policy outcomes? Can we illustrate this with recent major policy developments regarding the new gTLD program?

5. Civil society stakeholders have sought to promote public interest objectives in global Internet governance, e.g. the preservation and strengthening of multistakeholderism and limitations on (inter)governmental control; a proper balance between commercial/non-commercial interests and Internet uses; an open, accessible, interoperable and secure Internet; human rights and civil liberties; development; "good governance" objectives like transparency, accountability, and inclusive participation; and so on. To what extent have they been successful in the GNSO and ICANN?

6. How does the civil society's participation in the GNSO, and in ICANN more generally, compare to its participation in other global Internet governance processes? What about other global ICT policy processes beyond the realm of Internet governance?

7. How might multistakeholderism in the GNSO be impacted by the new gTLD environment? How might it be improved?

8. How can we promote broader and deeper engagement by global civil society actors in the GNSO and ICANN more generally? What sort of "inreach" to existing participants and "outreach" to potential participants is needed? What are the particular challenges with respect to enhancing the participation of actors from the developing countries?

Conclusions drawn from the workshop and further comments:

The civil society coalitions gathered in ICANN's NonCommercial Stakeholders Group (NCSG) are among the most diverse, globalized, and rapidly growing segments of the ICANN community. The NonCommercial Users Constituency (NCUC) has 329 members from 81 different countries, including 91 non-commercial organisations and 238 individuals. The Not for Profit Operational Concerns Constituency (NPOC) has about 50 organisational member from around the world. Together, they have worked to advance global public interest objectives in GNSO policy processes and in ICANN more generally.

As with other Internet governance institutions originating from the Internet environment rather than the intergovernmental sphere, the ICANN GNSO's bottom up policy development process provides global civil society actors with significant opportunities to engage in agenda setting and actual decision making. The formal rules allow civil society actors to function as full partners with "seats at the table;" to press their ideas and get a full hearing; and to engage in peer to peer negotiations and dialogue with a diverse range of business counterparts. However, this formal equality notwithstanding, large businesses are often able leverage their greater influence in the Internet environment to achieve greater influence over the GNSO process. Even so, the voting rules of the GNSO Council which coordinates the programs undertaken by issue specific community working groups and functions as a peak association and legislative body that adopts policy outputs which then go to the ICANN Board of Directors are such that NCSG opposition to a proposal can help to sink it. Conversely, to win support for its proposals in the GNSO Council, civil society must find like-

minded voting partners among the industry constituencies and stakeholder groups. So the system embodies strong checks and balances, which on the one can mean slow action or even no consensus, but on the other can produce broadly supported policies and initiatives. The adoption and advancement of the new gTLD program is one such example.

Panellists from civil society, business and government all admitted to learning from their intensive interactions with one another and said they now have a fuller appreciation of the diverse interests and considerations in play. Nevertheless, a number of panellists called attention to the continuing problems of increasing participation by developing country stakeholders in the dominant private sectors segments of the GNSO, and of drawing significant attention to the special challenges developing countries often face. A key example that elicited discussion was the civil society proposal to provide developing country stakeholders with support in applying for normally rather expensive new gTLDs. The system worked insofar as stakeholders were able to drive this issue up the agenda resulting in a Board approved initiative, but alas weak staff implementation and other factors ultimately resulted in a marginal number of new gTLD applications from the developing world. It was hoped that the next round of gTLDs would tell a different story.

Reported by: William J. Drake

Workshop #291: Could OTT Enterprises and Telecom Operators be Win Win?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Hosted by Internet Society of China (ISC) and CAST Consultative Committee for UN Information and Communication Technology, the workshop no.291 on 'Could OTT Enterprises and Telecom Operators be Win Win' was held during the 2013 IGF in Bali, Indonesia. Mr. Xinmin GAO, Vice President of ISC, moderated the workshop.

The workshop invited multistakeholders to share and discuss the convergence and competition between OTT service providers and telecom operators, which hoped to provide some reference to the sustainable development strategy of two sides that the user could be beneficial from.

Prof. Xiaofeng TAO, member of CAST Consultative Committee for UN Information and Communication Technology, and Professor at Beijing University of Posts and Telecommunications (BUPT), gave a brief introduction to China's mobile Internet development status and provided some references on Win Win of OTT and ISP as following: 1.Service could be bundling between OTT service providers and operators, such as Telefonica cooperates with Facebook, Google, Microsoft and RIM in developing charging services, and operators could adapt their system design to OTT services. 2.Operators can help OTT deliver their services better and charge for it. OTT service providers optimize OTT services according to the characteristics of

mobile communication systems. Prof. Tao also introduced his university BUPT has established 4G and 5G trial network that the OTT applications can be tested on the trial network, and the operators and OTT service providers could optimize their design respectively according to the test feedback.

Mr. Jihwan Park, Attorney at Law, Legal and Legislation staff of OpenNet Korea, shared the case of OTT application Kakao Talk being blocked by telecom, which promoted the discussion net neutrality. He also told that Korea is setting new norm regarding neutrality representing user's interest. When talking about Win win, he addressed that telecom should not discriminate service arbitrarily. The blocking service arbitrarily, infringes the existing and new norms regarding the neutrality. and secondly, the prerequisite of making the new norm, user participation should be guaranteed unless the user's interest had to be taken into account.

Ms. JIANG Yang, Vice President of Tencent Holdings Limited introduced the Tencent and its popular application WeChat in China and other countries. She pointed out that the OTT impact on the operators can be analysed from two aspects. One is the pressure on the network, the other is the pressure of income. Facing the challenges there are three scenarios of the reactions from operators, to restrict the OTT enterprises, to co-operator, and to build telecom's own OTT. Tencent company supported the second scenario, choosing to cooperate with China Unicom, one the three biggest ISPs in China. For China Unicom, it's not only increasing their data revenue but also attracting more subscribers.

Mr. Shahram Soboutipour, Director of International Affairs, Iranian ICT Guild Organisation, thought that the main barrier of the Telecom service providers right now, those were just thinking traditional was that they do not have long term thinking. They should focus on new services, new business models that they can change to provide and keep their profit and continue their business as successful as it is right now.

Dr. Mikhail Komarov, National Research University, considered that the third party should be placed between the OTT company and ISP, trying to be neutral from both side. It is supposed that marketing part probably is the third party which would be responsible for their proper service delivery and profit distribution between Telecom providers and Internet service providers.

Conclusions drawn from the workshop and further comments:

The topic on the ecosystem for operator and OTT service is a very new challenge for all the parties in telecommunication industry, not only for operators but also for government, for regulators. There will be more room to discuss and research.

Reported by: Rui ZHONG

Workshop #324: Enhanced Cooperation for Sustainable Development

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Now, the idea of multistakeholder model is widely supported for its advantage in openness, but to further drive the positive outcome of multistakeholder model and sustainable growth of Internet, some improvements and supplement work still need to be done, especially with regard to improving harmony and equality in the multistakeholder environment. The room just for talk cannot solve confliction automatically. We need to work together. In other word, we need more active cooperation and coordination to drive sustainable growth of Internet, which gives the way as enhanced cooperation. This workshop sought to address the possible future work related to "enhanced cooperation" that have ever lasted domestically and internationally for years. In the Panel, YJ Park shared about her work on enhanced cooperation research and international movements of building platforms for enhanced cooperation, Xiaodong Lee introduced the efforts of CNNIC on building platforms and its experience of exporting best practices. Norbert Bollow introduced of his insightful proposal on the Enhanced Cooperation Task Force and his idea on free open software movement to enabling sustainable Internet growth. Prof. Drake generously shared his knowledge about the historical background of enhanced cooperation and also its major challenges, and also Nigel's last minute but still quite informative contributions to our workshop from the perspective of ICANN regarding to how to build sustainable stakeholder relationship especially with governments. During the session, panellists were asked a set of questions to answer and some issues to address.

The key points that came out of the panellists' responses were as follows:

1. The enhanced cooperation platforms on Internet Governance launched by civil society needs more substantial support from diverse source, especially from the government, which can facilitate the productivity of cooperation and maintain the equal footing between different stakeholders.

2. The multistakeholder model needs to be enhanced by building a strategy to promote more cooperation and understanding. For this purpose, we need to create platforms, conduct cooperative projects and coordinate best practices together.

3. When there is little support from the institutions and authorities, the civil society movements should insist on moving forward to let real work result speak. Cooperation is optimal and sustainable but moving forward is also important.

4. Every stakeholder's equal footing should be guaranteed by international organisation, especially with in the field of ICANN and IGF. We need more mechanisms to enable stakeholders to cooperate together in the same framework.

5. The term enhanced cooperation also has its limitation because it is originally mainly point to the government cooperation. But now what we need is the enhanced multi stakeholder cooperation. This term is more comprehensive, but still needs us to figure out what is the real strategy behind it.

During the question and answer part, the questions were mainly related to ICANN and IGF's open and multistakeholder participation issue. Especially, many audiences questioned the function of ICANN's government advisory committee and how to resolve weakness of limited representativeness of ICANN's GAC. The vice president of ICANN gave a full explain of the work they are now doing to allow future cooperation with more stakeholders.

Conclusions drawn from the workshop and further comments:

This workshop demonstrated the value of multistakeholder participation and enhanced cooperation not only from a structural point of view but also from a practical point of view. The conclusions of the panel focused on the need to start real enhanced cooperation in a true multistakeholder fashion that facilitates the exchange of ideas, knowledge and resources and promotes mutual understanding between different stakeholders. In this way the multistakeholder model can be more effective in solving problems.

Reported by: China Internet Network Information Centre

Workshop #344: Internet Governance for the Next Billion Users:

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This workshop aimed to explore how best to increase communication and collaboration among stakeholders in the Global South with varying backgrounds and interests. We sought to identify challenges to activism, sustainable development, and good governance, and also develop set of "best practices" for dialogue, advocacy, and sharing of regional points of view.

Much of the discussion pertained to problematic approaches to ICT development and Internet governance promotion pursued by Western governments, businesses, and non-governmental organisations. In discussions about ICTs in the Global South, panellists suggested that "Northern" organisations need to begin with an "open agenda" rather than one that is prescriptive from the start. Approaches to Internet governance and development should build capacity by providing a framework or platform for discussion, or else by strengthening knowledge of Internet governance at the grassroots level. The "agenda" should be left to government, business, and civil society organisations in the countries in question.

The Middle East and North Africa was cited as an example of a region in which the Internet governance agenda has been mainly dictated by American organisations rather than at the local level. The Internet has been embraced primarily by the elite, but only as a means for recreation. A very small part of the community uses it for local issues, sustainable development, or awareness raising. Consequently, there is a need for local organisations with proper understanding of regional political and socioeconomic problems to lead efforts in setting a localized Internet governance agenda.

Another topic of discussion was the need to look beyond ICT policy in promoting Internet governance in the Global South.

One of the biggest problems facing organisations in countries where the government is the primary force (i.e., there is not a healthy tension between government, private sector, and civil society) is ensuring that civil society has a seat at the table in global discussions.

Many countries with long histories of authoritarian government have not developed the political culture to give voice to those local organisations advocating for access to information and Internet freedom. There is a need to supplement "Internet governance promotion" with incremental, behavioural change on the political and cultural level in these countries. This must take place online and offline.

In order to ensure that the surrounding environment is empowering for building bridges between entities in different regions.

Some participants suggested establishing a link between economic growth and Internet freedom much like we have the link between security and freedom. Government and civil society must be made aware of the ways in which an open Internet will contribute to economic development.

The issue of transparency presents yet another problem. In many countries where the "Next Billion" now live, there is very little information or clarity with regards to laws that are applicable to activities on the Internet. Vague laws that mandate harsh sentences and punishments are easily interpreted to curtail freedom of expression or silence those who speak out against the government.

Reported by: Matthew Carreiri

Focus Session (Security): Legal and Other Frameworks: Spam, Hacking and Cybercrime

23 October 2013

Host Country Chair: Dr. Edmon Makarim (Research Fellow and Professor University of Indonesia)

Speakers:

Jayantha Fernando, Director & Legal Advisor, ICT Agency of Sri Lanka

Chris Painter, Coordinator for Cyber Issues, US Department of State

Karen Mulberry, Policy Advisor, Internet Society

Wout de Natris, Consultant, Expert, International Cybercrime, Security and Spam Cooperation

Moderator:

Nii Quaynor, Professor, Chairman of Board of Directors at National Information Technology Agency, Ghana (TBD)

E. MAKARIM:

We will now resume the meeting. I declare this afternoon session open. Please allow me to open this Focus Session, which is dealing with legal and other framework for spam, hacking, and cybercrime. I am looking forward to our discussion about these important issues that I believe decision is heart of dialogue for this IGF.

We have some distinguished speakers and one moderator. Our speakers are Jayantha Fernando, Director and Legal Advisor from ICT Agency of Sri Lanka. Chris Painter, coordinator for cyber issues from U.S. Department of State. And Karen Mulberry, Policy Advisor from Internet Society. Mr. Wout de Natris, consultant, expert, international cybercrime security and spam cooperation. I would like to introduce our moderator, Mr. Chris Boyer from AT&T, and Karen Mulberry from Internet Society.

I don't have many words to give the introduction, but I just remind you about some explanation from our website. Soon we will discuss, so please start having ideas so we can hear from your comments and questions, regarding economic and social impact of spam and other malware, successful education and capacity building initiative, effective approaches to public private partnership and other forms of cooperation, model legal framework for addressing hacking and cybercrime, addressing criminal activity on the Internet. I just want to share about my experience because I have some lessons learned and practice once we get involved in drafting and also implementing national law, regarding electronic information and transactions law. Single omnibus law for the nation's cyber law.

Some cybercrime cases have been handed, misuse of device, fraud, forgery, and so on. The heart is in the pluralism community due to any legal or unlawful content that is against the public morals and public norms should not be construed as a simple thing also and underestimated. In principles, we have known that cybercrime is the ultimate medium, but the most important thing is to prevent the crime itself. It would be reduced by the effort to socialize might be forgotten to be pronounced and implemented in the society.

I personally would like to have enrichment from this discussion. Should we make a clear distinction between spamming and hacking outside of the scope of cybercrime issues, or it might be included in the scope of cybercrime. I believe this topic has been at the centre of our dialogue at the IGF. I hope we will have lively discussion. We have an excellent panel I have already pronounced, and before delivering to the moderators, I would like to give Mr. Kummer at least five minutes to state some important things.

M. KUMMER:

I also work for the Internet Society, and I chaired the preparatory process. And in the preparatory process, we took note of the recommendations that came out of Working Group on IGF Improvements. There was a Working Group under the Commission of science and technology for development. And one recommendation was that each IGF session should address two or three policy questions. We thought it would be a good idea to ask the community for input, and we collected them, and they are

available on the IGF website. Now, the policy questions for this session, legal and other frameworks are up on the screen, and I know the moderator will go through them during the session.

We received nine questions, which is actually quite a lot and shows there is a lot of interest for this session, and some of them relate to what role can the IGF play in this important aspect of Internet Governance.

C. BOYER:

Good afternoon, everyone, and welcome to this session. As has been discussed previously, the session today is going to focus on legal frameworks for spam, hacking, and cybercrime. So from an organisational perspective, what I will do as the moderator is ask each of the panellists a few questions on each of the three topics. We will cover them one by one, so we'll start with spam and then spend around 30 to 45 minutes on each topic area and ask the panellists for their general perspectives there. And then once we are through each of the three topics, we will turn to the questions that we were provided that Mr. Kummer mentioned and go through there. And I would like to encourage the audience this is intended to be an interactive discussion, so encourage the audience to ask questions. After the panellists speak to the different topics, if you have questions, please speak up and come to the microphones, and we would take input from the audience.

So with that, we will get started. So the first question here is really just regarding start with the topic of spam, and I think the initial question would be just I would like to get the panellists to offer a general perspective on how big of a problem is spam, you know, and how successful have we been in managing that problem over the past several years?

K. MULBERRY:

I am with the Internet Society. And in terms of the problem of spam, my first exposure to the differences related to spam occurred during the WCIT Treaty Conference and the big debate about including spam in an international treaty. And then that built upon with all of the delegations and the countries that were participating what was the meaning of spam and what were the issues related to spam. In particular it was an issue for countries that in their view, every problem with the Internet was related to spam. Which led us to see what was truly spam and how that might help them better improve their network and better manage their Internet.

As a result of that, the Internet Society has developed a project to conduct outreach to developing countries, to help them build their capacity and better understand what it means to combat spam, what tools that are out there for them to use and what experts that are throughout that will assist them in better understanding their choices and the options that they may want to implement in their countries. So it's all about building capacity and creating that multistakeholder approach to sharing that information and providing some enablers. That's kind of an overview right now of what's going on.

C. PAINTER:

I think when we talk about spam, I echo what Karen said, is that we have to define what we mean. And for and spam has a couple of major effects on networks, but first I think we need to be clear that when we're talking about spam or we're talking about unsolicited commercial email, not email that involves political speech or other kind of speech. I think one of the concerns that we've seen is people try to address spam much in the same way we've seen concerns when people try to address the issue of cybersecurity is that it's not used as a proxy to infringe on various political speech or human rights. So we have to keep these things very distinct as we look at them, both in with respect to spam in particular, but more generally with respect to security issues and threats to the network.

And spam to me has two aspects; one, just the effects it has in the network in terms of bandwidth of the network and clogging the pipes, if you will, but also as a vehicle and this is where it bleeds over to some other areas of the panel as a vehicle for malicious code, for spear phishing attacks, and other issues we will talk more about when we get to other areas of the panel.

There clearly is, I think, a real concern there, and there clearly is a need for this to be addressed by countries around the world, and countries are in different levels of addressing this, and I will talk a little bit about what we've done in the U.S. but also talk a little bit about the international efforts I think others here will address even more. And I think the WCIT was a good example. I think we all recognize this is something that should be addressed. There are places where it can be addressed. And I think one of the values of this discussion at the IGF is that the IGF can act somewhat as a router, if you will, pointing to some of the places where this is being discussed and some of the actions that are being done.

So there have been a lot of multistakeholder efforts. You'll hear about some of them today to address this issue both by the technical community. There have been legal efforts around the world as people have tried to come up with the right kind of regimes to deal with this. In the U.S., we have in 2003, we passed a lot to combat spam, and again, commercially unsolicited email called the controlling the assault of unsolicited pornography and marketing act, CANSPAM. Unsolicited commercial emails be labelled, though not through a standard method, also include an opt out provision, and had a number of provisions dealing with deceptive practices.

You know, there were sort of mixed reactions to that act. It's been on the books for a while. It's been enforced for a while. But the key thing about it, I think and it certainly isn't a complete fix because it's a legal regime, but at the same time, you do need the technical community and industry to address this issue as a technical issue as well. The FTC, our Federal Trade Commission, has been the main enforcement mechanism for this, and they have taken action, both through preventative measures by helping educate consumers, and through enforcement measures by bringing cases against companies with pretty successful results, and I think that's been important.

Often they work closely in a multistakeholder way with industry in those efforts, highlighting the value of having a public private partnership here.

But how are we working collaboratively to address this issue globally? Because it clearly is a global issue as well. And what I'd say is there are a number of programmes that the range of stakeholders are engaged in, and the range of stakeholders are represented at IGF, through the Internet Society, as was just discussed, and some of those outreach efforts which I think are critical, given this is an issue for the developing world, and through the messaging malware and mobile anti abuse Working Group, or otherwise known as MAAWG, and other groups that are very valuable and which we will have it which we will hear about more from today.

I think some of those organic efforts, which include multiple stakeholders, but importantly, industry and others, I think really are something that perhaps are not that well known about around the globe. In particular, the developing world doesn't know all these efforts are under way. So one of the things I think it's incumbent on us and the IGF to do is to make sure there's awareness of those efforts and that there are things, places for other countries and other stakeholders to plug into.

You know, these efforts go a long way to addressing both the nuisance and the malicious nature of spam, which are the key components of cyber high general or due diligence measures that also improve cybersecurity more generally. We would be very interested to hear from all of you today that are here as part of this discussion about remaining concerns, about other ongoing efforts that are out there and other ideas for new efforts. But I think part of what we need to do is raise awareness and make sure that countries understand where this is being debated, how they can plug in, and not necessarily decide to go to different forms that may not have the expertise or ability to deal with this.

J. FERNANDO:

When we talk about spam, especially in a small developing country like Sri Lanka, we often ask ourselves the question, is it a mere technical issue, or is it a legal issue or a combination of both? Our general consensus, particularly from my jurisdiction, is that this is a subject where the technical communities, as well as the legal policy communities, have to work together to address the issue. And spam is one area where the multistakeholder model can play a pivotal role, and I think Chris pointed out the various working groups and other fora working on this subject.

In Sri Lanka, we have taken certain steps requiring Internet service providers to ensure that as part of their license, terms, and conditions that they take steps to mitigate the dissemination of spam and to use spam prevention techniques, so on and so forth. But my point which I want to throw out there, onto the table and to the community here, is to bring out the message that this is an important area where the technical legal dimension has to be married together in a very in a carefully thought out manner to address a global problem.

W. DE NATRIS:

I would like to take you back 13 or 14 years from today, and 2013 in between. What we are talking about when we talk about spam is something which has to do with nuisance. People were receiving more and more emails in their mailboxes than regular messages, and apparently this got to such an irritating level that governments decided to do something about it. And just like Chris mentioned, it is unsolicited commercial email. Well, in the Netherlands, it's a little bit more. It's also about unsolicited political messages, unsolicited charities. If you don't want to receive that, then it's also unsolicited in the Netherlands. It goes one step further. But it was implemented in May 2004, in the Netherlands. More than half of unidentified Dutch language spam had disappeared. It wasn't because of this very fierce regulatory agency, but because most companies who were selling commercial messages did not want to be associated with fines and investigations by a regulatory office.

So in other words, that was very effective. Just having a law saying you have to opt in to receive messages, had to be able to send messages actually were very effective. Of course, that didn't do anything for the international spam that we still receive today with illegal bills, et cetera, et cetera. But that's a different sort of spam because it's not really commercial. It's about products that you are not allowed to sell usually, for example. So that's also a different issue. And from there it became more harmful with you already said that also, Chris it's more about spam. Today it's more about how to infect somebody's computer or device than it is about commercial messaging.

That's why, in my opinion, I think maybe the laws that were drafted in 1999 or started to think about drafting in 1999 may not be as effective today as they were then. It doesn't mean to say that the regulatory framework as was developed in those days could not work as a starting point. But what everybody seems to have forgotten by now, the OECD worked on a spam toolkit in 2004, '05, and '06, and that's an excellent starting place to look at if you want to know how to fight spam. The anti-spam toolkit is undoubtedly somewhere still on the Internet, on the OECD website, and it goes to show what sort of parties should be there to be successfully fighting spam. And that includes industry, and industry has done its bit because, frankly, I don't receive a single spam message nowadays, except, oddly enough, phishing, but those always go in my spam mailbox, and gambling, two or three a month. If we compare that to 2002, industry is obviously doing a good job. Is spam still a problem? Industry says it isn't. But is that so for every country? I think that is what we should be discussing here because from a U.S. and a Dutch point of view, spam may not really be an issue anymore, but is it the same in every country? That is a question I am going to put back through the chair to you to let us know whether it's an issue in your country or not.

C. BOYER:

I think that would be a good segue to understand issues from the audience when we get to that part of the discussion, around how big of an issue spam is in your respective countries. I think we heard from quite a few of the panellists earlier that there are a lot of initiatives under way to deal with spam. I know I can speak for as

Chris mentioned the Messaging Anti Abuse Working Group. I am part of their Co Chair public policy group there. They have been working on spam best practices since 2003, 2004, when that organisation was started, and they have published quite a few different documents outlining best practices that have been translated into multiple languages and are available to help deal with spam. And there's also other actions under way. The London Action Plan has been very active on spam. And there was also a paper published by the east west Institute, a paper regarding MAAWG, regarding spam best practices. I think one of the challenges we have is how do we raise just general awareness of the different tools that are out there and different practices to help deal with spam, and how do we scale some of those solutions into a larger framework for cooperation? So I'd like to ask the panellists to each kind of speak briefly to that topic of how do we scale these initiatives and make them more sustainable, in particular in countries that may not have as much experience in dealing with spam?

K. MULBERRY:

To build upon my opening comments, we have started looking at how do we address the question of what is spam, and how can we help developing countries have a better understanding of spam and what is available to avail themselves of to implement, not only within their country, but within their regions. You know, the project we started earlier this year is, as Chris mentioned, leveraging the information from MAAWG, which is a very good industry association that focuses on the operational aspects of managing and mitigating spam, malware, botnets, and other intrusive network activities.

The London Action Plan, as Wout mentioned, is the enforcement agencies from about 30 countries, and they're growing even more, talking about cross-border enforcement and management of spam. We have been working with the GSMA in terms of SMS and text messaging spam. So there are a lot of efforts from some very good industry associations that are willing to share. So what we have done at the Internet Society is kind of facilitate getting that information out to various regions. We held a couple of workshops to date and are planning more next year, where we bring the experts into a region. We were in Nairobi in September. We were in Argentina two weeks ago. So that the experts, and from these associations and from other venues, can sit down and talk about how do you address spam? And this is spam. And frankly, the common definition is unwanted or unsolicited form of electronic communications. You know, when you look at the ITRs and what came out of WCIT, I mean, they were focusing solely on bulk communication, which may or may not be relevant in the grand scheme of what you're trying to address. You know, it's all about what's unwanted or unsolicited and terms and processes related to managing them.

There's a lot of information out there, and there is at least what we are trying to facilitate is getting these experts in front of areas, governments, industry, and technical organisations so that they can have this exchange of expertise, the exchange of knowledge and administration to better arm them to make choices of what they want to do. I mean, the programme and project we have is divided into three compo-

nents. We're also building a toolkit to kind of build upon what OECD did with their toolkit, although it hasn't been refreshed for a number of years. So we're trying to look at this and refresh it so that we can provide the current best practices, the current codes that are in use by networks and operators. And then as well as the litany of tools that are available. Some of them are freely available. Some of them require more expertise and technical knowledge to implement. But we're trying to capture the list of choices and the checklists that, you know, in a developing country, if you want to move forward to mitigate spam, here are some of the things you need to think about as you go through this path to implement something.

You know, beyond our workshops for policymakers, we also have workshops where we're going to be doing hands on here's network, operational, and management knowledge that we can share with you and better improve what you are doing with your own networks. We are doing this in association with MAAWG, the London Action Plan, GSA, and other bodies that have been working for a number of years on how to approach and better manage spam. Spam is going to be one of those ills we will never cure. Spam we used to talk about has morphed into more phishing, botnet, and malware infections. So it's the delivery mechanism. So those who want to better manage networks have to stay at least even with the new developments that are out there for trying to deliver these infections into this system and the Internet.

C. PAINTER:

Chris Painter from the Department of State, I say Department of State, but I've actually had a number of jobs over the last 20 years that have dealt with cyber, including being a federal prosecutor at one point, so I know a lot about the cybercrime aspects of this. Let me, first of all, endorse what Karen said. I think that the first element is and what we often hear, especially from developing countries, is where do I go to deal with this problem? Who do I am interested in actually finding out how I can deal with this problem, who I can talk to, who has the expertise. So number one is to make sure that that awareness raising activity that Karen described is given priority. And awareness raising so that countries around the world know what these forums are, know what the tool sets are that are available to them already. And that should be married with capacity building. I will talk more about capacity building when we talk about cybercrime and even some of the hacking and cybersecurity issues because they are all kind of married together. But an element of capacity building should be how you deal with this problem as well.

And secondly, I think as everyone has noted that spam is increasingly a vector for other kinds of malicious attacks. So it's not just, really, the spam issue. It's the issue of how you deal with these malicious attacks, which are cybercrime in most cases and hacking and being used, really, as a point of entree into people's computer systems. Well, I think that requires a couple of different approaches. And again, we'll deal with this more when we get to the other areas of this panel, but one is policies, both with respect to cybersecurity, making sure that you have more secure networks, both government, private industry, and just ordinary citizen networks and having

policies around the world domestically around that. And two is having good, strong cybercrime policies, strong cybercrime laws, capabilities, again, trained law enforcement, and ability to cooperate internationally. That's entirely applicable to this because, again, it's a vector for some of those malicious activities.

And then finally, one thing I found that has been particularly helpful is to bring together the different communities. So when we're talking about spam as being a vector for malicious activity and for criminal activity, there is a law enforcement community and Wout just talked a little bit about that there is the technical community who are in charge of defending networks, and there's the private sector that has a role in this as well. And bringing those communities together I think is critically important.

So we've done this over the years. One of the things I did was chair the G8 private network group, and we had a network that still involves over 50 countries. One of the things we started to do is have a joint workshop with the form of incident response and security teams, the FIRS, the technical teams there. In the beginning, the law enforcement and technical community didn't really know or trust each other. But having them come together and come together with the private sector, I think it means you have a more effective response to this issue, and that should be done domestically in all the countries that are dealing with this as well. So I think there are some practices we could promote. There's some awareness we can raise. And we can do both of those things.

J. FERNANDO:

I agree with what both the previous speakers said, but in addition, what I just want to emphasize, more from a developing country perspective, is that many of us who are involved on a very regular basis in many of these technical, legal policy discussions around cybersecurity, cybercrime, cyber threats, incidents, handling issues, we are very often aware of what's happening at OECD, the anti-spam toolkit, the work of the London Action Plan, Anti Phishing Working Group, and so on and so forth.

But the bigger issue we see from day to day in our own countries is these developments happening around various sectors often don't percolate down to the grass root level communities. And often we find some of this documentation available only in English, and of course, I know that once we told somebody at OECD by not translating the anti-spam toolkit into multiple languages, and I think there was some response to that.

But some of the activity happening in this area is only available in English. So there is no problem with it, but at least some kind of summaries and key points and safeguards that should be taken at a technical level, ISP level, or at the user level should be available in multiple languages. And I believe efforts are under way from various organisations to get that in place.

My final point, Chris, is that this is a subject spam is a subject requiring, as I said earlier, the technical legal dimensions to be merged together, and countries may increasingly need to have cybersecurity strategies as part of their national security strategy,

and in that, it is worthwhile considering whether we should have an agreement to prevent this problem from blowing out of proportion, and there is a need to act fast in that connection through coordinated cybersecurity strategies globally.

E. MAKARIM:

I would like to add some issue that might have been forgotten to explore. The first one is talking about the privacy in this context, to what extent we can say its unsolicited bad communication for commercial is against the privacy, particularly for the consumer protection rights. So if we refer to it from a business perspective side, spamming must be okay. But for the every user's perspective, everything comes to my box, it means they use my space. So in this context, we are better off also to explore what difference spamming through Internet and spamming through mobile phone because the essence of the law, it's quite different.

The basic principles of the conventional communication are a private communication. It doesn't mean that everybody can call anyone. But for the communication through Internet, it's mass communication. So since the beginning, maybe you have a right to say hello to anybody and send commercial mail. So I'm just adamant that maybe some aspects are being forgotten.

W. DE NATRIS:

On behalf of the London Action Plan, I think one of the things that it actually offered to the world was the knowledge of fighting spam for years and what is on offer is training individuals how to fight spam and what sort of tools are needed to fight spam. And that's the sort of knowledge that's available there. So it's basically an invitation to join the London Action Plan if you are thinking about drafting a spam law or you are thinking about starting an agency or you have an agency that has just started. But what I understand is what one of the problems is the London Action Plan is now actually having its own meeting at this moment together with MAAWG already mentioned here in Montreal. They started yesterday or today also. So that's why I, as a private consultant, am now representing London Action Plan, which I actually am a member of from the commercial side of and spam fighting.

One of the problems are basically that this training is now in Montreal, and it's not possible for each country to travel there easily. And on the other side, in the London Action Plan, there's no money to travel to the rest of the world to give these sort of trainings. So in other words, there's some sort of a mismatch happening here between the demand and supply. And I am not the one that has the possibility to offer a solution for that, but it's something that maybe the right sort of authority should be looking at how it's made possible that these sort of trainings actually do start to happen around the world. So I think that's an important thing to look at. The other thing is that it isn't completely clear with the London Action Plan what the questions actually are. Is the demand the same as what is on offer at this moment? That's, I think, something which is worthwhile looking into also, and as far as I'm aware of,

that has not happened so far. So I think that's another way to try and build capacity, but it is a problem getting the people together, apparently.

C. BOYER:

I think that specific topic of how do we expand some of the activities of MAAWG and London Action Plan into other countries is an area that is being actively worked on. I know Karen mentioned the partnership that has been started between ISOC and MAAWG. MAAWG itself is establishing a foundation basically to support ongoing training sessions in other countries, so really taking it out of just doing the kind of MAAWG traditionally has three meetings a year, one of which is international. I think they recognize the need to be more active in other countries, and I think the partnership with ISOC is largely intended to help them take their technical expertise and expand it more globally to help educate folks on different techniques to deal with spam. I don't know, Karen, if you have anything to add to that.

K. MULBERRY:

Indeed, that's what we are doing. We are also translating documents, both MAAWG documents and other materials that have been developed by experts in the field so that they are available in the UN languages, and in particular, French, English, and Spanish, to make sure that that, you know, where they need to be used, they're in a form and text and concept that can be used by the people who are so eager for that information.

I mean, we have run across that in many different venues where they really need to better understand it in French versus English. And we also need to look at the technical tone of a lot of these documents that have been developed over the years to make sure that they are understandable in many languages and they provide some context in relation to at least the toolkit that we're trying to assemble so that you understand the first step you need to take, and here's some material that might be useful for you to educate yourself, to expose yourself to some of the choices that are out there, so that you can discern for your own country or your own network what are the appropriate steps for you to take because it's going to be individual in terms of what you want to implement and how you want to manage it. But we try to lay out all of the details that you need to consider in the process because it's very important.

FROM THE FLOOR:

I am the commissioner for the telecoms regulatory body from Mexico, which was set up after a constitutional reorganisation of telecommunications in my country, and it covers broadcasting and telecommunications in general, and everything to do with the computer sector. What I think is interesting and what we see here is the fact that there has been such a strong effort to minimize what is coming up in the WCIT sector. And as head of this agency in Mexico, I know that we have signed all the final acts of all these international agreements along with other South American

countries, like Brazil, Uruguay, Argentina, the Dominican Republic, and other non South American countries too. Brazil, of course, is at the top of the list. Many other countries, too, have signed those same agreements.

But there is this constant attempt to minimize the issue by saying it's just a question of capacity building and so on, but actually, of course, it's actually that we do need the capacity building. People need to know what they are doing. They need the knowledge that is part of this. But when you are the regulator for international telecommunications, you can't use the word "spam" because lots of countries were opposed to the word "spam" being used in the text. So instead of talking about spam, we talked about massive unsolicited electronic communications and about the measures that would be necessary to take in order to combat the sending of these sort of communications and minimize their effect. And Member States promised they would cooperate in this field.

It is an international problem, that's the point, not a local problem. Certainly a lot of work has been done in this area, but we need to increase international communication. The last thing we need to do is minimize the problem by pretending that it's just a question of needing more knowledge and needing more technological knowledge and technological capacity. Spam started arising 20 years ago. It's been around for a while. And we also need to take into account the opinions that we have from the WCIT experts. In my case, I have been working on the technical aspects, both at the national level and at the international level in this area. And we work, for instance, together with Japan, and we have learned from that that we need our interventions to be much more effective. Spam isn't just to do with the capacity or the knowledge available in one country; it is to do with national security, for instance, of a country. Mexico is a good example of that. In Mexico, we saw that in some areas we have an awful lot of email that is sent from laptops to people who, when the person clicks on a link within the body of the email, what they are doing is they are calling a police line for emergencies. So these criminals are using the system to saturate, to completely overwhelm the police emergency line and stop the police from doing their job. And in order to set up something like that, you need huge capacity in the criminal world. So we need an international strategy to combat that kind of attack. So that is why it needs to be part and parcel of international telecommunications regulations.

C. PAINTER:

I don't think people should confuse whether people thought it was appropriate for spam to be a topic in the WCIT meeting, which did not, by its nature, deal with content issues, and whether people thought spam was a legitimate concern of countries around the world. I think everyone believes it's a legitimate concern we should address. And I don't think that anyone should think that we don't believe there should be international cooperation on this issue. And I also don't think I heard any of my fellow panellists here say that, you know, these are local solutions that should be adopted. That's one part of it, yes, but these are also solutions that have been talked about that would help the international community cooperate better against these issues.

Now, I think the issue in part comes when you start talking about making the jump between international cooperation to deal with these threats, and when they end up being law enforcement threats or cybersecurity threats, those need to be addressed by strengthening those capabilities, just like we have in other types of threat areas. But that doesn't necessarily mean that that is the subject of an international telecommunications regulatory scheme. So I think we have to disaggregate this issue a little bit and make sure we are looking at the best and most effective solutions, both domestically for countries, and also how they work together and cooperate together.

REMOTE MODERATOR:

Well, we have one comment that we need to do a lot more to make the developing countries have trust in Internet and what we do. There must be strategies to stop cybercrime. He also has one question: How can we help developing countries like Uganda appreciate the Internet without being trapped in the circles of cybercrime?

C. PAINTER:

I can start. We are sort of jumping ahead in the panel in terms of we are going to be talking about cybercrime at the end. But I think the reason you have good cybercrime laws, the reason you have good cybercrime capabilities, the reason you have interpretation cooperation to deal with cybercrime all issues we will be talking about later in the panel is to address the threats on the Internet. But to promote the good things we are trying to do on the Internet, whether it's commerce or social interaction, all of the kind of cybersecurity policies and cybercrime capacity building and also abilities to do cybercrime enforcement are not ends in themselves but a way to enable that kind of trust and that kind of commercial development. So we should do that.

And how do you get countries, particularly developing countries, to adopt good policies in this area? Well, that's really where we go to some of the capacity building efforts, and we've learned quite a bit of that around the world, the United States has, other countries have. There is a lot of emphasis on that. I will address that more when we get to the cybercrime section. I come from a conference just held in Seoul, Korea, the Seoul conference on cyberspace, and one of the themes of that conference was the importance of capacity building around the world and building cooperative networks to deal with some of these cybercrime issues that deal with, really, the entire world. I think there are efforts under way, but the reason we do that is to enable trust in the networks and to enable economic and social growth on the networks.

W. DE NATRIS:

I would like to try to tackle both questions a little bit. I am not a diplomat, so I was not at the WCIT. Just speaking personally here from the top of my head is that there's spam it's called spam here in this panel. In the Dutch legislation, which is a translation more or less from the EU policy directive, the word "spam" isn't used a single time. It's unsolicited commercial what is the other one? Political or charity communications. So that's the official word. And we call it spam because that's the popular word for it, and just because of this funny Monte python's flying circus sketch on spam, which

was the only thing you could get in a restaurant was spam, spam, spam, and that's where the joke comes from, basically.

So the next thing is to take away cybercrime, when we talk about spam, so unsolicited communication, we mean where the content is commercial. So as soon as it's not commercial anymore, it goes into phishing, it goes into trying to infect end users' devices, try to do whatever they do with it. I think that's going into different discussion because then you are moving from spam, unsolicited commercial communication, into fraud or crimes or worse. So in other words, then you get away from in a way what's called cybercrime. Then the spamming, sending of messages is nothing else than a tool to reach another goal.

Then the question, can you avoid cybercrime coming into a country? Yes, if you throw away every device in your country and not connect to the Internet. So in other words, it's the same as happening on the street. I think law enforcement is there since the late 18th century, and it's not like crime has gone away because of it, but it keeps most people away from crime, and it keeps most people safer. But you can always be at the wrong place at the wrong time. And in real life, you can usually see which streets you'd want to enter and which streets you may not want to enter, but even then you can be hit by a bus because the driver is drunk. There's no guarantee. But the fact is you can't see the bus coming on the Internet. You don't know if there is a driver. You don't know whether he is drunk or not. So in other words, that's where maybe this discussion should be going, how can you push crime back as far as possible, as becomes acceptable, just like in real life, and then you have a society we can actually profit as much as possible from the Internet, from all the beautiful things it also gives us and presents to the world, lots of opportunities, business opportunities, but also for personal people. And I think that is where the distinction between spam and the content of the spam has to be made.

J. FERNANDO:

I think I will answer the specific question from the caller about how Internet can be promoted without being caught in the cybercrime trap, if I have understood that question right.

So basically, not just governments, from a developing country perspective, I think everybody in the community, the technical community, the Internet communities in your country has an obligation to promote the good side of the Internet. In fact, Chris also brought this out. Yes, we need to governments and Internet community has to address the threats associated with cybercrime, and there are best practice models available for that which we will be discussing later on today. But the negative side arising from cybercrime should not be brought out in a way that will stifle the innovation and the growth that a country can have with the powerful tool associated with the Internet.

And from a developing country myself, I mean, in Sri Lanka, we see this problem as a big issue because the local press often brings out the Facebook of users, the frauds associated with Internet banking, to many other issues, and those are given first page

news items in our newspapers often. But talk of the good side of how the economy has been made to leapfrog with the Internet based tools, those are given second, third page, small news items. So this is a problem that many developing countries are facing, and many organisations, the governments themselves can't grapple with that problem, and they cannot themselves promote the good side of the Internet.

And I think talking off that Ugandan remote participant's question, the question I would pose back to him is do you, for example, have an Internet Society local chapter in your country that can help to promote the good side of the Internet? And talking from Sri Lanka, I can tell you that the positive sides of the Internet was greatly promoted thanks to the best efforts of our Internet Society local chapter.

FROM THE FLOOR:

Thank you. Actually, it's not a question. I think the gentleman raised an important point that in solving spam issues, we still can reduce the negative impact of it. So because the consumers have the right to enjoy the benefits of the ICTs, like you said, and also when they enjoy the benefit of ICT to the maximum level without interference or annoying information, which is not based on their concern.

So because that's also the role of government and also responsibility of all sectors, including the business sectors. Thus, I think it is necessary that in regulating spam, consumers should be given more flexibility to choose whether or not they want the information. So if we see the condition now, many times consumers have no rights to choose. It's all like take it or leave it basis. If you want it, then you have to agree with all the restrictions and all the requirements. So it is important for the global community to support the regulations that give consumers small flexibility in choosing the information they want.

FROM THE FLOOR:

I would like to ask something. I think that we who participate in this conference, we have a tendency to minimize what we don't understand. That was the commercial spam in legislation. And we know we have the context. This is a reality. Spam is a reality. International communications regulations, for people who aren't familiar, these are regulations which are very interesting, which make it possible to understand a great deal. It says clearly that it's nothing to do with the contents. The problem is that the information comes as spam on mobiles, for example, mobile phones. And the user thinks that it's an app which is coming for free. And they think that they're going to get a photo or a song or something, and then they click, and it calls a police call centre. So imagine the quantity of calls that can come in simultaneously if that's done to the police. So it stops the police from working.

This is linked to the question of cybersecurity and cybercrime. It's here where we are asking us to not remain aside from this, that we should try to find some definition and a strategy so that these new kinds of situations which are coming up, not just on the Internet, but in other international communications, also have to be dealt with.

K. MULBERRY:

I can tell you that the technical community has taken note of issues like that. The IETF, the Internet Engineering Task Force actually has created a group to address issues that are IP related, where, because VOIP or other Internet voice calling, there have been calls to emergency services, to police centres and everything else, and they're working on technical solutions for networks, on authenticating traffic so that there's a means of addressing what's malicious and inappropriate on a network.

So that the government agencies you rely upon in an emergency, in a disaster, and to provide the protective services are not overwhelmed and prevented from actually doing the job that they are supposed to be doing. So there is work under way. There isn't a solution that has been, you know, formally adopted yet, but there's a lot of discussion and there's a lot of motivation to come up with a solution, not necessarily the same as addressing spam, but they are looking at this as the a malicious network activity that they need to manage better. So work is under way, and hopefully soon there will be some solutions out there.

FROM THE FLOOR:

I own and operate an Internet infrastructure company in the United States. And I find it a little interesting that most of the panel seems to think that spam is limited to commercial or unsolicited commercial emails. From my perspective I operate a lot of mail servers and I don't go and deploy an anti-spam product that only addresses unsolicited commercial emails. It needs to address all of the different unsolicited kind of emails that we are getting, phishing, malware, identity theft. You know, so I would really encourage the IGF, if they are trying to produce a takeaway, that they include all these different subsets of spam in whatever they develop because to have it be limited to just unsolicited commercial email seems to do a disservice, especially to larger Internet community if they are trying to develop best practices, training, and things like that to limit the scope of that.

The other aspect of this, were my perspective, spam that is not simply unsolicited commercial email is most definitely tied to cybercrime in every way. Spam facilitates phishing, identity theft, and malware. Spammers use stolen identities to sign up for fraudulent services. Spammers develop malware to steal credentials from end users and then hijack their email accounts. Spammers send out spam to get people to sign up for fake credit report services. You know, it's an ongoing cycle, but spam and unwanted email is essential to what a lot of these cybercrime outfits are doing.

C. BOYER:

Just one quick comment is I do think there are different definitions for spam, and different groups define it differently. I know like at MAAWG, they generally define they don't even mention the spam. Most of their practices are really related to unwanted email, kind of to your point. So any of the panellists have a comment there?

C. PAINTER:

So this is why we said at the top Chris Painter again both Karen and I said we need to define our terms here. And yes, there are different kinds of activities we are seeing. Spam is sometimes an enabler. But what we are really talking about is email. It doesn't necessarily mean its spam. It could be targeted. In fact, what we are seeing in phishing, more often now than ever before, is spear phishing, much more targeted emails, not the wide distribution of things out there.

Then what we are really talking about is malicious activity, which we are going to be dealing with later on in this panel and the hacking and cybercrime part. And absolutely we need to make sure we're combating that malicious activity, and that's an international issue where I think the IGF can play a role in, again, making clear what's out there and what activities are being done and the legal structures that need to be done around cybercrime laws and capacity to fight cybercrime and investigate cybercrime. Because even the example our colleague from Mexico brought up, you know, trying to get the police jammed, that's a crime. So how do you address those criminal aspects? How do you make sure you can investigate them, both within your country and work internationally because they often are not localized in one country? Those are important issues we need to address.

So at least from my part and I don't think from any of the panellists part, there's no attempt to minimize this by calling spam one thing and malicious activity another. We need to address both of those issues. And I think we will during the course of this discussion.

W. DE NATRIS:

You are absolutely right. The fact is I represent London Action Plan, which is all about commercial unsolicited email, so that's the story I am giving here. If I look at my background as a spam enforcement agency, the trouble we usually run into is there's a lot happening on the content, except our anti-spam law does not give us any rights to do something about the content. For that you need the police. And to be quite frank and honest here, if we walked up to the police in those days and said we have a fraud case here involving that many millions of euros, basically the question would be where's the body? Nobody? They'll see you again. And there was just no interest.

And that appears to be changing a little bit I hear from my ex colleagues who are doing the first two cases ever together, which is completely new, and I think that's a good example of what the Dutch Minister of security and justice is doing through the national cybersecurity centre by bringing all different stakeholders, public, private together and make Task Forces out of them on issues. Perhaps we have time later to discuss that. But what I also said in my introduction, the law that was thought about in 1999 and drafted in 2001 and implemented in 2003 or '04 may not be doing what it is supposed to do nowadays because there's so much more than just commercial emails. So maybe it's time to start looking at law capacity people and drafting laws and policy people to look at what sort of a law would you like to have in 2016?

Because that's about the cycle we have from 2013 onwards, of course, is whether the sort of agencies that are effective now, like the Federal Trade Commission, like where I used to work, now called ACM, and a few others around the world, is could they actually assist in these sort of cases where the police, from an economic point of view, is not interested enough because the cases are clear not serious enough, but still involving millions which are billion siphoned off the economy? Would it be interesting to see if these sort of organisations could actually take on these cases also by being allowed to look at the content and perhaps also bring somebody to a criminal court instead just through a civil or administrative court. And that may frighten away some more people that now think, well, the fine of 10,000 euros and I am making a million, I'll go on anyway. So in other words, the matter of fining and the profits they make may not also be compatible. So that's some food for thought for the future. What sort of law would you like to have in 2016 or '17, and would it have to be different than it is now?

C. BOYER:
I believe we are, for the sake of time, I will take a few more questions on spam. I think as Chris has pointed out a few times, we are kind of conflating topics here between spam, the hacking question, and also cybercrime. So we will move on to hacking next, but let me take the last couple questions here before we do. I think we had one more online participant, I believe.

FROM THE FLOOR:
This is a question specifically for Karen. Earlier we talked about how the IETF is interacting with our colleague from Mexico's issues on the network. If we are thinking of spam as a problem for network stability, you know, back in sorry, I've got one page up on my iPad, but back in 1999, IETF was looking at best practices for dealing with spam. Is the IETF still actively working on this issue? If we're framing it as a network stability issue, this would be another way to both build capacity and disseminate capacity through the engineering community.

K. MULBERRY:
I believe the IETF if is still working on network management and network stability issues. Do they call it spam? No. They have moved on to more specific management of the elements within a network. To the group I mentioned before, it's called the STIR working group, and if you know the IETF, they like to come up with very interesting acronyms to define the work they are doing, and I'm not sure I can explain the acronym for that group, but it's a newly formed group, and they are actively pursuing how do you do network authentication to validate that the sender and receiver should allow the traffic to complete? So there are a lot of activities that are occurring to better manage issues.

There are a lot of other initiatives that could be undertaken as well, you know, compatible with what the Internet Engineering Task Force is working on too. I mean, much like MAAWG and some of the other places, they are working on the operational

aspects of these things. I know that GSMA has a very active initiative on SMS spam and what their network operators, mobile operators, need to do to better management that to prevent all of the issues that a lot of countries have because they have an overwhelming amount of SMS spam out there.

FROM THE FLOOR:

My expertise is on the technical end of things, but I actually wanted to ask a question about the legal end. I have been involved in several civil suit anti-spam cases in the U.S., and the law in the U.S. seems more or less completely ineffective because the folks who are large enough to really be dealing with spam, the Googles, the Yahoo! s, the other large providers of the world, they use the technical tools to prevent spam and not the law, which leaves the law to be used by, shall we say, less reputable plaintiffs.

And we hear of a lot of cases dismissed because those folks are not considered real Internet service providers, real mail service providers. And it seems to me that allowing some more of these cases to go forward and to allow anyone to make these claims, to get the money out of commercial spam I am not talking about here cybercrime; I am talking about strictly commercial spam which is in the grey market of spam. There should be some way to adjust these laws to get folks out of making spam profitable, and I was wondering if the panellists would be willing to comment on changes to the laws such that any single individual could bring suit against large folks who are taking advantage of the fact that there are more nefarious players willing to send spam.

I am thinking of people who are large companies but allow botnet like mail senders to send spam and make money on their backs.

W. DE NATRIS:

If I remember correctly, Microsoft has done that a couple of times in the U.S., by bringing people to court, and I'm not an expert on U.S. law, but I think I remember the FCC saying once that every individual in the United States can bring a spammer to court. And whether that's a successful approach or not, that's something different, but maybe there's someone in the room who can check that fast on the Internet or knows it, but I think I saw that in a presentation once.

C. BOYER:

I can briefly comment on some of the work done I don't know if anybody from Microsoft is here, but they've done quite a bit of work with law enforcement to do various takedowns of some large botnets such that has had a substantial impact on spam. I forget the name of the particular botnet, but a couple years ago they took down a botnet that I think reduced spam by a very large percentage worldwide, actually.

So there's been a lot of activity, at least in that instance, to do that, and also when you talk about and we are kind of, again, segueing into the hacking issue, but when you talk about malware, a lot of the ISPs as well have worked with Microsoft and others, the FBI in the United States, to alleviate some of those issues. A good example of that

is the DNS changer botnet that was last year. So there are activities from some of the larger players on the Internet to try to deal with some challenges.

C. PAINTER:

As I said, there have been some pretty successful actions by the FCC and pretty successful criminal activities. I was, in fact, not talking about the criminal aspects. I am wondering more about the civil aspects for individuals being able to go after commercial spammers that are using botnets to their advantage, certainly, but going after the people who generate the revenue, the commercial gain, from sending out these commercial emails. That doesn't seem to be available to individuals, at least in the U.S.

E. MAKARIM:

In Indonesia, it is regarded a civil case, and this can be conducted by all actions that are being taken and creates a loss for others. In Indonesia conduct, and based on the article of law of IT and also civil code, we can sue them in civil cases instead of the criminal also.

C. BOYER:

So that closes the discussion on spam. I think we've tackled a few of the other topics during the course of the conversation, but the next subject is really hacking and then cybercrime. So focusing on hacking, which I think we are going to define for the sake of the panel as really cybersecurity issues more broadly, I'd really like to just get everyone's initial comments on just general discussion of how they see cybersecurity, you know, from a global perspective, and then also just generally feedback on frameworks, what is working and what needs to be streamlined and strengthened to deal with cybersecurity hacking issues.

C. PAINTER:

Well, I have been as I mentioned at the top, I've had a lot of experience with this since for the many years back in the '90s I was a federal prosecutor going after hacking crimes, I think back when people weren't as dependent on the Internet. Back at the beginning of the Obama Administration, I moved to the White House to help write our cybersecurity strategy and our international strategy, and now with the State Department, so I have seen different aspects of it.

You may recall the President's account was hacked into. He was really leading the effort into trying to strengthen cybersecurity, both domestically and internationally, from the day he came into office. We have been doing quite a bit in this area over the last, really, 20 years, and particularly over the last five or six years there's been a lot of activity, including having national strategies in this area, and it was mentioned by my one of our panellists the importance of national strategies. I think there is something like 25 countries now that have cybersecurity strategies or are working on those strategies, and it's a very important thing to raise the awareness of this issue,

both within the government, but also within the public and the business sector in various countries.

You know, those strategies in the U.S. and elsewhere, I think they are the strongest when they are built, much like on the IGF model, in a multisector way. Indeed, our strategies had a lot of input from both of those groups as we built this out. I am very glad to be able to discuss these issues here.

Since Baku last year, where we talked about this issue, we have taken some more steps with respect to cybersecurity, and I want to share those with you. In February of this year, President Obama issued an Executive Order and a Presidential policy directive on cybersecurity and critical infrastructure that clarifies both government agencies' activities in the area and puts in place a cybersecurity framework for the development of standards and best practices. And rolling out that Executive Order, the White House characterized the current cyber environment as the "new normal," one in which cybersecurity threats are increasingly broad, sophisticated, and dangerous, and include persistent intrusions, privacy violations, theft of business information, and trade secrets, something that has been in the news quite a bit in the last year and been raised by our President in particular, and degradation and denial of service to legitimate entities trying to do business or get their message out on the Internet.

So how do we deal with this new normal, especially in an international collaborative way? Well, domestic efforts like our own executive order should be supported by international collaboration on strategies that address the transnational nature of these various threats to our networked information systems. We need to find ways to share the burden of network defence across stakeholders and also across the globe.

Key elements of those efforts are prevention, preparedness, and response, and we have both policy and practical ways to achieve those goals together.

From a policy perspective, we are realising international venues to affirm the need for international cooperation. Since 2000, for instance, there are five UN General Assembly resolutions that have drawn attention to the essential defensive measures that governments can perform to reduce the risks of security and also tout the importance of raising awareness. They advance very useful concepts that we need to look at, including a resolution that talked about the role of governments in combating the criminal misuse of information technology and underscoring the immediate need to have modern effective national laws to adequately prosecute cybercrime and facilitate timely transnational investigations and cooperation.

Another resolution that talked about creating the culture of cybersecurity, drawing off work done in OECD and elsewhere, and the protection of critical political infrastructures providing an essential basis for facilitating international collaboration and risk reduction. Yet another one that dealt with the responsibility of governments working with other stakeholders to lead all elements of society to understand their roles and responsibilities with regard to cybersecurity and the complementary efforts that stakeholders need to address. And still another that talked about the important roles of regional and international organisations, in particular in combating cybercrime.

While these UN General Assembly resolutions have been a valuable forum for the promotion of these fundamental concepts, the UN is not the venue I believe where most of the real substantive international collaboration is taking place, and we don't believe the UN should control or manage this collaboration. Relevant cyberspace issues, cybersecurity and cyberspace issues, are on the agenda of many other regional and international organisations which we support, including the OAS, the organisation for American states, the ASEAN group, the Asia Pacific Economic Cooperation, APEC, OSC, the organisation for security and cooperation of Europe, the after Rican Europe, the OECD, the group of 8, the EU, and Council of Europe, among others.

One thing we hear a lot from countries is they feel the lack of expertise to implement these goals and collaborate internationally and we are very sensitive and I think attuned to hearing that from countries around the world and therefore and I mentioned this a little earlier international cyber capacity building is a policy priority for us in the U.S., and we think it should be a policy priority, really, for all.

We are partnering with developed and developing countries to improve and expand capacity building efforts to, for example, provide the necessary knowledge, training, and other resources to countries seeking to build technical and cybersecurity capacity. This element was a real focus in the Seoul conference, and I commend the output of that conference, the Chair's summary and discussion of capacity building in particular to this audience.

We also work to continue to develop and regularly share international cybersecurity best practices around the world and enhance states' abilities to find cybercrime, including training for law enforcement, forensic specialists, jurists, and legislators.

Our international capacity building work is increasing, and we've done a lot of work particularly in Africa, west and East Africa and doing regional conferences, training to support the development of regional cybersecurity frameworks and strategies. And a lot of regional organisations have been working on this too. But this is only one of the practical measures that I think I referred to are required here. There are existing technical standards based forums that we talked about earlier with properties to spam that apply in cybersecurity as well, and we think discussions here could help both make countries more aware of this and raise the bar by getting countries to adopt national strategies and cooperate internationally. Now, what I said is related to but separate than cybercrime elements, and of course, having strong cybersecurity laws in place, we believe modelled after the modelled after by ear accession to or modelled after the Budapest cybercrime Convention is very important, and having that ability to cooperate but we'll get more into that or I'll get more into that at least when we discuss the cybercrime aspects of this issue.

J. FERNANDO:

Again, from an emerging country perspective, cybercrime and cybersecurity are both important subjects, and there is a need for legislative measures to deal with this global phenomenon. Even in our country, from my experience, what I can share with the audience is that with the huge focus given over the last seven to eight years on

development, economic development activity associated with information and communication strategies, we saw a lot of hacking related offenses, phishing of Internet banking websites, denial of service attacks against use of ICT in a country. And added to that was the issue of terrorism, where these cybercrime tools were used against state and non-state players.

So having gone through that cycle, Sri Lanka adopted a fairly comprehensive cybersecurity strategy which included the legislative side that we will talk about later, to couple with technical approach to dealing with the problem, and the technical side of it led to the establishment of a national coordination centre called Sri Lanka cert. So the CERT, the technical coordination work associated with CERTs, working together with the FIRST, the forum for incident response teams, in collaboration with APCERT, led to hold a collaborative ecosystem to deal with a common problem that Chris Painter explained a short while ago.

From the legal side of it, the issue is significant. Countries can have different models in terms of their legislative practices. But the important point to realise is that there is increasingly a need for global cooperation on the subject of cybercrime. One country alone cannot deal with the problem, even if we have an investigation in our country and we have to contact law enforcement, either in UK or United States or some parts of Europe, in Japan, Australia, China maybe. There is a need for global collaboration, and therefore, there is a need for harmonization. And that was one of the reasons why Sri Lanka opted to adopt the framework associated with the Budapest convention that we will talk about later. And the need for harmonization and collaboration is the most important thing because mutual legal assistance between countries are becoming more and more complex to deal with the subject of cybercrime.

W. DE NATRIS:

I am going to do something very uncharacteristic there and give the microphone to somebody else. I am also representing NL IGF here, and we are going to sessions tomorrow on the examples of the sort of thing you are talking about, how we can actually deal with threats and the sort of capacity building that is taking place there and cooperation taking place there. I am going to pass the microphone to Nina Johnson from the Dutch Ministry of Justice. She will say something about how attacks on government have been dealt with since the last year.

N. JOHNSON:

I am with the Dutch Ministry of security and justice. Since you are taking the broader issue of cybersecurity rather than just cybercrime and hacking, I think it's interesting to share maybe some of the issues that will be hopefully or probably be covered in our panel tomorrow and maybe pose a question here to the table and to the participants as well.

Karen, you were talking about the translation of policy documents, providing them in different languages, making them available, strategies, guidelines. But as the Internet developed from the grass roots level, we do the same at the national level, of course.

And in the Netherlands, we are trying to make all our documents, strategies, et cetera, always available in English as well so we can share them with all of our international partners. one or a few of the interesting examples could, for example, be where we focus in our multistakeholder approach on operational, technical, and strategic level. Examples are national cybersecurity centre, which actually has liaisons from private companies in there, academia as well. We have a cybersecurity Council. We have even private initiatives on botnets, which are connecting to our centre or to our policy level.

So all these cooperation methods and models we make available for our international partners. We make case studies available, so we have a case which we experienced in 2011, and we're trying to engage with our partners, both at technical but also strategic level to really get the C level commitment and realisation that this is an issue of for all of us, to get at the table to make people realise that.

So I guess the question here would be how do we engage these national or sometimes more often bilateral initiatives. Is there a gap between supply and demand side for this kind of information sharing? And if so, how do we how can we better organise these supply and demand for such models, for such information? Thanks.

K. MULBERRY:

I can tell you with what I am trying to collect that I am accepting donations, so if anyone has material that is a best practice, that is a technical solution or a recommendation or just even a general guideline that might be useful to be shared with others, please let me know because I've got a website that we have put together where I can host all of these materials, with your branding. We've got the MAAWG documents, we've got some Action Plan documents, I have some GSMA documents, other things that have been contributed by other experts who have devised either articles on these are things, how it works, or technical things and tools that one should pay attention to.

So send them to me, and I will post them and we will push them out through our chapters and through the work that we're doing right now so that hopefully the message will get out to a broader audience.

C. PAINTER:

So there's a lot of good work that's being done in some of the regional organisations that I think can be shared. For instance, the organisation for American states has been doing a programme with countries in that region national cybersecurity strategies. And so I think that kind of thing is very helpful because so many countries are now building those strategies.

You know, I also want to emphasize how important those strategies are as an organising concept because it's not just one government agency; it's really a whole government approach where there's the economic agencies, the security agencies, the police are all involved in this, but it's also the civil society and the private sector. So understanding how those strategies can be built is important.

The other is building institutions, like CERTs, and how you do that as countries are facing that, and I think that's part and parcel of some of the capacity building efforts, and that's one of the ways you get this into the hands of other people around the world is more the targeted capacity building that helps them do things like do these national strategies, build the institutions they need, and build the capabilities.

C. BOYER:

You had mentioned some of the botnet activities. Just an example of how there is some information sharing going on. I participated in a workshop last month at APEC that was specific about botnets, and there were presenters, self-included, from lots of different countries talking about activities being done to mitigate botnets that I think was very well done, and it was there was a good exchange of information about how different countries are doing different programmes to deal with botnets. I feel like that issue has taken on some momentum of its own, and there's been a lot of activity to kind of emulate the model of notifying end users who might be infected with botnets as part of kind of keeping the Internet more healthy and clean.

FRROM THE FLOOR:

I have maybe some comments from the panellists relative to the floor. I am relating this to the previous discussion also on that we had on spam, and I do see a correlation between spam, personal data protection, and cybercrime. Spam personally says don't send me stuff I don't want. Personal data says protect some of my stuff. And cybercrime says don't commit illegal activity that might affect me. The three do work hand in hand. They overlap, but they do not necessarily cover each other completely. So my comment would be each one does have its place.

The interesting question, I think, from a developing country point of view, is as a matter of priority, which piece should come first if, you know, you had limited resources? Do you start off with law based spam moving up to data protection and then to cybercrime, or do you start the other way, the one with the greatest impact, cybercrime down to data protection and then down to spam?

J. FERNANDO:

Well, it's a very interesting question, but quite difficult to answer because there is no open and shut, tailor made mechanism that a country can follow or needs to follow. And every country may follow different options and different roots to legislative reform, combined with cybercrime, cybersecurity strategy.

Thirdly, from our perspective, the approach that I see many countries adopting more increasingly than more increasingly in the recent times is to give preference of priority to legislative efforts or legislation dealing with cybercrime, and then follow through privacy, data protection, and, of course, even in that you see different models and options. Some countries prefer to follow a legislative route, particularly those countries lead dealing with European Union data protection issues.

In our country, we tend to look at the safe harbour model followed in the U.S., the private sector code of practice. If you are from Singapore, you are familiar with the model of Singapore, the private sector code of practice, data, for privacy protection, that many countries like Sri Lanka prefer to adopt through mechanisms through self-regulation, self-governance in the area of privacy and data protection.

So there is no one route that a particular country can take. Countries can follow different routes. Certainly, from my perspective, what I have seen happening is the other way around, namely, giving preference to cybercrime legislation going forward, first mainly due to the reason that countries feel the desire to deal with the problem as an immediate steps and provide a mechanism for preventive steps to be taken and to empower the law enforcement and the judicial system to deal with issues that they feel should be prioritized more than anything else. Thank you.

W. DE NATRIS:

To be honest, I don't think it's up to me or anyone in the panel to say what a country should adopt or not, of course. What I can share with you is two times now through the Internet Society they asked me could you explain to the country's President how you dealt with the spam problem, the unsolicited commercial email, in the Netherlands. I said yes, of course I could, because basically, it's just one article. And if you allow me to say so, it says thou shalt not spam, with some exceptions and nice legal words. But that's a very easy way to tackle a first step, perhaps.

And then you have a few people dedicated to enforcing that because, of course, except for that article, you need some enforcement tools that you give to the agency. But if these people get the experience to work with the law and find their way into researching the Internet, doing something with the right tools, with the forensic tools, then they get the experience to go onwards and do more difficult tasks.

But if you also look at what happened in the Netherlands, basically, is that we found, from day one, all these cases that had to do with fraud or with others. We pretended often that it was just button pushing and went after these people anyway. Perhaps we lost those cases seven, eight years later in court, but the crime was stopped in 2004, '05, and '06. It was very effective against all sorts of fraud being committed in the Netherlands, even from abroad, because we just stopped, for example, with SMS spam saying congratulations, you won 500 euros. Call this expensive telephone number. We just called the operator and said do you want to be associated with fraud? Usually they said no and a day later the number was closed. So there was no enforcement. There was no forcing anything, just saying do you want to be associated with this, and they wouldn't.

So in other words, the Netherlands did not become attractive anymore to these sort of people, and we basically drove SMS fraud spam away from the Netherlands for years until a new guy came up, and he was stopped also. And then we could even find someone in the Netherlands.

So in other words, you can be a lot more effective than just spam messages, but you have to have the provision in your law to do so. You have to have the commitment of an organisation. And we were only four people starting this. Just four people, and 85% went down. Remember? So in other words, it can be very effective if you have this dedication from the government that says I have a few people doing this, and they are allowed to do some training courses to know how to do this, and that's actually how you start changing things. And that's one option. The other one is to start at the top, but that's up to a country to decide.

C. PAINTER:

I know it's difficult when you have limited resources, but I think this is not an area where you can necessarily follow a linear path where you say, well, first we'll do this and then we'll do that. I think you need to pursue parallel paths. You have to have good laws in place, particularly good cybercrime laws, because you can have very trained personnel to fight some of these threats, and if they don't have the legal structure in place, it doesn't matter. The same thing, if you have great laws in place but don't have the trained people to enforce those laws, you are also not going to be effective.

So you have to look at these things together and look at both combating threats and strengthen things for networks. That's national strategies, that's building CERTs. So there is a lot of material out there because a lot of countries have gone through this for countries to use and best practices for them to learn from and capacity building opportunities for those countries, particularly in the areas of building their legal structures and in building institutions like CERTs, and even for law enforcement training. But I think it's one of these things where you have to address it at multiple fronts at the same time and not say we'll do one thing and when we finish that we are going to start engaging the next step of the process.

FROM THE FLOOR:

Firstly, an observation or something that I think that the panel might have taken for granted but I think so which needs to be mentioned, and that's we all seem to take for granted that these three issues, spam, hacking, and cybercrime, are important issues, are big issues, but I think it's. But I think it should be asked how big exactly are these problems? What I am getting at is the importance of statistics. We need to be able to measure these problems and not just measure them in the jurisdictions where they are measured currently now. We need to focus on the jurisdictions where they are not being collected now, like my own Pacific Island countries. There is no statistics for spam, for cybercrime, for hacking in these jurisdictions, and we don't know how big that problem is, and I think that's something that we need to focus on first.

And that leads in my second point in that when we are talking about these issues, we are talking about security, we are talking about the weakest link, you know, your security is only as good as the weakest link in that chain, and emerging developing economies, like in the Pacific, you know, we are getting on the Internet now, faster Internet, better connections, and there is a big potential for our economies to become

hubs for cybercrime, to become hubs for spam because of the lack of expertise in our region. And I think that's something that we all need to keep in the forefront of our minds is that, you know, when we are dealing with these issues, you have to develop or we have to deal with them on a global scale. You've got to look at the smaller economies and help them to be as secure as the bigger economies because otherwise you are just going to drive these criminal factors into our own jurisdictions, so they will start operating out of our countries.

The last thing I wanted to well, to ask the panel is I was glad to see that two panellists had mentioned associations of CERTs. We have Sri Lanka CERT and there's the U.S. CERT as well, and ID CERT, Indonesia represented on the panel. You know, what I am asking is has the panel dealt with CERTs in relation to these issues? What are your impressions of CERTs in relation to these issues? And what do you think or what role do you think that CERTs should play in dealing with these issues from a governance perspective?

J. FERNANDO:

Yeah. So thank you very much for the question from the gentleman from Fiji. Well, I completely agree. All of the issues you mentioned are relevant, and there's importance for countries and organisations in those countries to work together to set up proper technical coordination to support law enforcement and policymakers. That is very, very important.

You asked the question about CERTs. I believe each of the panel members here are passionate about it, and they speak with one voice that the role of the CERT, both from a country perspective, from a regional perspective, and from a global perspective, is extremely important to deal either with spam and malware issues meshed with spam or whatever, to cybercrime enforcement issues, or any other issues associated with more broader cybersecurity and other areas that many of the panellists dealt with.

From our own experience, we see that CERT, by itself, in a country cannot work effectively unless they are part of a regional community. So in the Asia Pacific region, we are fortunate that with a lot of help from JPCERT and AUSCERT that the Asia Pacific cert, APCERT, has taken a leapfrog initiative to support coordination in the Asia Pacific region. And Sri Lanka CERT became a full member of APCERT and became certified to host drill for CERTs. That, by itself, is not enough. There is a need for global coordination, and that is where often we don't hear them very much spoken of in this fora, but the forum for incidence response teams first is a very important organisation from a global perspective, and we are increasing we increasingly urge countries that have established CERTs to become full members of FIRST in order to effectively collaborate from a global perspective. And that is all I need to add for the time being. Thank you.

K. MULBERRY:

I was just going to respond to the first question that was asked some time ago in the fact that as part of the programme that I have been I have put together, I do have a company that has offered to do free analytics for developing countries. So if you want to get a better handle of what's going on in your network and the traffic and what your issues might be, come see me, and I will provide you the information and the instructions for getting a handle on the analytics, and hopefully that will assist you.

C. PAINTER:

First on the statistics issue, I think that's a challenge for all of us, frankly. It's very hard to measure the cost of cybercrime, and we get various different results. But I agree with you that it's important to have is that statistical basis to see what the scope of the problem is. We all know that the problem is large, but it helps drive policy as well.

On the issue of the weakest link and countries now getting connectivity dealing with these issues, that's absolutely right, but it also presents not just a threat but an opportunity, and I think the opportunity is that countries who are now getting greater connectivity, who are getting cable drops, et cetera, can now respond and put policies in place from the beginning rather than the U.S. and many others who have had to add policies after the fact. We had the technology, we saw the various issues it created, and then we started adopting policies. Now I think you are in a position to have the institutions, have the strategies, have the cybercrime law in place, and really deal with these issues head on, knowing what's coming, and I think that presents a real opportunity, but that also means that you need to have the tools to deal with that, and that's where capacity building comes in again.

And on the role of CERTs, you are right. All of us here have said this is a critical element, and I totally agree that regional organisations play an important role in that as well, and I'd say that one of the key things in a national strategy is having a national level CERT and cooperating with other CERTs around the world. And how often do we deal with CERTs? Even though I am at the state Department and have more of a policy role, I deal with folks in our U.S. CERT and Department of Homeland Security literally every day, and it really is important to have different parts of your local government working together, including the technical community, law enforcement, and the policy community.

On the questions that came in over the I guess the phone, we do believe that the Budapest Convention I mentioned, cybercrime laws, provides an important model and really the only model out there that countries should either accede to that and get the benefits of that Convention or at least model their laws after it. It addresses consistency and allows much better cooperation on cybercrime.

I think the idea and it's been sometimes floated the idea of doing a new global convention, I honestly think that would take about ten years to accomplish, and you would end up with something not as strong as that Budapest Convention is now. So I do think this is something where many more countries are adopting it and modelling

laws after it, and that's important. As far as U.S. and European cybersecurity strategies and how that could be shared with the rest of the world, that goes back exactly to this idea of capacity building and getting the message out. You can learn, you know we've made we made, I think, a lot of good progress. We've also made some mistakes along the way. You can learn from both of those things, and I think we can share that information and, indeed, are intent on doing that through capacity building.

One last point in terms of the opportunities. A good example of this is Kenya. We did a capacity building seminar with the Government of Kenya, cosponsored it for the East African countries, and with that, we talked about cybercrime, we talked about building legal structures, we talked about cybersecurity, we talked about working with the private sectors and other stakeholders, and what was really amazing is Kenya has some they've recently gotten a lot of connectivity through cable drops there, and they've developed some tools like MPASA, an online payment system, in many ways more advanced than systems I have in the United States. So you have innovation harming in the developing world, and for that innovation to succeed, having good policies in place is important.

C. BOYER:

I would like to make a quick comment as an industry panellist, that CERTs are important from an industry perspective. In particular in the United States, U.S. CERT is really part of an entity called the National Centre for Cybersecurity integration. There are companies such as many that literally have people in the room with a 24 by 7 operational capability to try to deal with some of these cyber attacks as they arise. When we talk about cybersecurity, one of the issues we like to talk about is public private partnerships. I think the partnership between some of the industry CERTs and U.S. CERT and working with entities like the NCIC within the United States is something that will hopefully continue to grow and give us a better response capability. So you asked the question about the roles of CERTs, I think it's also important from an industry perspective as well.

W. DE NATRIS:

I think a good example, as an Action Plan member and when we got an invitation to present, we presented there on the way we fight spam, et cetera. And we got very good responses from that presentation. I think what's another good example is that with the national cybersecurity centre, Dutch CERT, what happened is when there's a crisis there, teams form around that crisis, and bringing in different sorts of law enforcement agencies, those of industry and governments, deal with the crisis together.

So I think that is a possible model to go forward and bring the right expertise into a crisis situation in a country when, for example, the telecommunications business gets hacked or something like that. Also, I think a good example happening in Europe at this moment, there is an initiative called cyber event centre, a 50% EU funded project and 50% industry funded. There is a consortium which has been built which has very different partners within it, so ranging from national CERTs to industry to law

enforcement to governments and all trying to tackle the botnet problem together and mitigate it. And it has two different pillars. One is a set of national support centres like Germany has at this moment called Bot Free, in which users are being helped through a website in a back office to clean their PCs or devices once it is infected with malware.

The other thing is a little bit more revolutionary is that there's going to be a central database in which everybody who wants to share data on botnets or on malicious traffic can put that data into the database, where it gets analysed, enriched, and mixed with all sort of other known data, so actually, the patterns behind botnet is going to be is going to become clear. And that means that you may also be able to do something about the people that are running the botnets or hosting the botnets or making use of the botnets. So in that way, you can perhaps over time push the problem back into less dramatic proportions, and that text may over time become less effective, so maybe it will even go away hopefully over time. If anyone is interested in this project, in ACDC, as we call it, please come up and talk to me after the meeting.

C. BOYER:

Just to elaborate, I think what Wout is mentioning now is in many countries, there has been an effort to notify users who may have been infected by botnets, how to mediate their machine. I believe those initiatives have started around the world. I know the Australian code is there, it has happened in Japan, Germany, and in the United States there are ABCs for ISPs developed, which a lot of ISPs are following to notify their customers. There are also efforts under way to measure the State of Florida of botnets through metrics and other types of things. MAAWG has metrics initiative under way.

C. PAINTER:

Just under that batnet issue, one thing we are trying to promote around the world, in response, quite frankly, to some botnet and denial of service attacks on our financial institutions over the past year, is much greater international cooperation and fighting this threat. And what it's meant is we've reached out both through our U.S. CERT to their counterparts around the world, where there are counterparts in some places there are not, so this is the importance of having these kind of institutions in your government but also, interestingly, through diplomatic channels, to say, you know, this is not just a technical request you are getting through your technical authorities. This really is important to us. This is something where we really do need your help to combat a threat, just like any other threat that's out there.

And to be receptive that if a country makes a request of us to fight that same kind of threat that we're going to be responsive to them as well and to build that norm, if you will, of greater international cooperation. Not every country has the institutions in place to be able to do that effectively, and that's part of the capacity building, but I think these kinds of collaboration against external threats like botnets are a real critical way of going forward.

C. BOYER:

I completely agree. I think that's a critically important issue. I think even on the industry side there are efforts under way to carry a little bit of mutual self-aid by establishing those relationships internationally among some of the major ISPs as well.

W. DE NATRIS:

Coming back to the gentleman from Fiji on how actually to assist countries in developing countries with the problem, there is a lot of knowledge out there and tools out there that western companies at this moment are using, whether it's through filtering or other best practices that they actually use, is there a way to assist those companies in developing countries with getting access to these sort of tools so that you can actually implement it before the trouble really arises? Because that's probably one of the best ways to defend a new economy from all the harm that is being done here because we have implemented it years after the fact. And I don't know if it's a financial or a technical problem, but it's something that may be worthwhile looking into and see if it's possible to do something from that angle.

K. MULBERRY:

Actually, that's part of what our project is all about is actually bringing together parties that have expertise in analytics and many different fields and forms into areas where they can work with providers, networks, governments, and understanding all of the components that are out there and the tools. As I mentioned, I've got one company that will do the analytics for a network operator to give you a better sense of your traffic and where, in essence, malicious emails may be coming from and what language they may be coming from to give you a better understanding of how you want you might want to approach management on your network.

So there are a lot of vendors and experts willing to assist, and what we are trying to do is facilitate getting them in front of the developing countries that have the need so they can share.

FROM THE FLOOR:

I am from Indonesia. I am a postgraduate student for defence management. As much as we are gaining and benefiting from the Internet, we promote democracy, human rights, equality, as much as by the way, I am studying terrorism. I mean, I am studying on terrorism object. They are also gaining benefits to, you know, propaganda on their narrative instructor capacity building and also operating military operations.

In Indonesia, we have established sort of like a counterterrorism, and I understand there is an Internet analysis integrated to this counterterrorism. But my question is actually what is your perspective on what is the effective way to integrate this into counterterrorism, probably based on your respective country's experience.

C. PAINTER:

The only thing that I'd say is there are two different aspects here. There are terrorists using the Internet to recruit, plan, et cetera. There's the concern of terrorists, just like other threat actors, attacking critical national infrastructures on the Internet. And there are two different issues. The latter is something that we're worried about but we really haven't seen but we need to be prepared for, and that's the same kind of steps we take to protect our national infrastructures, prioritize them, have good responses in place for that.

In terms of terrorists using the Internet just like other criminals that are out there that are doing it, you know, I think that we need to be aware of that, we need to take appropriate actions to deal with that, and you know, for instance, there is some laws in the U.S. about promoting of actual material support for terrorism, and there's been some enforcement around that issue. So there's a variety of different ways the Internet is used and very different responses we have to adopt.

FROM THE FLOOR:

The One question we need to ask ourselves is the strategies we have been using in developed countries to tighten cybersecurity work, where have we felt maybe the developing countries can copy from this?

E. MAKARIM:

The main word for terrorism, there are two things. Firstly, the belief of something that creates. Another thing and being regardless, there are words that are offensive, for example. For this type of distribution, if there are illegal content in the related cybercrime itself, then you can bring this to court. Cybercrime, first additional protocols. But for the second criteria, we are still unable to protect all the infrastructures itself from the threats of terrorism if you think it's an effort to crack down our infrastructure. So we go back to whether cybercrime that is within a law of a certain country has reach to the illegal content and the interference of the system itself.

C. BOYER:

I'd like to now quickly shift to cybercrime and ask each of the panellists to comment there, and I think the main topic is around, you know, what are some ways to strengthen law enforcement cooperation, particularly internationally, in dealing with cybercrime?

J. FERNANDO:

Well, dealing with cybercrime, we need to have proper legislative and enforcement mechanisms in place. That's the first thing. But having statutory legal framework by itself in a particular country will not be sufficient if it is done in a manner where it is not compatible with global practices and norms that ensures greater collaboration and cooperation for law enforcement agencies to collaborate. This is where, when countries adopt legislative measures, they must they can look at options, they can

look at available models, but they have to put in place statutory features that ensures harmonization and best practice tools that are available globally.

So in Sri Lankan experience, what I can say is that when the ICT development strategy was adopted about ten years ago and with all of the technology based innovation based activities coming into the market, we had a string of or a burst of activities around criminal behaviour using Internet as a tool to hack into our systems, and there are certainly vulnerabilities detected.

To address this phenomenon, we looked at options available, and of course, Sri Lanka being part of the British Commonwealth, we looked at the Commonwealth common law as a template or tool we could use. We looked at the computer misuse act. And adopted features of both in our national legislation and included provisions that are known as the Harari Convention for mutual assistance and legal cooperation that is applicable to countries which are part of the British Commonwealth. However, we found that was insufficient because we had to engage in cooperation with United States, Japan, and European countries that were not part of the British Commonwealth. So when we looked at the legislative options, we found that the Budapest Convention was the best available template or the tool in terms of legislative norms, not only for its substantive law elements that western able to use, but in terms of the checks and balances that that we were able to use, but in terms of the checks and balances that are necessary for investigation and prosecution of cybercrime related offenses. We found that the Budapest Convention was the best way forward.

So what was done was to use Budapest cybercrime Convention as the model for our legislative formulation of the statute called the Computer Crimes Act that was passed through parliament in 2007, and that, in turn, led to a series of other activities associated with capacity building, empowering the law enforcement with digital forensic tools. But from a global perspective, what is important for a country to realise is that, as I said earlier, cybercrime cannot be dealt with one country alone. It has to be done in collaboration with multiple countries and with multiple law enforcement agencies sitting in with different forms of legal traditions.

We had common law tradition, and we sometimes had to deal with countries having civil law tradition. So Budapest Convention is the best available because across traditions, you have one single Treaty that allows for law enforcement cooperation to deal with cybercrime.

In terms of capacity building one last point, if I may, Chris we found that putting in place a statutory framework by itself was not sufficient. Law enforcement and the judges had to be educated. And there again, we did not have the resources to do that by ourselves. So we reached out to the Council of Europe, and just the week before last, we hosted a very effective law enforcement judicial training programme in conjunction with Council of Europe in Sri Lanka where over a hundred participants covering the judiciary, law enforcement, and private sector took part, and there was a lot of collaborative efforts put in that connection.

And what I want to finally highlight is that the Council of Europe has put out a very useful tool called electronic evidence guide that provides for a regime that can be adopted in any given country in gathering of forensic evidence and presenting them before codes of law. So these tools and best practices and access to these best practices was the end result of engaging in a collaborative exercise with the Council of Europe. So with that, I will close for the moment, but I will be happy to answer any questions connected with the need for harmonization and to effectively deal with law enforcement cooperation.

W. DE NATRIS:

As I said, I am representing the London Action Plan now, and when you heard my comment, you know I put that cap down, I put my own one on at this moment. So I am speaking in a private capacity.

But last year I was able to do a comparative study in Europe, sponsored by one of the bigger companies in the world. What we actually did is we approached organisations in Europe that we knew were somehow working on cybersecurity either from a security point of view or from a legislative point of view, and we asked several questions. And what the main conclusion basically was is that we need to break down silos at the national and international level. Because these organisations said it is so hard to even cooperate together because whether it's from a privacy point of view, from a financial point of view, or because we can't speak technically to each other, it's almost impossible to share information and data and specifically privacy sensitive data. So how do you go about solving problems like cybersecurity if you can't tell what is actually going on, with whom, and where.

That is at the national level, because organisations do not find each other, they don't know who they are, and that's at the international level even worse because then you don't know at all who to address unless you're in the same community together. So what actually happened is these organisations also stated, but it's not in my remit to change this. That's where I come back to the London Action Plan where we discuss this sort of thing very often, where everybody concluded it is not for me, as an independent regulator, often, to discuss this with my government because I have been given a specific task, and it's not there to criticize my government that I can't do my job in the right way.

So in other words, these organisations just do their job, and it's not their job to break down silos or find new paths or do massive international relations work or coordination work if that's not in their remit. So in other words, if that is not looked at, things will never change.

And then we come back to the role of a government, that it may be time to re-evaluate the new world where we are. Because this is a new world without barriers. The criminals don't have any boundaries, borders, legal whatever. They just go over a fibre optic wherever they want to go. And of course, in the end, the crime is always being done at somebody's doorstep. The trick is to find out whose doorstep that is.

And as a last comment, I will go into a court case that my former employer lost in the highest court possible this spring. It was on a malware case where a Dutch company that was selling advertisements online, advertisements, had a lot of people working for them to infect computers around the world. These guys were very effective because they were number 7 in the world in 2006. They had about 23 million computers all around the world at their disposal.

What we were able to do to shut down the organisation itself, but then we started investigating, and they had 1770 something what they called affiliates, people who infect computers. Some were effective, some weren't. But of those 1770 something, only 3 were in the Netherlands. Two were moderately successful, and one wasn't effective at all. The other of the 1770 something were abroad, so in other words, there's nothing a Dutch legislator could do about it, and how do you reach people in Colombia, in Venezuela, in Russia who were doing the actual infections?

Then the guys who commissioned the infection were acquitted of that in court because the attribution rule in the law was not written in the correct way. So in other words, they were not responsible for their deeds according to Dutch law. The second judge said yes, after that, the computers were shown commercials or things and spammed, but they were sent abroad, so the violation was abroad. So there's nothing you, Dutch regulator, are allowed to do about that because the violation is somewhere else.

And now the strange things happened that we already knew that somebody sent spam to us, the Netherlands, from around the world, we would never have jurisdiction because the buttons is pushed somewhere else. So now we have this strange contradiction that when the button is pushed in the Netherlands when it goes out of the country, the regulator is no longer allowed to deal with it. But the other way around when it gets on my computer and infects my computer or spam is shown on my computer, it's also not allowed to do something because the button is pushed somewhere else. So in other words, if governments don't start dealing with this angle of the problem, then we are lost. If somebody doesn't do anything when they push a button and send to a Dutch computer and there are not so many around anymore.

So here is the major challenge. How do we take down borders and help these organisations actually be able to do their jobs? Next to finding the right sort of laws in countries that don't have them yet.

C. PAINTER:

I think that a couple of things. One, this is really the other side of the coin from the cybersecurity thing that really go together. One is making sure that you take all the precautions you can and build all the defences you can to protect your networks, but you also have to have consequences for the people who break into them or use them for illegal purposes, fraud, et cetera. So if you have the best security, some people will still get into networks, still cause criminal misconduct, and if there's no consequences for them, they'll keep coming and the threats will get worse.

And if you only have good enforcement but no cybersecurity, then it's also not a complete solution, so they go hand in glove. I will say I've seen a real advance over the time I've been doing this over the last 20 years, and certainly over the last five years too there are three, I think, elements of this. One is having good legal structures in place. You may remember years ago with the I love you virus where they traced the person, you know, to a country and that country did not have any laws that punish that kind of conduct. And there was another example where someone broke into the court system in another country and took information, but they said well, that's not property. It's just information. So that wasn't a crime there.

And a lot of countries now have modernized their laws, either, as we've said, our strong preference and I think many countries are is to adopt become a member to ratify and become a member of the Budapest Convention, but if not, to actually emulate its provisions because that provides a really good framework. So having that legal structure in place is one pillar. The second pillar is having trained enforcement authorities, and that's something that, you know, does require effort in countries to make sure that people have the technical training and the ability to work and also are working with the private sector and others in their countries.

And the third is how you deal with cooperation internationally. And there I mentioned this 24/7 network before. Interpol is doing a lot of work. In fact, they are establishing an Interpol centre in Singapore next year, for instance. So there's been work around that. And there's been a lot more international collaboration and cooperation on those threats because these are trans border threats. Almost every cybercrime is not located within one particular country.

So I think all of those efforts need to be continually promoted. Countries need to join on those. I think and I go back again to developing world countries too because I think it's critical that they have those legal structures, those trained officers in place, and work with the rest of the international community in collaborating against these threats. So I think those are all critical elements going forward.

E. MAKARIM:

I think if you would like, we would revert to the characteristic of the formulation of the sentence itself. In Indonesia, we call this the link. If this is a formal offense, it means if the activities have been done, no matter the result has already finished out yet, result created yet at the victim, since the beginning, after they are finishing their bad activities, the criminal would be applied.

So in this context, since the beginning we had already imagined that everyone goes to Internet, have a motivation to go globally. So in multiple jurisdictions, every country will have a right to put to implement their jurisdiction. If they don't have jurisdiction, it might be a big problem. But if every country has their own article saying that extra territorial jurisdiction, we can consider to what extent the dual criminality in each country had formalized in their sentences in the legal provisions. I think the people have already known about that. Thank you.

C. BOYER:

So what I heard throughout the discussion was yes, before I begin, there is a series of questions that were provided prior to the session from the stakeholders of the IGF. In looking through them, I believe we've addressed just about all of the questions. If anyone if folks have not seen them, they are available through the website. If there are but if you have additional questions or feel like these were not adequately addressed, please let me know.

Most of the questions deal with areas that we've touched on, including the Budapest Convention, the role of the IGF in helping sustain countries that are less equipped to deal with various cybersecurity issues, the territoriality of fighting things like spam, hacks, botnets, and cybercrime; the role of law enforcement; then uniform laws on cybercrime and the legal mechanisms to support Internet Governance and multi-stakeholder structures. I think we've touched on most of those topics throughout the conversation this afternoon, but if folks have additional questions they would like to raise, I would like to ask that as the final part of this session.

The main takeaways I had were there seems to be a consistent theme in dealing with spam, hacking, and cybercrime around capacity building, particularly in developing countries, sharing some of the practices that are already available today, and how to make some of that scalable on an international basis. Karen talked extensively about the programmes that ISOC has initiated to help with that effort, but there seems to be a general theme there around general capacity building.

Another theme I had was there's a need for international and regional cooperation, even at the operational level through the role of some of the CERTs and other capabilities. And then from a cybercrime perspective, the need for legal frameworks and just general harmonization around some of the different cybercrime laws and general discussion of the Budapest Convention. So those are some of the things that I took from the Panel Discussion.

C. PAINTER:

I think this is a very useful discussion, and as not surprising, all three of these topics were interrelated, and they are interrelated, and I think it's important that we think about how you know, how we can make sure that the things that are being done around the world and things like the Budapest Convention, like the capacity building efforts, like the best practices that are out there, like the work of MAAWG, et cetera, are known throughout the international community.

I think that the IGF can play an important role in highlighting some of those efforts and calling countries' attention to it. There were a couple of questions in those questions we got, Chris, that I thought were interesting and perhaps we didn't completely address them. One of them was how can we achieve both security and openness, and I think that's an important one. And what I'd say is cybersecurity is critically important, but we have to do that the same time as securing the openness of this platform

because the openness of the Internet is what drives the economic innovation and growth and social growth.

And so in the U.S., when we did an international strategy for cyberspace, we explicitly said we wanted an open, interoperable, secure, and reliable information communications infrastructure, both in the U.S. and around the world, and we had to have all of those things. We don't need to make one over the other. We can't use security in a way that impinges on openness, but we have to have both because security make openness possible.

The only question I think we didn't really address is someone said they don't see that many people from, for instance, the law enforcement community here, and I think that's an interesting point. I think it's very valuable at forums like this and at the next IGF to have as many different stakeholders here, not just stakeholders in terms of the three communities or four civil society, technical community, governments, and industry, but also within those different communities have a good variety, and even for governments having both law enforcement and policy people and people involved in other areas. I think that's critically important, and I'd encourage that.

J. FERNANDO:

So once again, this has been a very interesting and a rather lengthy Panel Discussion, I must say, even without a break, and I must thank the audience for being with us because I thought we would be the only ones ending up here by this time.

I have a couple of points I just want to make in conclusion. I agree with Chris that all these three topics are connected with each other, and there's there is a role for governments, the private sector, civil society, and all of the community that we are part of in all of the elements that we discussed this afternoon, and that is a key message I want to give. Secondly, when countries adopt cybercrime, cybersecurity strategies, they must remember they cannot address it in isolation. They have to do so in a collaborative manner, and in engaging in collaboration, they must look at options that are best in terms of global coordination, harmonization, and effective judicial and law enforcement collaboration.

Thirdly, countries dealing with cybersecurity, cybercrime issues should work with regional groups, subregional groups, et cetera. So I believe Mr. Mark from the UK government is sitting right next to me. He is heading a Commonwealth IGF discussion, I believe on Friday, which will look at some of these issues in relation to countries which are part of the British Commonwealth. Sri Lanka is part of the countries that were part of the earlier British rule, so there are 53 countries roughly within the Commonwealth, and that regional group has done an enormous amount of work in the area of cybersecurity and even helping countries to formulate cybercrime legislation through initiatives known as the Commonwealth Cybercrime Initiative.

So there is a need for countries to work together in collaboration with regional groups, subregional groups, and whatever group that they can work with to better harmonize to ensure global cooperation in the effective fight against cybercrime.

Then one of my final messages would be that in putting structures to support law enforcement to deal with all of these issues in a country, law enforcement themselves cannot do it. They have to depend a lot on the network service providers, et cetera. And they have to be regularly updated with the new technologies and the novel methods of dealing with cybercrime incidents and so on and so forth. To do that, there is a need for private sector collaboration. There is a need to work in conjunction with international organisations, such as the Council of Europe or Asia Pacific CERT or FIRST or whatever European organisation. So a country should remember that they should not be working in isolation with a small group of people to put structures in place. They have to look out for best practices that might affect their own territory.

From Sri Lanka, from my own experience, having looked at all of these options, we have benefited significantly. Chris Painter mentioned sometime earlier that Kenya adopted a mobile payment system. Sri Lanka did the same in August last year, and we became the first this year to issue a mobile payment license to international player who started operations in the country, and one of the reasons why that happened was because we satisfied the best practice rules in the area of effective management of cybersecurity incidence responses as well as legislative mechanisms to deal with cybercrime offenses. So there's a lot of benefit the country will have if we adopt global best practices. So that is what I need to mention in conclusion.

K. MULBERRY:

I just wanted to thank everyone for allowing me to have the opportunity to explain to you about our spam initiative, and I look forward to working with everyone in the that has participated in this discussion and growing this and hopefully having it as an enabler to encourage a lot of international collaboration, as well as pulling the multistakeholder community together to work on this initiative.

C. BOYER:

And I'd like to propose that as part of the final report that we actually include some of the examples that you mentioned today, including some of the MAAWG practices, the London Action Plan. We can attach them to the report for this session. Unless there's anyone who objects.

W. DE NATRIS:

This would be maybe a bit of a wild idea, but they are at an IGF in a specific region each year. That's one. There are most excellent minds present with a lot of knowledge, so is there a possibility to, for example, kick off the IGF on Sunday or Monday with specific trainings? There are a lot of people here that want to know things, and in a panel of one and a half hours, there's a lot of knowledge shared, but it's not training. It's not hands on something. So that is that an option to look into, if that's actually possible to do in the future? Because then people go home with something else than just talks.

C. BOYER:

Perhaps that's a recommendation that we could put in the report for the IGF stake-holders as an output from this session. Since one of the main themes was capacity building throughout the conversation today. Okay. So that and the attachment of some of the examples that Karen discussed will be two of the outputs from the session.

E. MAKARIM:

I just want to make only one paragraph to saying about our discussions. Based on the qualitative perspective, I found that it was undisputed there is strong correlation between spamming and cybercrime. And it depends on the motivation. If only promotion, it might be legal and legitimate interest. But if the motivation is bad, to make the consumers become unpleasant or destroying or make the system not working properly, it would be classified as cybercrime. To handle cybercrime cases, maybe it would be better if in the future we will talk about transfer of cases because in the multiple jurisdictions, I believe transfer of proceedings may be one of the solving for all of the countries that have power to implement their cybercrime legislation.

(Security): Legal and Other Frameworks: Spam, Hacking and Cybercrime
Reports of the Workshops

Workshop #15: Cybercrime Treaty: Advantages for Developing Countries

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Panelists largely from developing countries shared the problems faced by developing countries, including the legal framework, procedures and powers and cooperation, screening, collection of evidence, lack of 24/7 network, search and seizure, and legal capacity. Serious problems identified were the lack of cross-border cooperation, including the no harmonized law and procedures, data residing in other countries, human rights and civil liberties, and trust.

It was felt that the binding international obligation which provides a multilateral cooperation is the only solution. Notwithstanding any other laws, patterns and arrangements binding international instruments were needed which have member countries infrastructure (mainly in the west and north), where most of the data resides and to which requests are sent over received. Thus developing countries require more cooperation of these infrastructures than other countries. Therefore, so that there is efficiency and effectiveness of any international treaty, these nations infrastructure needed to be part of such a treaty. A detailed list of criteria such as the definition of technological neutrality and offenses, procedures and powers to deal with electronic evidence, including preservation, production, disclosure of traffic data, the real-time collection, 24x7 network and the provisions of international cooperation in particu-

lar, including those that allow access to cross border were essential to the fight against cybercrime. It was emphasized that the provisions that allowed access to trans-border open data abroad as well as access to data with the closed abroad consent are essential for an effective treaty countries development in the fight against and to cooperate in the fight against cybercrime.

It was noted that no legally binding instrument that addresses these vital needs of developing countries existed except the Budapest Convention on Cybercrime, which is the most effective basis for international cooperation against cybercrime. Particular attention was paid to its merits, including the harmonization of minimum standards and procedural tools, international cooperation, non-specific provisions of the technology and thus, sustainability, inclusion (not being not mutually exclusive to any other treaty, but recognizing that other treaties could function compatibility with the Convention as a default layout and respecting the sovereignty of nations) were discussed. It was noted that the Convention was open to all developing countries and was not regional in nature, and that its members do not belong in any region and are exclusively made from several regions. Developing countries shared their experience in selecting the Budapest Convention as the best model.

Conclusions drawn from the workshop and further comments:

The panellists advocated the need for an open platform treaty such as the Convention. They also suggested that the legislation should strengthen cooperation as in the Convention beyond MLATs such as the 24/7 network, storage, disclosure of traffic data and real-time collection and research and seizure of electronic evidence that exist in the 20th century MLAT (which focus bilateral or regional cooperation rather than international multilateral frameworks). The fact that members of the Conventions are Europe and the USA where most of the data on which developing countries need access resides, under the Convention of the most useful and necessary to fight against cybercrime instrument, especially for developing countries law enforcement.

Second, there is a need for a treaty that brings the law across borders offering a basic level / minimum standards and international criminalization as does the Convention.

There was unanimous agreement among the participants that for developed and developing countries the Budapest Convention is an essential part and no other instrument is currently identifiable meets the criteria discussed.

It was suggested that instead of becoming victims of major influential powers, developing countries should make assessments on the basis of what would serve their interest in improving the fight against cybercrime. They should adopt an operational and functional approach when deciding to accede to the Convention, rather than being influenced or bullied not accede to the Convention by the great powers. Developing countries should consider their sovereign national interest to protect their citizens as a priority.

It was decided to add resources on the www.cybercrimecentre.org site and there was unanimity that the next IGF workshop which aims to clarify and awareness about the

substance and the provisions of the Convention will be followed by SINCE it would especially benefit developing countries.

Reported by: Zahid Jamil

Workshop #19: Security and Governance of Identity on the Internet

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop went very well and had a good turnout. The discussions were divided in two. The first covered the attributes of identity and identity being used to fund the Internet; the second covered the balance between privacy, security and anonymity.

In the first part, the moderator introduced the BCS, then focused on the use of identity as currency on the Internet. The moderator covered various aspects, including how identity attributes are used to pay for services and how to use attributes for targeted marketing.

Conclusions drawn from the workshop and further comments:

There is still work to be done on different balances. The balance between anonymity and confidentiality / security is not between privacy and security. Anonymity on the Internet is very difficult to achieve; metadata can often be used to draw people. Normally, this is a good thing because it is used to track criminals and is done only reactive, but it can also be misused. Big data, aggregation and data mining are becoming more of a problem, and industry organisations online increasingly use big data to more effectively advertise and target services and products.

Online privacy is possible, but most people are naive in the way they use the Internet and reveal more personal data than they should. It is more of an issue as nothing is deleted once it is on the Internet. Without people willing to fund "pay" services with their identity, the Internet would be much more expensive and some services may not exist.

Some governments have tried to use and apply the real name and identity regulations even if it might be a good thing they did not normally implemented properly resulting risk and misuse especially for the owner identity.

Reported by: Andy Smith

Workshop #42: Fair Process Frameworks for Cross Border Online Spaces

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The Internet & Jurisdiction (I&J) Project has, since 2012, facilitated a global multistakeholder dialogue process to address the tension between the cross border nature of the Internet and geographically defined national jurisdictions. During 2013, over 50 entities from around the world (governments, law enforcement, Internet platforms,

ISPs, DNS operators, civil society groups and international organisations) actively participated in four workshops held in Rio de Janeiro, Paris, New Delhi and Washington DC.

The I&J Project workshop at the Bali IGF "Fair process frameworks for cross border online spaces" on October 22, 2013 was, like last year in Baku, an opportunity for the I&J Team and some key participants in the process to report on progress, present the preliminary outcomes of the dialogue (a White Paper was distributed to all IGF participants) and confirm their commitment to the process.

The workshop was moderated by I&J Director Bertrand de La Chapelle and Paul Fehlinger (remote participation).

Transnational interactions are becoming the new norm on the Internet but legal cooperation remains based on the separation of national sovereignties, in the context of a patchwork of often incompatible national laws. Participants in the Internet & Jurisdiction dialogue have thus identified the need for new cooperation frameworks to enable the coexistence of heterogeneous normative orders in shared cross border online spaces.

Participants in the IGF workshop stressed the need for a specific framework to govern interactions between governments, Internet platforms or operators, and users to ensure fair process, accountability and transparency regarding transborder requests for domain name seizures, content takedowns and access to user data.

Most importantly, the participants (see list below) publicly confirmed their willingness to move forward in 2014 to develop together such a framework.

- **Urgency:** Participants emphasized the cost of inaction and a potential creeping re nationalization of cyberspaces in the absence of appropriate frameworks to handle transnational online spaces.
- **Uncoordinated approaches:** Due to the lack of trust and procedures to guarantee interoperability, states are under increasing pressure to come up quickly with national solutions, which are potentially incompatible and could therefore hamper the continued existence of transnational online spaces.
- **Data Sovereignty:** Recent events revealed extra territorial extension of sovereignty for surveillance purposes by leveraging the presence of platforms and operators on physical territories. A direct outcome is the proliferation of new proposed laws imposing national data storage (so called data sovereignty). Irrespective of the technical difficulties of implementation, such an approach threatens the benefits of global cloud based services.
- **Need for pragmatic solutions:** It was stressed that pragmatic solutions are needed to incorporate high level principles in operational frameworks in order to handle the growing number of daily requests.
- **Multistakeholder dialogue:** The issue represents a shared concern for all types of actors that can (and should) only be efficiently addressed through a multistakeholder effort.

- **Limits of MLATS:** The current system of inter-state legal cooperation through Mutual Legal Assistance Treaties (MLATS) is considered to be unable to scale up to the transnational nature of most online interactions, which can simultaneously involve multiple jurisdictions based on the locations of users, platforms, operators or servers.

- **Fair process:** Any framework between states, platforms or operators, and users must incorporate fundamental principles of fair process to ensure accountability, transparency and safeguard the rights of users in transnational contexts.

- **Efficiency:** Too efficient a treatment of transnational requests can lead to qualitative and quantitative abuses. Appropriate safeguards must therefore be enshrined in the architecture of any framework.

- **Methodology:** Participants expressed strong support for the methodology of the issue based, evidence informed Internet & Jurisdiction dialogue process that provides a neutral global platform to explore enhanced cooperation between the different stakeholder groups

- **Three areas of cooperation:** Stakeholders agree to focus the dialogue process on the seizure of domain names, content takedowns and access to user data.

- **Building Blocks:** The participants validated the following six preliminary building blocks that came out of the global preparatory process as appropriate basis to structure future discussions about the creation of fair process frameworks:
  - Authentication
  - Transmission
  - Traceability
  - Determination
  - Safeguards
  - Execution

- **Geographic inclusion:** To engage actors from diverse regions is crucial for the legitimacy and scalability of any frameworks. The challenge of geographic inclusion versus manageability of the dialogue process was highlighted.

- **Innovative instruments:** Stakeholders agree that fair process frameworks should complement existing Westphalian tools for cooperation and not replace them. Still, new instruments, such as "Mutual Affirmation of Commitments" could be an appropriate approach to implement such a multistakeholder regime and determine the respective roles of the different stakeholders.

Conclusions drawn from the workshop and further comments:

The participating stakeholders strongly and publicly re confirmed their commitment to participate in the global multistakeholder dialogue process facilitated by the Internet & Jurisdiction Project and expressed their willingness to develop such fair process frameworks together in 2014. Several bilateral discussions following the workshop further confirmed the interest of other key actors.

Based on the encouragements received during the global preparatory process and the IGF 2013 in Bali, the Internet & Jurisdiction Project will kick off the development of such an operational framework with a March 2014 conference in Paris. This event will bring together, among others, all the stakeholders who participated in the different meetings convened by the Project around the world.

Reported by: Paul Fehlinger

Workshop #59: Content Creation, Access to Information, Open Internet

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The panel addressed the following issues:

- ways in which the copyright system fosters and rewards creativity
- the importance of maintaining the Internet as an open and standardized framework
- how the traditional demarcation between creators and users is blurring in some contexts. Reasons why both professional and non-professional authors are contributing to the overall health of the system
- technology neutral copyright policy. In the Internet age, copyright policy and norm setting should work with the architecture of the Internet, not against it
- the relation between development of Internet standards and copyright; and ways in which they can work well together
- the possible concerns related to the development of closed standards in relation to content creation and access
- beyond the law, the relevance of licensing in the ways content is distributed and accessed; and the possible need to increase regulation of this subject matter
- the balance between copyright protection, limitations and exceptions and open licenses
- licensing practices which may erode or impact on copyright limitations and exceptions.

Conclusions drawn from the workshop and further comments:

The copyright system continues to be relevant, but will need to adapt to the new ways content is created and distributed, used and built upon, and to the way the Internet evolves. Both normative and non-normative solutions need to be taken into account.

The common interest in access to culture and information should be taken into account in devising policies.

The way in which the Internet evolves should not be unduly affected by copyright regulation. Therefore policies related to both areas should be compatible and balanced.

Standard setting organisations who have a role to play by providing and developing standards, while being policy neutral in those developments, should not hinder the practice.

User Generated Content plays an increasingly important role; but professional creators and the industry are still essential.

Given that licensing practices are crucial elements in setting how content distribution works in practice, more attention should be devoted to them.

Everyone is a creator and thus the need to adapt copyright with the Internet is crucial.

Policy and technology should work closer and in a collaborative manner.

Reported by: Paolo Lanteri

Workshop #106: Cybersecurity: Throwing out Preconceptions

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Session organized by the Internet Society (Christine Runnegar) and the OECD (Laurent Bernat)

Regarding the usefulness of the term "cybersecurity":

It was noted that cyber security is in fact a very broad term and that there are different understandings of what cybersecurity describes. Different agendas and stakeholder groups' perspectives shape conceptions of this landscape. Some of the views expressed:

Security is a useful term as it is generally recognised and covers a broad brush of issues:

- The term cybersecurity is not a useful description of what should be the key focus, which is to manage security risks to ensure network resilience and socio economic development (security not as an end in itself);
- cybersecurity involves risk management and there cannot be 100% absolute security; a suggestion was made to use "security risk" rather than "security" as the terminology;
- the term "cyber" reflects the young history of this issue; "Cyber" might disappear as online security becomes mainstream.

Main preconceptions:

One of the main preconception concerns the identification of the stakeholders mainly responsible to provide security solutions. Some of the preconceptions identified:

– policymakers think there are silver bullet solutions to address security issues;
– belief that a security issue has either a technical or a policy solution;
– policymakers think issues need technical fix; technical people think that issues need policy fix; everyone thinks it is someone else's job rather than a shared responsibility;

- belief by CEOs that they have no role to play over security issues (e.g. only few present at IGF);
- belief that security is an end in itself, and not one part of the socio economical puzzle;
- belief that security is "always good"; actually too much security could possibly lead to less privacy, trust and innovation.

On how to restore confidence in the use of the Internet:

- need more information and transparency;
- need more stakeholders' awareness and democratic oversight;
- need best practices and social norms;
- cooperation is not only public private partnerships: need to break down silos within governments;
- good cooperation requires a common understanding of the issues.

On the responsibility to address Internet security issues and collaboration:

- security is often perceived as a technical problem, however there seemed to be a general agreement that there is not one single solution and there is shared responsibility by all stakeholders, including high level leadership, technical and business communities, policy makers and users themselves;
- strong emphasis on the notion of shared responsibility;
- security concerns everybody: from grandmother to a CEO;
- need to create a sense of community to address security (analogy with neighbourhood spirit of mutual assistance).

On the balance between a nation's interest in protecting the security of its citizens and its citizens' rights to privacy and freedom of expression:

Views were quite divided on this issue:

- no balance is needed: both security and privacy can be maximized;
- there is always a trade-off: adding a fence will generate less flows;
- technology generates power: any balance should not lock in power on one side or the other.

On drawing analogies and differences between online and offline security:

- people assume that security in the offline world is easier, when it is not;
- offline and online security are not that different: one exception is attribution;
- criminals are very good at data sharing; we should learn from them;
- in the online space, the burden of security is on the consumer;

– centralised security solutions/units were generally not seen as effective approaches given the decentralised nature of the Internet, and such approach could potentially undermine innovation and social development.

Conclusions drawn from the workshop and further comments:

The session provided a contribution to a better understanding of cybersecurity and of key preconceptions from different stakeholder groups in this area. Cooperation and shared responsibility among different stakeholder groups were highlighted as key priorities to go forward on this issue. Achieving security goals should not be done in a way that undermines socio economic development. A risk based approach, rather than security as an end goal, was perceived as a good strategy. It was also stressed that there is a need for more transparency and users' awareness around security.

Reported by: Nicolas Seidler & Filiz Yilmaz

Workshop #143: Emerging Cybersecurity Threats

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The panellists started the workshop by discussing some of the recent cyber threats impacting the Internet. Panellists discussed a range of attacks including specific incidents impacting the domain name system in Qatar and Malaysia and the increasing global volume of Distributed Denial of Services (DDoS) attacks in particular those targeting financial institutions around the globe. Panellists also discussed ongoing work in their regions to address the attacks including building technical capacity particularly in regions that are less equipped to respond vis a vis the rest of the world. There was also discussion of security around mobile devices. Panellists discussed that some countries, such as Brazil, are attempting to increase digital inclusion through the use of smart phones and tablets and that attackers may begin targeting those devices thus driving a need for better education and awareness among end users on how to protect devices. There was also discussion of ongoing work with regional ISPs to protect end users.

Panellists also discussed issues impacting international collaboration. A specific issue raised was the increase in national security attacks globally such as Stuxnet and DDoS attacks against the national systems. Panellists discussed that managing cyber space is starting to be seen as a competition between countries creating major challenges for the technical/CERT community in pursuit of international collaboration due to trust breaking down. In particular if CERTS are seeing as extension of national governments and there is a lack of transparency at operational level. It was proposed that it may be necessary to separate the national security activities from security operations for the technical cyber ecosystem.

Panellists were also asked what they see happening in the next 6 months. Panellists discussed upcoming events such as the Winter Olympic Games and the World Cup that would attract attention and raise the potential for cyber-attacks and their roles in

preventing or responding to those attacks. Activities discussed included maintaining open channels of communication between operators of infrastructure globally and in increasing technical training and engagement to prepare in advance of potential attacks including around DNS security. Panellists also discussed efforts to strengthen infrastructure, growing technical capacity, enhancing regional cooperation and in adjusting policy to help build regional capacity to protect network assets. Panellists also discussed that one challenge to information sharing for policy makers was to balance facilitating information sharing but at eh same time not undermining the business opportunity in cybersecurity services. Finally there was discussion that one confidence building measure being used in some countries was to ensure that in the event of a DDoS attack against national governments that there was always a technical point of contact to ensure that even while the policy/political community may disagree the technical CERT community was prepared to respond.

In addition to DDoS the topic of surveillance was raised in particular how do national security issues impact collaboration, how does the IGF stakeholder community balance national security interests with collaboration and is it even possible? Panellists discussed that it helps if the technical community is separate from governments. Also that in some cases, such as in the Asia Pacific CERT, there are opportunities to turn those challenges into an opportunity by focusing on common goals. One example discussed was national efforts to help with botnets which was viewed as an area where countries have common interest and could collaborate quickly helping to develop trust where there may have been initially little trust. Panellists also discussed that there is a need for more resilient software in particular to deal with zero day threat. Finally there were general comments that the discussion of surveillance has created far greater focus in some counties on how to protect infrastructure. Last, it was discussed that cooperation in responding to cyber threats was a good example of the multistakeholder process working to keep the Internet more safe and secure.

During the audience questions portion of the panel there was discussion of other emerging threats such as machine to machine communications (M2M) and the Internet of Things (IOT). There was general discussion of activities within industry and participation of national CERTs to develop standards for security. There was discussion that security becomes necessary to support the growth of M2M and IOT. The audience also raised questions around the militarization of cyberspace how that impacts trust and cooperation between countries. There was lengthy discussion of the evolution of security from something that the Internet community had worked on informally between engineers and law enforcement into something that is more national security oriented which is contributing to the lack of trust.

Conclusions drawn from the workshop and further comments:

The panel concluded with a wrap up question about the role of regulation and frameworks and if the panellists could make two recommendations to the stakeholders of the IGF. The following are some general conclusions from the panel for stakeholders of the IGF:

Increased Cooperation Among Stakeholders: There is a need for greater collaboration internationally to enable response activities to threats both in region and across regions, within and between governments and in the private sector such as mutual self-help etc.

Separate Security Operations and Technical Capacity from National Security Issues: Given that national security issues may be eroding trust there as discussion of how there may be a need to separate the work of national CERTS and the private sector in protecting infrastructure from national security issues to not allow the breakdown of trust to erode international cooperation in response to threats at the technical/operational level.

Best Practices and Regulation: There appeared to be a general consensus among panellists that it would not be helpful to regulate given the rapid pace of change in cyberspace, that in the past attempts at regulation lack an understanding of how the Internet works and would be ineffective. In lieu of regulations panellists generally agreed that a better approach was to encourage more adoption of best practices and standards that already exist. Those general best practices should be promoted in country and region vs. regulations.

Education and Awareness/Capacity Building: There was also a general recommendation around promoting awareness around the roles each stakeholder has in the Internet. That cybersecurity is a shared responsibility; each entity has to take on their role in protecting the Internet. And there is a need to shift from a security mind-set to more of an enabling mind-set. There is a need to also educate regions/countries on risk management practices to build technical capacity.

Multistakeholder Process: There was general discussion throughout of the informal activities among engineers and others to support security through the multistakeholder process and there appeared to be a general viewpoint from many panellists that security is an area where the multistakeholder process has been working.

Reported by: Christopher Boyer / AT&T

Workshop #166: Internet Copyright Policy: Multistakeholder or Multilateral?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop discussed the advantages and disadvantages of multistakeholder and multilateral approaches to copyright frameworks. A panel of four experts made opening statements that touched upon the following themes and issues:

– Recognition that the workshop was addressing a timely issue, in light of the attention on multistakeholderism at the IGF.

– Some of the panelists and a number of participants stressed the importance of that debate also in light of the lack of stakeholder input into ongoing trade negotiations that include copyright such as the Trans Pacific Partnership Agreement.

– That the input of varied stakeholders was an important issue for WIPO and one that they have actively sought in the processes they have set up for the negotiation of two recent treaties. For WIPO, a successful method of developing copyright frameworks will include all stakeholder groups civil society, the technical and academic communities and the private sector, supplementing the multilateral process. This is particularly true for the negotiation of frameworks concerning digital works.

– That the beneficiaries of multilateral approaches are often interested parties rather than end users, and that the results are often political compromises. The global nature of the Internet, and the interests of diverse end users, does not necessarily balance with the direction of nation states.

– One of the advantages of multilateralism is that it facilitates a level playing field for participants—large and small participants are treated equally. One of the risks in multistakeholder negotiation is that the smaller, participants could be overwhelmed by larger bodies or Member States. As an example, in the European Broadcasting Union the Slovenian member is treated as equally important as the BBC.

Following these initial interventions the moderator posed follow up questions designed to get the panelists to take a clearer position on which approach to copyright their sector favoured. The panelists responded:

– That for WIPO members there was always a challenge to get consensus—and that meant that all negotiations needed to start with a consensus on the process.

– That the WIPO Standing Committee on Copyright and Related Rights (SCCR) was a good example of a mixed approaches that was working. Multiple stakeholders are engaged.

– That there were pros and cons of the current situation in copyright where a large number of different forums (national, regional, international (WIPO), WTO, free trade agreements) meant there were lots of opportunities for various stakeholders to engage—if they have the resources and expertise to do so. This meant that developing countries were naturally at a disadvantage.

– With a large number of venues comes a large degree of policy overlap. Therefore there is a challenge in staying informed across multiple venues.

– That the issues of copyright flexibilities (including limitations and exceptions for libraries and archives, and educational purposes), open licensing and the public domain, are among the major challenges toward adapting the copyright system to the ever changing digital environment.

– That multistakeholder participation is certainly an added value due to its default and inherent principles of transparency and inclusion. This is particularly important in the context of copyright were discussions are often marginalized and fragmented.

– That in an age of Internet governance and multistakeholder participation depending on leaked texts is no longer sustainable.

Following this the discussion was opened up to the floor for the remainder of the workshop. The floor discussion covered the following areas:

- the need for a radical rethinking of processes designed to produce copyright frameworks—lessons could be learned from the corporate sector where innovative approaches are being employed to link up disparate business sectors;
- whether or not fundamental human rights can be adequately respected in emerging copyright frameworks;
- the deficiencies in the negotiations of the Trans Pacific Partnership Agreement (TPP) that have sidelined on the civil society and academic and technical community stakeholder groups, while responding to private sector concerns; lack of transparency regarding the IP Chapter dismayed several commenters in the audience;
- the possibility of moving to a global governance model that would benefit all nations equally, as opposed to prioritizing some bigger nations over others.

Conclusions drawn from the workshop and further comments:

The workshop drew the following conclusions:

- that the best characteristic of parties engaging in any multistakeholder/multilateral discussions is the will to move to a solution quickly. The length and time of negotiations can be very off-putting, however. So it is important—as a preliminary requisite to ascertain the real will to change from all parties and availability for compromises.
- that the Internet is capable of supporting copyright frameworks;
- that the policy development process is hugely important—a panelist recalled as an example the failure of SOPA/PIPA/ACTA. These laws 'failed' in large part because people felt they were not included in the development of the laws. Policymakers can learn a lesson from this.
- multistakeholder approaches can be slow and arduous, but with the hugely positive element that all parties can have a seat at the table;
- that the recent example of the success of WIPO in creating consensus over a special treatment of copyright for blind people, will have to be now extended trying to arrive to a new and Internet compatible definition of public domain, fair use and educational purposes.

Reported by: Stuart Hamilton

Workshop #319: Emerging Regulatory Issues in Data Privacy and Security

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Nir Kshetri opened the panel introducing the onsite and remote panellists and introduced the list of questions to be addressed, which included:

1. What is the current framework for protecting privacy online in your country?

2. How do you assess the prospects for greater alignment/harmonization of national privacy regimes across the Asian region?

3. Will the resulting Asian approach to privacy protection differ in some respect from those now being developed in the U.S. and within the EU; what implications does this have for global privacy governance?

4. Who are the key actors in the privacy debate in your country and what are their roles and powers?

5. How have data privacy regulations in your country affected businesses' utilization of cloud services and big data?

In her presentation Prof. Hong Xue talked about how the 2012 "Decision of the Standing Committee of the National People's Congress to Strengthen the Protection of Internet Data" and other relevant regulations such as Tort Liability Law, Criminal Law and Other Administrative Regulations have governed data privacy in China. Her presentation also included a detailed discussion of Cross Border Harmonization issues and how emerging legal regulations on big data and cloud computing are likely to affect data retention and location, data process, data communication as well as key concerns related to network security and state economic security. She also covered multistakeholder involvement in the privacy debate in China and noted that the government is the most powerful actor, partly due to the fact that the state accounts for a significant proportion of economic activities.

Dr. Shimpo in this presentation titled, "The Current Framework and the Future Approach for Protecting Privacy in Japan," explained the relationship of Japanese framework on data privacy with personal information protection laws in other economies such as the OECD, the EU, the APEC and the U.S. He took a look at the history of personal data protection systems in Japan. His presentation included a detailed discussion of the 2013 report of the Study Group on the Use and Flow of Personal Data. Also covered in his presentation was "Smartphone Privacy Initiative", which covered the Structure of the Guideline for Handling Smartphone User Information.

Prof. Makarim explained how Indonesian Legal Framework for Privacy can be considered as a Hybrid Paradigm which draws upon the EU framework, the U.S. framework, the OECD framework and the APEC framework on data privacy. His presentation covered in detail a number of specific laws governing data privacy in Indonesia such as Article 26, Law 11/2008 of EIT, and Gov.Reg. 82/2012. Also covered in his presentation is how most privacy in ASEAN countries are affected by various components of local culture such as those related to citizens' communal, paternalistic, religious and tolerant norms and behaviours.

Mr. Yan provided an overview of changing landscape and the potential of Asian economies to lead the world in enabling trustworthy data governance. He presented the basic components of trustworthy data governance. He highlighted the importance of acceptable uses of data. He also talked about the inadequacy of the OECD frameworks.

In addition, he emphasized the importance of incorporating user attitude and behaviour related evidence to inform policy and corporate stakeholders.

Prof. Foster argued that we need more basic research into Internet policy area; this is an urgent task since many Asian governments are moving ahead with creating privacy framework that will prove difficult to undo if significant policy divergence emerge among countries in the region. He also discussed how Big Data and the Internet of Things are further accelerating this process because they are transforming the connection between the individual consumer and the data. He emphasized on the need to get back to basics and develop a common definition for privacy and give attention to how we can operationalize. He concluded his presentation by noting the need of the discussion of the mechanism by which we manage privacy in the region.

Conclusions drawn from the workshop and further comments:

The question answer sessions at the end of each speaker's presentation as well as the end of the panel focused on a wide range of emerging issues that are central to the global economy and Asia in particular. They include the importance Asian economies' adoption of appropriate regulatory framework to encourage the businesses' utilization of emerging technologies such as Big Data and cloud computing, privacy issues in smart phones in China and other economies, the usefulness of the APEC framework in the Chinese context (as well as other economies), pros and cons of not having a privacy commission in Japan (such as the FTC in the U.S.), the process of amending privacy laws in Japan, Japan's initiatives to harmonize with the OECD and other international frameworks, how the meaning of privacy in Asia is likely to be different from that in the West, the differences with the West in the Asian approach to personal privacy and data privacy, etc. It was apparent that the time allocated to the session was too short and we did not have enough time to focus in sufficient details on the questions and comments raised by the participants.

Reported by: Nir Kshetri

Workshop #327: Protection of Most Vulnerable Children Online

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The present workshop successfully focused on the topic of child online empowerment and child online protection with particular attention to developing countries and the most vulnerable children.

It was underlined by the participants of the meeting that the subject of child online protection today is not only the question of child abuse images or fight against pedo-pornographic content. It is a complex issue which combines different aspects, such as: privacy of minors and the protection of their personal data, electronic transactions made by minors, the liability of third parties, including parents, liability of online advertisers, assistance to the victims, etc.

It was observed that children start to use the Internet at a younger age than it was a few years ago. Another rising phenomenon is that children today represent quite often both the offender and the victim, so minors often cause online harm to another minor (s).

Attention needs to be paid to the content self-generated by minors.

It was noted that all children do not face the same risk level online, as a number of them are more fragile or more vulnerable with regard to online risks and dangers. This is due to the difficult home situation, the use of drugs, alcohol, sexual abuse by family members, social conditions, etc.

A number of experiences were shared by the audience and key participants and it was concluded that:

1. There is a need to continue common engagement in the field of child online protection by paying particular attention to the most vulnerable children.
2. There is a lack of legal instruments specifically developed in the field of child online protection. Particular attention needs to be paid to the African continent and Sudan.
3. The ITU COP Initiative, composed of 5 Pillars, was recognized to be of particular assistance to the countries. 5 Pillars address the main specific issues in the field and take into account regional and national specificities during its development phase.

Conclusions drawn from the workshop and further comments:

It was recommended:

1. To combine efforts of all actors active in the field of child online protection and to better coordinate common work.
2. To urge the development of child online protection Strategy at regional and national levels by taking into account the work done by ITU COP Initiative and its partners.
3. To pay particular attention to legal response in the field of child online protection, with increased focus on the developing countries among them Sudan with an urgent need for assistance.
4. To develop a particular approach for the most vulnerable children (as defined by the Tunis Agenda), as well as professionals working with them (such as social workers). This approach needs to be included as a part of the child online protection Strategy to be developed at regional/national levels.
5. The interaction between disadvantaged youth and less disadvantaged youth needs to be encouraged.
6. To encourage the development of school curriculum which will incorporate the aspects of child online protection.
7. To reinforce public private cooperation in the field and consider the issue of child online protection from the risk management perspective.

Reported by: Yuliya Morenets

Focus Session (Access/Diversity): Internet as an Engine for Growth and Sustainable Development

24 October 2013

What are the Millennium Development Goals and how do they relate to WSIS?

Host Country Chair:
Muhammad Neil El Himam, GCFA (Board of Trustees Indonesian Domain Names Management PANDI)

Moderator:
Janis Karklins, Assistant Director General for Communication and Information, UNESCO, Paris, France

Discussants:
Diah S. Saminarsih, Assistant President's Special Envoy on MDGs, Jakarta, Indonesia

Jan Gustav Strandenaes, Senior Policy Adviser on Governance, Stakeholder Forum, London, UK (remote)

Felix Dodds, Consultant on Sustainable Development and Associate Fellow, Tellus Institute, New York, United States

This 45 minute segment will consist of a 20 minute panel discussion and 25 minutes of open debate.

ICTs and Development in the Real World: Concrete experiences of how Internet Governance has impacted development

Moderator:
Robert Pepper, Vice President, Global Technology Policy, Cisco, Washington D.C., United States

Presenters:
Maarten Botterman, Chairman of the Board, Public Interest Registry, Reston VA, United States

Farid Maruf, Country Director Indonesia, Grameen Foundation, Jakarta, Indonesia

Discussion Coordination:
Nick Ashton Hart, Executive Director, International Digital Economy Alliance, Geneva, Switzerland

How can WSIS' Next 10 Years Better Support Sustainable Development?

Moderator:
Nick Ashton Hart, Executive Director, International Digital Economy Alliance, Geneva, Switzerland

Discussion Facilitators:
Patrick Ryan, Public Policy & Government Relations Senior Counsel for Free Expression and International Relations, Google, Mountain View, CA, United States

Diah S. Saminarsih, Assistant President's Special Envoy on MDGs, Jakarta, Indonesia

Jan Gustav Strandenaes, Senior Policy Adviser on Governance, Stakeholder Forum, London, UK (remote)

Felix Dodds, Consultant on Sustainable Development and Associate Fellow, Tellus Institute, New York, United States

Farid Maruf, Country Director Indonesia, Grameen Foundation, Jakarta, Indonesia

M.N. EL HIMAM:

We now resume the meeting, and I now open this session Internet as an Engine for Growth and Sustainable Development. In this session, I'm looking forward to our discussion about three important issues. The first one is with regard to the World Summit for the Information Society.

WSIS is 10 years old now, in 2015, and the UN General Assembly is deciding how to review WSIS follow up to date, and then what the next 10 years of WSIS follow up will look like. 2015 is the also the 10 year review of the UN's Millennium Development Goals, MDGs, process and given this confluence, how will the next 10 years of WSIS connect to the next 10 years of the MDGs?

This session will explore how to answer this major question two days after the UNGA discusses it, in three parts, with hopefully ample time for comments and questions from the audience in each segment. Part 2 will highlight practical examples of how technology has been used to improve access and diversity. Now I would like to introduce our moderator for the first part of our discussion, Mr. Janis Karklins, the Assistant Director General for Communication and Information of UNESCO. Janis, you have the floor.

M. KUMMER:

Before we start, I remind you today is UN Day, so we're celebrating when the UN got started. Just a few words on some of the underlying concepts for those who are not too familiar with IGF and CSTD and whatever acronyms. When the mandate of the IGF was renewed, there was a Working Group set up under the Commission for Science and Technology for development and they made recommendations for IGF improvement, and one of the recommendations was that each session should address two or three policy questions.

Now, we took that seriously and made a call, issued a call, for public input and received policy questions and they're available on the IGF website and we will also pull them up on the screen. It's not meant you address all these questions but take note of them and I notice also you've developed your own questions.

And another thing, the printed programme was printed before we finalized the programme, and we decided this week, the Multistakeholder Advisory Group, to have tomorrow's session which is devoted to emerging issues to make it. It was originally a 90 minute session but now we have a slot for three hours, and it will deal with government surveillance so this is just an announcement that tomorrow the main session will deal with surveillance.

J. KARKLINS:

So thank you, thank you, Markus. And I would like to extend my greetings in the on the occasion of UN Day. Very appropriate day to discuss Millennium Development Goals, WSIS goals, and what the correlation is and interplay between them. Maybe before looking for Mr. Gordon Manuain and giving floor to him, if he's in the room,

I would like maybe to give a little bit of a context and background. As Chairman told, we are approaching 2015, which is the year when the international community will be reviewing achievements and implementation decisions which were adopted in the year 2000 at the Millennium Summit, and will be looking how far we have reached at National level, at international level, in implementing Millennium Development Goals.

WSIS which took place in 2003 and 2005 also adopted a set of goals and I will remind about them all of you and during the Tunis phase, one of the issues under consideration was how the implementation of WSIS decisions would feed into a review of Millennium Development Goals, and how technology could become an integral part of post 2015 Sustainable Development agenda. So this was clearly identified the WSIS process should assist in developing in reaching Millennium Development Goals, and technology should be seen as catalyst and engine of development.

In this session, we will try to explore and better understand how these two processes are related, and how we will get to the conclusions but before going and giving floor to my first speaker this session, I would like to remind that Millennium Development Goals consist of 8 major goals, and they are: Eradicating extreme poverty and hunger, achieving universal higher education, promoting gender equality and empowering women, reducing child mortality rates, improving maternity health, combating HIV/ AIDS, malaria and other diseases, ensuring environmental sustainability, and developing a global partnership for development. Geneva phase identified or set up WSIS goals which were supposed to be attained in 2015, and I again will just list those goals to remind ourselves and to show how far we have gone or how far technological development has gone and you will see that some of those goals maybe look a little bit naive, because they represent our understanding in which direction technology is developing in 2003.

And WSIS goals establish community access points to connect universities, colleges, secondary schools and primary schools with ICTs, to connect scientific and research centres with ICTs, to connect public libraries, cultural centres, museums, Post Offices and archives with ICTs. To connect health centres and hospitals with ICTs. To connect all local and central Government departments and establish websites and e mail addresses. To adapt all primary and secondary school curricula to meet the challenges of the Information Society, taking into account National circumstances. To ensure that all of the world's population have access to television and radio services. To encourage the development of content, and put in place technical conditions in order to facilitate the presence and use of all world languages on the Internet. And to ensure that more than half of world's inhabitants have access to ICTs within their reach.

So these were goals which WSIS set for development with the perspective of 10 years. It is very interesting to see how far we have gotten in technological evolution, and see that some of them really are already outdated. Nevertheless, if we look and analyse whether these goals are attained, we clearly can see that many of them are, but certainly not all of them, and in remaining years, we may wish to put additional emphasis to those goals where attainment falls slightly short.

G. MANUAIN:

It's both a pleasure and honour for me to be here to attend this very important meeting of IGF Forum, and today I'll share with you our views about the implementation of the MDG initiative and its role in generating some progress to achieving the NCT Indonesia and we will see the special will I'll focus on a special emphasis on partnership, because it has been a driving force for achieving MDGs in Indonesia.

All right, okay. Before we go into any depth, let's take a look at the current status of Indonesia, the current MDG status in Indonesia.

Like many countries in the world Indonesia makes level of progress in MDG achievement. As you can see here, our MDG achievement can be categorized into three groups. First are the targets that are already achieved. Here there are targets related to MDG 1 that is poverty of alleviation and there's also target related to general equalities and also there's a target that has been achieved in MDG 6, decrease in tobacco prevalence. There's a target that you can see here that these are the targets on track to be achieved by 2015.

But perhaps what is more important is that there are other targets that need hard work or extraordinary achievement in order to meet this target by 2015. I'd like to call your attention to these three issues. First is high maternal mortality in Indonesia. Currently, the rate stands at 228 maternal mortalities per 100,000 live births, and we have also huge problems with the increased proportion of people with HIV/AIDS, which are still make every effort to deal with this problem.

And also, we also have to work hard to deal with MDG 7. This is related to high level of greenhouse gas emissions and safe drinking water and sanitation. And there are also, when we talk about MDG achievement, we have some huge challenges to deal with to make sure that we can achieve MDG achievement by 2015. We can see this challenge from the geographical perspective. As you may know, Indonesia is the largest archipelagic country in the world. It has a considerable span and barrier so you can imagine it's hard to cover from Aceh and Arian in the north, to Rote, situated in the southern area of Indonesia, and we also have infrastructure problem that should be improved continually and the infrastructure problem pose a significant challenge to providing access to health care service particularly community health centre for poor people in underserved remote areas in Indonesia. And also we can see the challenge from population perspective. As you may know, Indonesia is a country with the fourth largest population. Now, the figure stands at 250 million and we also see that the population growth in Indonesia seem to outpace the progress of development. It means that we will have to work very hard to keep pace with the progress of development.

And we have a success story of family planning in the past, but now we have we are trying very hard to be able to repeat the past successes. Also, from the population from the perspective of also the effect that the bulk of our population is a young population at a productive age. This means that when these young people reach an elderly age, because our life expectancy rate is improving now, that means that in the future

we have to take care how to deal with the growing portion of the aging population in Indonesia. This is one of the problems that we should deal with in the future. And one of the typical problems in Indonesia is related to women's and children's health in Indonesia. There is a concern that the achievement made in this area, particularly in reducing maternal mortality rate, is not enough, because we have to meet the target of 102 maternal mortalities by 2015, but now our figure stands at 228 maternal mortality, so we have to work hard to reach the target.

And we need an out of the box approach and a synergy between Government, Civil Society, private sector and academia, media, all come together to make changes to meet this target related to women's and children's health in Indonesia.

In fact, the Government of Indonesia has put MDG achievement at the top of its agenda and there have been some milestones since the adoption of MDGs in 2000. Chief among these are National road map to accelerate the achievement of the MDG Indonesia. This road map was released in 2010, and serve as a guideline for all the MDG stakeholders in Indonesia to accelerate their programme to meet the MDG target by 2015 and also one important another important thing is that there has been mainstreaming of the MDG into National long term and midterm development plans so our National development plans have been united into the MDGs so all the priority of the MDGs are now in our development plans. And we also mainstream MDGs into National budget and there another important thing, there has been progress in District and provincial effort in terms of translating some commitments into action by making their Action Plan to accelerate MDGs at the grassroots level.

And another important thing is that we have been organising an annual Indonesia MDG Awards, and this form of partnership between Government and Civil Society and private sector in accelerating the MDG achievement at grassroots level. When we talk about who initiate the implementation of MDG programmes in Indonesia, we have a two prong strategy here so we adopt what might be called a top down and bottom up approach to accelerate MDG achievement in Indonesia so in this context Government is not only the sole entity responsible for achieving MDGs but now we have seen a greater level of participation by community.

They have taken responsibility to improve the life through their own programmes. This I call community development programmes that initiated by communities. And let me give you one example of the how MDG programme put special emphasis on the partnership in Indonesia. Over the last two years we have been developing and implementing a programme. We call it Pencerah Nusantara. It means nations guiding light. This is an integrated health care programme intervention to provide access to health care service in underserved remote areas in Indonesia. One important thing about this programme is that it integrates a lot of aspects, so it put educations at the core. Also there is community empowerment in addition to health. So it's not health itself, but we combine it with education of the community and community empowerment.

And we realize that governments alone is not able to ensure the success of MDGs so what we have been trying to do is to engage other sectors in Indonesia to come

together to participate in a sustainable partnership to achieving MDGs in Indonesia, so there is a strong focus on a partnership between CSO, private sector, academia, media, and both National and local Governments in our programmes of Pencerah Nusantara, of nation guiding light.

Now let me move a bit to what now has been a hot issue that is post 2015 development agenda. There's been a lot of talk of post 2015 development agenda and I think it's time for us to lay the groundwork for good new development agenda and we need to add an enabling condition for this new development agenda. Most of the talk about post 2015 development agenda revolves around Sustainable Development. Here we can see that as you might know, there are three pillars of economic development, social inclusion, and environmental sustainability. What we'd like to stress is that we should bring all these different pillars properly together. So we should not emphasize one pillar over another, or we should not pursue economic development to the exclusion of environmental sustainability, but we see them in a well-balanced manner. And we believe that this Sustainable Development should be underpinned by peace, security, and good governance to ensure that the success of these development goals.

Now, as some of you may have understood, high level panel of eminent persons on post 2015 development agenda in which our President is one of the Chairs in this high level panel, they have submitted a report to the Secretary General of the United Nations and they highlight several important points, and one of those is that we need the new development agenda need to be driven by five big transformative shifts. So there are 5 important points that are stressed in the report by the high level panel.

Those are: Leave no one behind. Put sustainable development at the core. Transform economies for jobs and inclusive growth, build peace and effective, open and accountable institutions for all, and most important of all is that this goal should be achieved by forging a new global partnership. And in that report submitted by high level panel, there is also some emphasis on partnership. They would like to see an opportunity to expand the traditional partnerships so in the post 2015 development agenda we will have more broad based new global partnership, so this partnership should not only involve governments, but also cut across also social classes, like people living in poverty, people with disabilities, women, civil society and indigenous and local communities, marginalized groups, multilateral institutions and many others.

So in essence, it's time for the international community to use new ways of working that is to go beyond an aid agenda. So the high level panel would like to explore the possibility of developing development assistance in the future. So they would like to broaden the opportunity to expand the traditional modalities of development assistance. For example, there is a possibility to include private sector through social investment and inclusive business. By such a partnership between government and private sector, it is expected that these will bolster significantly the achievement of the MDG targets.

And when our work focuses on as I mentioned before, our work focus much on partnership, and usually these are the groups that we work with. There are youth groups or

students, and there is also private sector. There are also government, at both national and local level, and civil society.

The unique thing about this is that each group usually brings in their own expertise, so usually, youth groups have an expertise that's mass campaign through social media, and private sector usually has the ability in developing partnership, replicate corporate values, and government usually good at creating enabling condition, enabling environment, for this MDG programme. And civil society usually is well versed in building community capacity and doing evaluation, feedback and reporting. Now, again, collective action has been an important key word in our achievement of the MDG target by 2015. We believe that without collective action, much of our effort will have no sustainable results. So we put a lot of emphasis on collective action.

We have worked with civil society, with government at both national and local level, with private sector, and with the community at grassroots level, so by now, and after MDGs there will be some unfinished agenda, MDG agenda, and this should be pursued after 2015 so we feel by collective action we can achieve we'll in a better position to achieve MDG target. Now, this concludes my overview of the implementation of MDGs in Indonesia and the progress we've made with some emphasis on the inter-sector partnership.

J. KARKLINS:

Thank you, Mr. Manuain, for your rich presentation. Congratulations with achievements. Indonesia has gone really far. You clearly know what are the still areas where you need to put emphasis, and also as you mentioned, Indonesian President is playing very important role in the process which will lead to definition of Sustainable Development Goals. Now I will turn to Mr. Felix Dodds, who is waiting for his presentation from his hometown in England. Felix Dodds is an author, futurist and activist. Has been involved in United Nations, works with the particular field on sustainable development, and is well known for his book "How to Lobby at Intergovernmental Meetings: Mine is a Cafe Latte," which he wrote together with Michael Straus.

F. DODDS:

I think it shows a move of leadership to understand from more developed countries to leading developing countries in a number of areas but particularly in the run up for Rio+20. We saw Mexico as well as Indonesia and India and Brazil and Colombia taking leadership and I think that that's a very good sign.

I wanted to cover in my presentation four areas. A little bit of the history of the MDGs, implementations of some of the issues, the development of the Sustainable Development Goals which was mentioned just in the run up to Rio, and I'll return to that in the final session in a little bit more depth. And other things which the WSIS might consider.

So I remember well the preparation for the millennium 2000 because it was happening just as the World Summit on Sustainable Development was starting to gain traction. Like many environment and Sustainable Development NGOs, I was the

Director of made the strategic decision that the millennium summit seemed to be going well. We therefore decided to put our efforts into securing what we hoped would be a new deal between developed and developing countries, the agenda 2021 and we hope this will be done at the World Summit on sustainable development in September 2002. Of course the election in the United States in 2000 and 9/11 was considerable going to derail the progress around the Summit. And we were many of us wrong I think in what the millennium Summit was going to achieve.

In the last 3 months before the Summit, the UN Secretary General and The World Bank came forward with what became the Millennium Development Goals and you have to remember these were targets which were part of the original 1996 paper stating the 21st century and as was mentioned I think by our moderator, there were 8 goals, and for the Sustainable Development community, MDG 7 was very important ensuring environmental sustainability but it was actually a very weak goal in September 2000. It was clearly a top down approach, and that brought the wrath of many of the NGOs. The entire process has been accused of lacking legitimacy if it failed to include the voices of the very participants the Millennium Development Goals seek to assist. Most of those people have become supporters and have helped to try and see those targets achieved.

And that's why in the process for the SDG there's much more

For example a target was added in the MDG 7 after the World Summit on Sustainable Development and the global partnership MDG was amended after 2005 World Summit.

On the implementation it's really interesting because the 1990s saw significant commitments made by Governments at the Rio Summit, the Copenhagen Summit, the women's Beijing conference, the Cairo conference, the conference and the other Summit. By 2000 it was clear governments seemed to be unable to implement across such a wide area and were having significant problems in prioritizing resources to the most important areas.

For the MDGs was an attempt to simplify this. 8 goals with only 21 targets. So the criticism with the targets was that they were not ambitious enough. Target 7B for example aims to by 2020 to have achieved a significant improvement in the lives of at least 100 million slum dwellers. In context India alone is estimated to have close to 100 million slum dwellers so the ambition in certain cases was as high as it needed to be.

One of the significant results of the Summit in 2000 was that overseas development assistance started to go up again, after a period of 10 years from 1992 to 2000 where we saw no real increase in ODA. The next 10 years saw it double from 60 billion to around 120 billion a year and this went a long way to accelerate implementation, a challenge that was underlying 2008 at the UN special session on MDGs, when the UN Secretary General said this about the development agenda: Looking ahead to 2015 and beyond, he said, there is no question that we can achieve the overarching goal. We can put an end to poverty.

But he also recognized the challenge of the financial crisis. He went on to say, we face a global economic slowdown and security crisis both of uncertain magnitude and duration. Global warming has become more apparent. These developments will directly affect our effort to reduce poverty. The economic slowdown will diminish the incomes of the poor. The food crisis will raise the number of hungry people in the world and push millions more into poverty, and climate change will have a disproportionate impact on the poor. The need to address these concerns, pressing as they are, must not be allowed to detract from our long term effort to achieve the MDGs. We need to keep the focus on the MDGs as we confront these new challenges. Those were very, very important words and reflected in a sense why some of the MDGs are now not being delivered, because the reality is now that there will be only a few of those MDG targets and as many developed countries have started to drop their ODAP contribution. Though it's not everything it does for the least of the developed countries play a significant role.

A country dropped back under 0.7% GNP target this year. On the positive side, the U.K. reached a target with the political support of all parties. To some extent that was the consequence with what I call the Band Aid generation. The reason we're seeing some of these goals now is the process has had a yearly global reports on the progress to deliver the MDGs. We've seen an annual review of goals for UN annual Ministry of Review on biannual development Forum. We've seen government aid departments focusing on the goal but of course by them doing that they have taken money away from other areas which have suffered in the last years. We've seen national implementation strategies as the Government of Indonesia was indicating in their presentation, often linked to support from the UN and The World Bank. And so the coherence at the national level is playing a significant role and as Indonesia also indicated many countries has been through the support of stakeholders whether it's the private sector, NGOs or community based organisations.

And I'm looking at the third area, the development of the Sustainable Development Goals and the run up to Rio. The idea of the Sustainable Development Goals was articulated in July 2011 at a Rio+20, a government sponsored event on institutional framework for Sustainable Development, held in Solo, Indonesia, presented by the Director of Economic and Social Environmental Affairs in the Colombian Government, supported by Guatemala and other governments shortly afterwards, such as Peru and UAE, and that pushed the Sustainable Development Goals coming from development countries, again showed that transfer of leadership from developed countries to developing countries. The original proposal was grounded on the idea that the MDGs played a significant role in focusing the world community but that that focus was too narrow and that 7 of the 8 goals were focused only on developed countries. The only universal goal in the 8 focused on the environment which I mentioned seemed to be very weak by many of the people in the environment and Sustainable Development community. The original proposal for the MDG indicated a reinvigoration of MDG7 by updating the agenda of the Johannesburg plan of the implementation with up to date sectorial targets.

Although the original proposal significantly evolved over the months up to Rio+20, the Solo Chair's text also reflected the value of new ideas. It said that there is a significant interest in the discussion of Sustainable Development Goals. The Chair's text also reflected the likely difficulty in negotiating new goals this during the Rio+20.

In September 2011, NGOs and other stakeholders met in Bonn at the UN DPI conference and they put on the table for the first time a set of coherent goals, 17 of them. It's well worth looking back to that particular document that came out of that conference to see the influence that it had in the thinking of Governments as far as what MDGs should be considered and a run up to Rio+20 there was much conflict between the environmental and development community. Development community wanted to continue the MDG approach and the sustainable development community wanted these new goals to be encompassing both poverty eradication and sustainable development. And that any new goals needed to be universal and would also address issues such as consumption and production to enable all of us to live in a more sustainable way on this planet.

I will continue this story in the final session on how the SDGs have developed but I wanted to end by saying one of the most significant outcomes of Rio+20 was the agreement that there would be a Sustainable Development Goals. The question of course is what would be the relationship with the MDGs? What Rio+20 did do was to start a rebirth of sustainable development as the main conceptual framework for development in the 21st century, and by doing so, offer a real chance that we might be able to address these challenges together.

So it's a fine line, some issues where I think the WSIS process might learn something from. One, that money follows goals. This was clear from the MDGs. That if you don't have any targets or indicators that are embedded in these new goals, then money will be less for the area that you're interested in. That engagement with the preparatory process will be critical for the process. You need to be engaged now and you need to be engaged in a very fully in front way. That any National follow up mechanisms that are set up and again we heard from Indonesia how effective theirs was, any follow on process, you need to integrate the WSIS into that one process.

The collaboration with other sectors will help deliver your agenda work. Working in silos does not. Perhaps I could end with a few words from Albert Einstein who said: Learn from yesterday, live for today, hope for tomorrow, but the important thing is not to stop questioning. Thank you.

J. KARKLINS:

It's a very, very good presentation, and really gave us very good perspective. I know that we are running very late, and I think since we had two very rich presentations, I don't believe that there will be any specific questions about MDGs and relationship between WSIS and MDGs. I just want to finalize my part of the presentation or session maybe by putting on the screen one picture which indicates the complexity of process which leads towards the adoption of Sustainable Development Goals. You see now on the screen how many work streams are organised which should converge

to one document, which will be then endorsed by international community in as a Sustainable Development Goal framework after 2015. What we see today very clearly, that until now, technology is not very much present in any of available documents of this process. And that is really a pity, and during the next session which will be moderated by Robert Pepper, Vice President from Cisco, we will demonstrate the technology indeed can be catalyst and can be in some cases a mode of development and hopefully that this will encourage those who have the power to bring that to attention of millennium or Sustainable Development Agenda preparatory process.

R. PEPPER:

We are a little bit behind on time, but we are going to camp up, and I want to make sure that we have time for discussion, as well as from the remote moderators. I will dispense with long biographies, and just tell people who are speaking. This is actually for me the very exciting part of the session. Those of you who know me know that I'm very pragmatic, so I try to go to what are some real examples. We've had a great conversation so far on the framework, what's possible, how to think about it, but we have three short presentations that demonstrate concrete experiences on how the Internet, and how what we're doing here at the Internet Governance Forum has had a direct impact on development. First, Maarten Botterman, Chairman of the Board for the PIR, public interest ridge industry will show us a video. Farid Maruf, the country Director in Indonesia for the Grameen Foundation is going to again I think do you also have a video? No, you're just going to talk about what you're doing. Then Jorge Abin De Maria from Uruguay is going to talk about some examples he's been working with so let's get right into it.

M. BOTTERMAN:

I very much appreciate the initial introductions about Millennium Development Goals which are larger than life and really about people in this world and the intent with this video was very much to share real people doing things, things that were never possible before, and are really truly enabled by the Internet or made much more effective by the Internet. So it's issues by the development community and it's really a call for of course the development community by using the current possibilities even better with all the limitations that are there and the IGF is one of the places that contribute to that understanding.

Next to that it's the industry also creating a more supportive Internet every day, and the support is in two ways. One is of course which has been clearly the subject at the IGF as well, it's more access. It's connection, it's connecting people, connecting institutions. At the same time, it's also about adding value and I can see that the emphasis is often from the I would almost say the Northern part to be more on the use and adding value. In the south, the emphasis is on getting connected. You can't do one without the other. We can't do both and we do in this world that's increasingly globalizing the role of NGOs contribute more and more and are an essential element and one of the things we for instance are working on right now is to get a brand NGO in the world which is only for NGOs and this will help them to get even better access

to donors, to people they step up to and in that way, they established big NGOs that won't need that but it's the small and medium sized NGOs in the world that will be able to den fit in this way even better from the Internet. So this is a little bit of what the industry can do to help, and it's really about empowering the world to step up to not lean back and wait for governments, but all act together in reaching out to those goals we all care about.

R. PEPPER:

Maarten, one of the things you pointed out is that it's focusing on applications and content that what we would think of as the demand side in addition to the supply side. It's not just about the connection, that's only the necessary but not sufficient first step. It's actually how we use it and that I think is extremely important as part of the conversation about how do we think about the Internet and Internet governance to support development. Sometimes we tend to focus just on the Internet piece, which is nice. It's great. That's what we do. But the real benefits are how people use it.

M. BOTTERMAN:

Yes, and I think in this, it's okay that if you're not connected, obviously you're focused on getting connected but it's not a big investment to look at what the rest of the world what's happening out there and benefit from all the extra added value that is increasing every day in different areas, and make sure you take that on Board.

F. MARUF:

I'm representing the organisation Grameen Foundation, which the mission is poverty eradication. Within our organisation we have several areas. I'm going to discuss a little bit example what we do in the other part of the world in Indonesia on these three areas. The first area we work on is the information services. And information services, a good example that we have is we create a platform for health, maternal health in Ghana to help reduce that the first presentation mentioned about child deaths, mothers. So we have an application platform that help the mothers to have better information how to take care of their pregnancy, and when they have delivered the baby, they also have the knowledge how to take care of their kids.

And we have application also to help them to monitor by inputting the data and regularly sending message to the mothers, like: Now it's seven months old. Your baby should be able to do this. And so we have that in Ghana, very successful. The project is called MOTECH. Then we replicate that in India with more theme on HIV/AIDS. The other part of information service is agricultural and other services. We create an ecosystem with power of mobile technology in Uganda and we're trying to create a private sector sustainability to ensure that this will be beyond the donor money.

Many of extension workers fall into the government domain in many countries, but we're trying to extend that and create incentive for privatizing the extension worker. Example of this application is to provide the farmer with good farming practice, certification traceability. If they do they will receive more money for their product. In Indonesia we're trying to replicate that because we also see a lot of challenges in the

small farmer's initiative. A good example, cocoa industry, our productivity is half of the other countries. For hectare, Indonesia could produce around 800, while South America could produce 2,000 kilograms so there's room for improvement, rather than just giving them information about market price, we also try to improve their yield.

The other part of that area is what we call poverty tools and insight. This is also where we're using Internet where we create the tools, a scorecard, now available in 46 countries, to easy for any organisation that would like to work in poverty eradication, to evaluate and to profile and to target their constituents. These poverties derive from national census from each country. Usually came from 200 questions. Then we do some correlation and we come up with 10 most simple questions for us to see how poor somebody is. The question is simple, to ask and to validate. The question never asks about income but it will ask you condition of living.

For example in Indonesia we ask what kind of toilet they have. What kind of gas, whether they're using 3 kilogram gas for cooking or 20 kilogram cooking. From there you will get score 1 to 100. Then based on this score, you can also create what we call poverty outreach reports, and also we can use the monitoring over time. Currently, Indonesia I think it's already been used for almost 2 million audiences. Some of the big institutions intensively using this as part of their operation. The last one is financial services, where we're trying to find potential product using mobile technology that could help the poor, especially, to reach out the pyramid, the bank by helping them to define a product based on customer needs rather than from the lab or from the desk, so we go to the last mile asking them what kind of product. Currently we work one project that we have in Uganda for example, trying to find a simple product like goal based saving where someone could have a goal, like want to send kids to the school and then they contact their friends, their family, and everybody will chip into SMS mobile money to save the money to that goal.

The other product that I like to tell is called M2M, where somebody could sell their money to themselves over a certain time, so like saving but because this person doesn't have a bank account it's a good way for them to hide this money from somebody, including their husband, for example.

J. ABIN DE MARIA:

I am a member of the Board of the Agency for the e Government and Information Society development of my country Uruguay. Since founding this 6 years ago, we have worked based in digitalization. Actually we're in the third version and it has 15 goals and 79 mission targets. My presentation today is a report on some progress made, and in particular to Plan Ceibal. It is one laptop per child. I'd like to remark that Plan Ceibal began six years ago, and six years is the length of the primary school cycle so at the end of this year, the first child who received a laptop is going to end this primary school cycle so we are evaluating that.

(Video Played)

R. PEPPER:

It's very concrete, how you've used the Internet in a plan, going back now six years, deploying it, putting it in schools, and you're now about to evaluate, which is always the tough question, which is: Okay, we had this great idea. Does it work? What did we learn? How can we improve? So I'd love to hear about that very, very briefly, because I definitely want to leave some time to open up for the questions, but thank you.

J. ABIN DE MARIA:

I would like to remark that the best tools to teach are the teachers. And we have introduced a new tool, that's the laptop, but the laptop is not only a tool for learning. It's a tool for improve the capacities of the children. They now are having the ability to access the Internet, give computer to the family and use it to learn English, to learn math. We have agreement with the school in England, they import by e-learning English to the children in Uruguay, and so it's important to see that. We are not working with a tool only for traditional education.

R. PEPPER:

No, and this is exactly the point. So if we can come back to that. I first want to see whether there are any questions on the three presentations that were great, again, very concrete. Very practical. And we actually have seen some real world examples of how the technology and the Internet is being used. Jorge's last point I think is extremely important: It's really about people, and the technology is not stand alone. It's how do we use the technology and integrate it into the people processes, right? We sometimes forget that, but this is extremely, extremely important.

S. SANTOSA:

My name is Setyanto Santosa. I'm from the Indonesian ICT society. I fully agree and endorse what the moderator mentioned. If in the scheme of the United Nations for the MDGs, the technology was ignored, so it seems to me that take it for granted these are available. Like in the pillar, three pillars that are mentioned by Mr. Gordon from Indonesia, the first pillar you can look at that, there is an infrastructure, but in the Government understanding, infrastructure is not including ICT. Infrastructure is hard infrastructure like the road, harbour, airport and so on. The governments consider that ICT is already available built by private sector, so therefore they have to think about that. So my organisation was convinced, look, we need the broadband to the village. I fully agree that teacher is very important but if the infrastructure is not available there, I think it will be harm and danger if we teach let's say with the very slow speed of the Internet facility.

J. COFFIN:

Jane Coffin from The Internet Society. I would also amplify the comment from our last speaker and suggest that rather just in one of those three pillars, that ICTs are something that must horizontally cross all of those layers. I'll give you an example of a situation related to the earthquake in Haiti, where one aid development organisation

has not even factored in ICT when they were going in to do disaster management relief.

I was on a team working with them and people were talking about what needed to be done, and we thought well, of course you know that communications and ICT is one of the most critical things related to going in and it shouldn't be an afterthought but it was so the interesting thing for all of us, and we work very closely with bringing ICT around the world at The Internet Society, is that perhaps we should rethink where that ICT layer is. Is it horizontal across? Or do you just put it in specific pillars? I think we may want to rethink how that's done.

R. PEPPER:

That actually raises an important point which is some of the work that's been done recently at The World Bank that has looked at general purpose technologies, the combustion engine, electricity, basic telephony, these are general purpose technologies on which other things are built, computing. Their conclusion is that broadband is one of those general purpose technologies, and therefore, like the combustion engine and electricity needs to be thought of as horizontally enabling technology. So I would endorse what you're saying, and there's some empirical evidence to support that, as well. And we don't think about it enough in that sense.

FROM THE FLOOR:

My name is Eddie from Internet Society of Indonesia. I came with Dr. Santosa. He's my Chairman. Probably what I would like to tell in this Forum is not too much far from what Dr. Setyanto has said. When we're talking about the Internet we will be automatically related it into the quality of the network by itself. I would like to share with you all here that Indonesia since 1993 and 1994, all the network infrastructure built by the private sectors in which the government spending not too much for this, instead of they do the taxation, then they grow charges in very significant numbers in which this is a big burden for the operators.

I think when we concerned that the Internet will play an important role on how to maintain the growth and sustainability of the development, I think the IGF will also has the biggest, hard to convince the respective Governments on how to spending in significant numbers of money for the infrastructures, rather than leave it to the operators.

But this is what happened in Indonesia. I think this has been important, so that's why, you know, in the new plan for the law of telecommunication initiative we from MASTEL would like to draw the attention from the government that they will have to spend significant numbers of money in the network.

R. PEPPER:

So we did a study with the UN Broadband Commission that was published in July, and it examined National broadband plans, and whether or not having a plan whether it was called a plan or a strategy or something else whether having one made

a difference. And the short answer is empirically we found, yes, it does make a difference, and it's not just correlational, because it was time series data 10 years, 160 plus countries. There's causality. One of the findings, conclusions, is that we had –this was with the Broadband Commission, we did this research collaboratively with them –is that public private partnerships with much more effective than the private sector going alone or Government going alone.

And what we found was that if it's the private sector going alone –because frankly, the private sector does most of the investment - is on top of the most advanced cutting edge technology, is more flexible and can adapt more rapidly than governments which tend to move more slowly, by design, which is a good thing. But because of that, the private sector has to lead in the implementation, but what we found was that if you left it just to the private sector, there would be gaps that would not be filled.

And therefore, the role of governments is to set out the vision, the goals, orchestrate, coordinate, and fill gaps, and the gaps are particularly focused on rural underserved areas, and low income areas, low income people. So it's really a blend. It's not either/or. It's the public private partnership that we found was the most effective approach and I think this is essentially what you were saying. There's a separate question is: How much does government actually have to spend to fill those gaps? And there are a lot of techniques that Government can use to get more private sector investment. Some of the spending or techniques they can use are indirect with tax credits so it does not have to necessarily write a check, right? But it is expenditure or an investment by government.

FROM THE FLOOR:

But I'd like to add a little bit more. When you said the government will have to fill the gap there's like, for the rural areas, in Indonesia, for the rural areas and for the economic viable areas, it's only built by the private sectors through the scheme of what we call USO, Universal Service Obligations. For the government, for the operators, they have to pay 1.25% from the gross revenues, from the gross revenues of the operation yearly. That's a big amount of funding actually, in which when this use of funds coming back to these sectors, to industry, maybe it will be help, as well. But currently, what they get from the USO fund is not even 25% coming back to the sectors. That is also a problem with us.

J. ABIN DE MARIA:

In my country, communications belongs to the responsibility of the state. And this has allowed us to use the benefits to provide all the services through the entirety of our country of course with the existing communications infrastructure, I'm talking about telecom, Internet, et cetera. So this means that the government has a considerable responsibility to cover those areas, those regions, where there is not the ability to obtain those communication facilities yourself. And this is part of the responsibility of the government. Not all of the investment that has been made requires huge amou-

nts. You can give for example $100 per child per year, and that will give considerable benefits to the child.

FROM THE FLOOR:

My name is Ramanen from India. I work for the charter group. We launched an initiative called Empowering India leveraging technology and the Internet for creative economy and sustainable development in India in the emerging cities. One of the purposes here was really to integrate and bring together a multistakeholder dialogue between academics in emerging city, local government, and local industry.

And how do we ensure that together we create the opportunities for better employment and increasing the economy of that local place? And the challenge that we found really was in India, in particular if we go to the more rural places, the challenge is that of skills development.

You have to have very good skills development initiatives. We're talking about more than a billion people with more than 250 million absolutely having no background or education or training and so on. So I'd like to know: What are the ways IGF facilitates dialogue in this direction? And any particular incentives that the Indonesian Government for example in their programme were able to they could share some of the best practices, which enables skills development at a completely different level as compared to where we are today.

P. RYAN:

I wanted to talk a little bit about this interesting discussion around how to promote infrastructure in different countries and this is one of the most fascinating Public Policy debates we're having around the world. There are so many different models but there's also a lot of different kinds of infrastructure that often get conflated here and so I think it's important to talk through that a little bit. One of the fundamental kinds of infrastructure that connects everybody are the fibre optic cables and the types of backbones that bring the Internet to locations, and then the access section of the network. It's really important to have the right model, and there's a lot of really interesting experiments around the world, around how to best optimize that with public private partnerships, whether or not these are state entities and I think that we should really let these models flourish and develop because there are we have a consultant that just put a paper out on this and I'll be able to share a little bit shortly that looks at some of these different models and how different kinds of things can be very effective.

Another category of local infrastructure that is absolutely critical that I believe Jane has mentioned a little bit is the role of Internet exchange points, the ability to keep traffic local and to create the proper incentives to make sure that the actors in the space really do collaborate with each other, and share information and cooperate. A light regulatory regime is often best for that but it's a relentless focus on those two aspects that then attracts what the number one thing is that really helps users enjoy

the Internet the most, which is having things like caches and servers that can serve the video content.

As many have said, as has been discussed quite a bit this week, there's so much Internet traffic that comes over for example YouTube and other sources. It's really important to bring that locally and that can happen in caches and IXPs and those infrastructures really do that.

Finally my colleague over here from Uruguay talked about the experience in Uruguay which is really absolutely fascinating. Uruguay has some of the highest penetration of Internet use of anywhere in Latin America. It's mostly a State run model and State influenced model and the users are really, really happy. And it doesn't mean that this is the model that should work everywhere. There's some unique characteristics in Uruguay that make that effective but it's the relentless focus that Uruguay has put on these two things: On the cables, making sure the cables are in place, making sure that the IXP infrastructure is in place, that has really benefited everybody else. And it really is acting as a leader for the region in many different ways.

R. PEPPER:

No problem. Great points because it's also in one of the other sessions yesterday talking about the overall infrastructure ecosystem, right? And there's a lot of sometimes focused false choices. It's either fibre or wireless. The answer is: Yes. Right? It's keeping content locally, which is IXP, Internet exchange points, local caching, local content, keeping it within regions, within countries. There's a lot of these various pieces that all have to come together to enable exactly what you're talking about.

S. HAMILTON:

I'm Stuart Hamilton. I'm the Director of Policy and Advocacy at the International Federation of Library Associations and Institutions. And I just wanted to make some communities while we're discussing public private partnerships because it's an area we're working with in a number of places. There are about 330,000 public libraries worldwide, about 230,000 of those are in developing countries. And during the life of the WSIS process, we've been able to increase almost year on year the number of public Internet access points through libraries.

Recently, we've started working quite intensely on a number of public private partnership projects through an initiative called Beyond Access, which you can find at beyondaccess.net. And we've found that this is a very productive way of increasing public access to the Internet in the community, particularly as the teams in Pilot countries which include the Philippines, Peru and Georgia, are made up of representatives from libraries, from the private sector, and from Government, and between these sort of three areas we're able to focus quite intensely on increasing the amount of services that libraries offer, particularly in relation to the Millennium Development Goals areas, and also to the WSIS principles.

And for those of you who are interested, I'd encourage you to check that out.

I wanted to make a very quick observation about the processes we're talking about leading up to post 2015. My organisation, IFLA, is concentrating quite intently on trying to get access to information recognized in that framework. And as a result, we've been engaging in the process going on in New York with the open Working Group on the SDGs, the kind of parallel process to the WSIS + 10. I was there at the General Assembly in September and I think it was just quite interesting, when I mentioned to the large number of NGOs working with development about the WSIS review that was ongoing, at a meeting of about 50 or 60 NGOs under the beyond 2015 Banner you could hear the tumble weed blow through the room. There's no recognition whatsoever amongst the CSO community and the development community that this review is ongoing, and that it could at some point meet up with the work that they're taking, that they're undergoing in New York. Now, I'm not speaking about governments in that respect. I'm speaking about the civil society groups, but it was quite interesting that none of them there recognized that this process was going on.

R. PEPPER:

Unfortunately, that's not a surprise, and going back to one of the earlier comments, oftentimes what's happening even within this with those of us who are steeped in this, and when we talk to government officials, the government officials in ICT, communications, whatever the label is, they understand and they get it. They also, though, have to they need help and they reach out for help to explain to their colleagues other ministers in the Cabinet, explaining to other parts of their own governments why this is important.

So we all share the same experience, which is: We understand, we talk to each other, but we have to broaden out to other sectors of why this is important to them. And it is, right? And it's almost like a mutual help society, helping those of us in the conversations to help others in the group, so that it expands. And so this is a really important point. I think it's something that we should think about mutually supporting one another to spread the word of the importance.

N. THORNE:

I'm a former bureaucrat and a former British Ambassador to the UN who is marginally involved in drawing up the MDGs while I was in New York and heavily involved in WSIS in 2005 and I just thought I would reinforce the point made by the last speaker about civil society and Bob that which you yourself picked up now that it is sadly fundamentally true that the two sides of governments, one dealing with ICTs and the WSIS process if you like, and the other dealing with the MDGs, do not necessarily communicate. And by adding the word "necessarily" I think I'm being overly polite. They do not communicate. One of the problems of the way in which the or perhaps the unintended consequence of the way in which the Internet is so effectively run by a multistakeholder and diversified process is that there within the UN, within the UN family, no single advocate for the advantages of the Internet. I am not suggesting that we should create one but I do think it should be incumbent upon us to ensure

that our own governments and our own elements in civil society work together when we're looking at the view of the Millennium Development Goals.

A sad comment, I learned recently from a friend of mine, I have not checked this myself but it is my understanding that from a quick scan of the documentation being worked upon for the successes to the MDGs, there are only two references to the Internet. And that I think is quite extraordinary when as we've seen today from a couple of excellent presentations, I really like the one from Uruguay, the Internet, since the MDGs were created in 2000, has been such a game changer. And I think we should all be working to try and change that.

R. PEPPER:

That's again a really important point. I'm sorry that Janis had to step out because the exception that proves the rule is Irina from UNESCO, Janis is standing in for her. And Hamadoun Touré have come together to create the UN Broadband Commission specifically focusing on how broadband is linked back to the MDGs and it is. And they are. And but now taking that and everything we've learned the last three years which is actually quite successful and translating it into beyond the MDGs into the SDGs, there seems to almost be a slip. It's people really focusing working, making the case, but then when it's almost a different audience or group back in New York and they don't seem to be paying attention to the real evidence that the UN Broadband Commission for example within the UN structure has come up with and actually provides the evidence of the benefits of linking the Internet and broadband to the MDGs. Quite right, that and the work of The World Bank. Neither are being taken very seriously in New York, and again I think I'm being overly polite by using the word "very."

D. WILES:

I'm a current bureaucrat. My name's Dan Wiles. I work for the U.K. Foreign Office and I sort of wanted to continue this theme a little bit because I think as someone sort of currently working for Government Department on Internet Governance, we sort of realize the importance of linking development and what we're doing on Internet Governance. We're certainly not there yet. It's quite difficult to meet across the departments but we're trying to work closely between the Foreign Office, Department of Culture, Media and Sports, who lead on this for us, and DFIT to ensure we're as joined up as we can be.

I just wanted to mention that as Ed Vaizey our Minister said at the beginning of the week, we're quite keen to ensure that the WSIS review process bears in mind that the original fundamental goal of WSIS was to bridge the digital divide, and to try and ensure that the benefits of the Internet were realized for all. And we sort of are finding that the Internet Governance debate becomes a bit dominated by processes and institutions and how to make them interact with each other, and maybe we've slightly lost the points that the sort of fundamental points that it's not yet fully delivering for the whole world and we're really hoping that as part of the WSIS review we can

actually focus in again on how these action lines can really be delivering economic growth and social development for all.

We've had some really interesting examples of how that can happen, at a sort of practical level today, but we also need to think about at the sort of intergovernmental and multistakeholder level how we can make that a reality in the coming years. Thank you.

R. PEPPER:

The fact that Ed Vaizey, the Minister, was here, is a visible commitment. There are a number of countries that have senior officials here, and those are the countries that are leading. And what we need to do is not just as the community, but the Government leaders globally who are here from all those countries need to spread the message, and the fact that the it's collaborative with multiple Ministries from the U.K., as from the U.S., as from Brazil, as from Indonesia and other countries, but we need to have more countries here with that breadth. So thank you. We do have one last. And then we're going to move on to the next Section. And we have actually, I had checked, I thought we had to end at 11:00 but I was told no we have another hour and a half after we finish so we've gone over a little bit. This has been a great conversation but one last intervention, and then we'll move on to the next Section..

C. WACHHOLZ:

My name is Cedric Wachholz. I work for UNESCO, and I would like to come back to what you just said. I work with Janis Karklins, the Assistant Director General who made the initial presentation, and he briefly showed a chart where he showed all the six different groups contributing to the post 2015 development agenda process, the open Working Group on the GA is the high level panel on feminine persons where we saw the Indonesian presentation. We have the national global and thematic, the UN global compact, regional consultations and the solutions network, and it's not easy. Some of them are multistakeholder setups and some are clearly Government initiated and because some of the lessons of the MDG review and the MDG review were that this should be more bottom up process, it is a multiple process and also more difficult to get in.

And UNESCO is also the youngest Chair, the United Nations group on the information Chair, which brings together 30 different UN organisations. And together, we make a joint statement on the post 2015 development agenda, so 30 UN agencies coming together and trying to come into this process, and stressing the importance of ICTs for development including of course ITU, including UNDP and others. And for what would seem to be a strong group, it's not easy to bring up ICTs as a topic and to bring it higher up than just a horizontal theme somewhere mentioned somewhere but making it more of a pillar. So I think it is quite obvious that the Governments are really very much in the driving seat, so everyone who works in Governments and who's connected to governments has actually a strongly way to bring and stress this message.

R. PEPPER:

In fact, that's a great segue into the next section, which Nick Ashton Hart is going to moderate on precisely these questions about how to ensure the WSIS' next 10 years better support the Sustainable Development Agenda. So, Nick, I turn it over to you.

N. ASHTON HART:

Thank you very much, Bob. So as Bob has said, that is the question, and we're going to have a slightly different format than you normally see at these sessions in that the session facilitators won't be presenting to you. Instead, they will take remote microphones. There are not enough for all five of us, so three of us will be with remote microphones, circulating through the crowd to talk to all of you, while we consider this exact point, is as we've heard the two processes are not well connected within governments, within civil society, though they are well coordinated within the UN system.

And so if we take as a premise that the objective of the WSIS process, as was originally envisaged is to ensure ICT delivers sustainable development, real benefits for real people, and that post 2015, we want to broaden and deepen multistakeholder engagement in WSIS and the follow up process, at the National and local levels, as well as the international level, to realize this objective, but that we don't want the WSIS action lines or the WSIS goals to be completely lost in the Sustainable Development Agenda. We simply want to find a way where the work that is done to fulfil WSIS is connected to the broader Sustainable Development Goals, as both processes are reviewed in 2015.

And so you'll find there's a document, a short one page document well, it's two pages, but one page is references if you want to read more attached to this session, which suggests a few ideas for how these processes could be connected.

Cedric is kindly doing a mind map during this segment where the ideas that are proposed will all get captured and from time to time in theory switch to his laptop so you can see the ideas being mapped, and then at the end we'll have 10 minutes to sort of wrap up and see if the sense of the room is clear on one or more points about how to connect the future of the Sustainable Development Goals with the future of WSIS plus 10. I'm told that that we have a couple of comments from Felix Dodds about multistakeholder elements of the sustainable development process, which we don't yet have in the WSIS process that might get people to thinking.

In some ways, we have more multistakeholderism here, and in some ways there are some more multistakeholder elements that we don't have in other parts of sustainable development which people may not know.

R. PEPPER:

Actually just one point on that is that the Internet Governance Forum as a multistakeholder forum, we actually can be involved in and there's a role for the IGF for those of us who are here in this conversation that's rather unique to have the breadth

of multistakeholder players from all of the sectors in one place, and to have this conversation. That doesn't always happen, and so a question is: How can we use the IGF and leverage this this week, but more generally, including the regional IGFs, into supporting the UN and the WSIS process with the MDG development.

N. ASHTON HART:

Exactly so. So Felix, I know you have some thoughts on this subject. Perhaps you might mention some of the multistakeholder elements at the national level that you know of that we might be interested in, the agenda 21 national action plans and the like. But be brief because we want to start roaming the room and getting people's thoughts.

F. DODDS:

I'm going to very quickly give you an example of what the sector is doing. In the goals you could say we already know what some of them are going to be. Know there's going to be one on food and nutrition. We know there's going to be one on water, on energy, on jobs, on education, on health. Pretty clear those are going to be goals. There are ones where we're not sure. We think gender could be a goal or cross cutting, government could be a goal or cross cutting and then we have ones like urban goal, oceans, forest, peace and security, and we don't know which they'll be goals.

The urban community, what they've done is they've created a platform and they in fact are holding a two day meeting with the UN and with Member States with our cities group in New York and they're preparing papers of our meeting. It's on the 5th and 6th of December. Papers on what kind of targets for an urban goal you'd have. What kinds of indicators you will have. Substantive input not just asking to be part of the process, but real stuff for governments to take away and think about.

I would suggest you need to think about that, as well. It's not that you need to have a goal, but on these areas we already know that there are goals, you should be thinking: Are there targets or are there indicators which you or other groups can come together and put forward?

N. ASHTON HART:

So a few possible ideas for how these processes can be connected. One is that each country could develop a national action plan for how to meet the WSIS goals using the action lines as their as the structure of their plans so that all these national plans could be then looked at alongside one another and progress assessed this is an idea that would originated with the Rio conference on the environment where there's a National planning process in each country and the question could be now can the National action plans for sustainable development be coordinated with national action plans for WSIS implementation? And use that as an opportunity to bring the two communities together. And what would be the roles of the IGFs in each country and the regional IGFs, is there an opportunity for them to play a role in the follow up process in assessing progress? And then at the international level each action line could be mapped to an MDG or SDG and the international organisations currently

responsible for each could then coordinate with their counterparts in the SDGs to ensure there's good coordination between them, but also to help governments and other stakeholders understand how they're trying to assess how the implementation is going. And could the CSTD provide a venue for this work internationally, as it's been a key stakeholder in reviewing the WSIS progress, and could this body, could the IGF, have a role going forward in looking at how the WSIS targets are being met?

M. NELSON:

One of the things that are going on with the Internet is that it's spawning some totally new ways of doing business and entirely new economies. In the U.S. there's a lot being written about the sharing economy. We have the caring economy where volunteers are doing more work and doing lots of things that aren't accounted for in the normal GDP statistics and it seems to me that one thing that we could do here is promote the collection of more data, not just on how the Internet is rolling out, but also on some of these new economies that are providing real benefit to real team not just in developed countries but in developing countries as well. Politicians like to know that their country is doing well when compared to other countries. When I was in the Clinton administration there was a lot of discussion about the OECD rankings of Internet development and after I left, we watched as the U.S. went down the ranking tables and it led to a lot of discussion about why we weren't deploying the Internet as fast as other countries. So I think if we could look at the data problem and see where the collection of information about the economic benefits of the Internets could help inform policy that would be a very useful thing and I'd particularly urge us to look at the sharing economy, the caring economy and the app economy, because all of those areas are ones that are not being properly documented and quantified. If politicians and publics understood some of the benefits they were receiving because of the Internet there would be even more pressure to put in place policies that accelerate its development.

G. McCOY:

I'm with Inveneo, a not for profit that's been working on the challenges of the last mile if you have past the urban centres in developing countries that have been working with a lot of the local carriers, with the tech companies, Google, Microsoft, others, Intel, in trying to push out in challenging environments where there's low power, or intermittent power, but where there's a real desire that's been building out again, out past the urban centres for reliable, affordable broadband connectivity, and I think one of the things that we want to continue to bring to the forefront are some of the success stories, what's been working out there.

One of the things that I know was useful for me early on was not so much coming and saying, I'm from America, and I've got, you know, here to tell you what to do, but more, I'm from America. I started out back in the days when it was called "connected computing," and I can tell you, my God, all of the mistakes we made, problems, just in this experimentation, the struggle to try to get to where we are now, which isn't perfect, but it's, you know again, it's a work in progress, but providing some of that

knowledge and flexibility in the field. And so just keep focusing on that in these Forums I think would be good, as well. We've got challenges but also we're making some progress. We're seeing fibre cables come in; we're seeing some build out, so it's good.

N. ASHTON HART:

So it sounds from two very intentions that we have a need of capturing what works, and capturing it in a way that can be compared like for like in different places. In different countries. And then in a way I'm presuming to take those ideas that work and share them, sort of a best practices promulgation system. I should note that we have a number of best practices seated behind us here, a number of whom who have just won Awards from the ISIF from the projects they're doing so I'm guessing they will appreciate the audience has taken this up without delay. We must have a digital plan and of course the behaviour or the culture of this Forum, multistakeholders collaboration, it should be also become the spirit of this cooperation in each country. It mean that inviting all the stakeholders and since the beginning I mentioned that this is very important, and we should have also the infrastructure, not only the, let's say, downstream. We should think also for the infrastructure the upstream.

Like in Indonesia, we have obligations, what we call the corporate responsibility, which 3% become the cost for the company and then for telcos it's beside that we have the 1.25 for USO and so we can invite also for the ODT, off the top service company. They should have also that kind of let's say obligation because they got also the benefit from all the availability of the network.

N. ASHTON HART:

It makes me think of a question for you, Gordon. When you're looking at the MDGs, and your plan of action is the WSIS action line process, is the WSIS targets incorporated into your work on the MDGs? Or is that a separate process? I'm just curious. That was a question to you, Gordon.

G. MANUAIN:

With what we are doing at MDGs, we tried to bring together a lot of sectors that should be, we deemed that it would be appropriate to involve them to accelerate the achievement. So in terms of ICT, we think that it's very important to be integrated in our job, to accelerate achievement of the MDG target.

So I think that in the future, we need to work out a kind of a framework, some more specific framework that what we have already had now. So we could make a strong movement to speed up the achievement of the MDG target initiatives. We have in our office, we have put a lot of focus on ICT because I think now it's the best and the most efficient way to reach out to people at all levels. So we need to work out a more specific framework to support these ideas. So in the future, we'd like to see some kind of collaboration in this sector so we can have some kind of specific framework to speed up MDG achievement by focusing on the ICT.

N. ASHTON HART:

Perfect. That sounds like an open invitation there to work with the Indonesian Government for Indonesians in the room. Do we have some other commenters?

F. MARUF:

I have one point that actually from this mind map it's very interesting to me, is the capturing what works. There's two elements there, promote the collection of new data and bringing forward success stories. Success story probably more on actor where promote the collection of data. It's much more incentive. We see yesterday in presentation of one of my panel, of colleagues from eBay, showing how the effect of the data showing the effect of broadband to small, medium enterprises, export and so forth. The question is that how do we consolidate this data, access it and make it more meaningful for us to create policy? Is this in development work, there's new approach now that to measure impact people using RCT is more rigorous way of getting into conclusion whether whatever intervention work or not work. Should we introduce this also into this? So when we design a policy, then we know it's going to be high probability that it works.

N. ASHTON HART:

It makes me think that maybe there's an opportunity for the economists that are increasingly engaged by both the private sector, have long been engaged by the public sector and Internet Governance organisations to collaborate perhaps on looking at how data is captured and who has the data, and can they share it.

I don't see a lot of hands raised but I see Cheryl Langdon Orr looking thoughtful, and as I know Cheryl well, I'm sure that she will have trenchant and pithy comments to make.

C. LANGDON ORR:

Cheryl Langdon Orr from Australia. I wear a bunch of hats, and most people are used to me in this Internet governance or Internet space making a certain sort of advocacy position but I want to be really clear. My thoughts in this room are about how I actually earn my money and that over the last 30 years has included running small and micro enterprises that are Internet dependent but one in particular does procurement for aid funded projects, and has been struggling with the concepts that many of you have discussed this morning, and some of the solutions I believe are being teased out in this current conversation. The need to communicate what is best practice, the need to communicate what works and what is a success, the needs to have local initiatives at a national level, but they need to be shared, because particularly I work with a lot of emerging and developing economies and they're looking for examples of what they should do.

And until we share not just national initiatives and keep them internally but have a repository, and this Forum, at the Internet Governance Forum, is a good example of what could happen, but I'm wondering about: Where would my clients find this

authoritative list? Where would they find the space to say what should they be doing for their role rollout of broadband that would work for them? What examples do they have right down to basic procurement of how to get ICT and infrastructure into the mainstream activities that their Government departments and public private partnerships are doing. So I guess what I'd like to see as a thought bubble is, all of these "think locally act globally" stuff is great, but where do we share it and discuss it and what's the right place?

N. ASHTON HART:

So, Cheryl, before you go away, so would being a person who likes practical and pragmatic answers, strange thing for a person like me is to be as in Geneva perhaps, but would a way be to do that, if we gather as there seems to be interest in this, we've got to gather what works. As a place to look at deciding what works and sharing what works, the national IGFs and the international IGF for larger projects, is that a possible venue? As far as meetings go I take your point there must be some place people can go online to see what works.

C. LANGDON ORR:

I think it needs to be a digital on going repository we all trust in addition to these focus points that happen at the national initiatives, the subregional and regional initiatives, but it has to actually get to a top bubble, as well. Something has to happen here at IGF, because a lot of people like to think they're getting the most highest standard of advice. And so if we just leave it all at national initiatives it may not be quite as productive.

N. ASHTON HART:

I'm reminded by that. I started in international work in the Habitat II process for sustainable cities, and if you're interested, there's a project called the Best Practices in Local Leadership programme. It was started as a part of that, which is, it's an Awards based system but it allows anyone to propose a best practice. You submit it in comment on a Web form and it's judged by a panel of experts every two years, and the recipients receive funding to help them transfer their knowledge to other people around the world who would like to do those projects. So perhaps there's some vehicles like that, ISIF in our space is a great example. Perhaps if we can bring those systems of recognition in, then that will provide the role you seek and the feedback you seek. And give a venue where people like our friends in the back here who I hope will speak up at some point with some ideas could be recognized.

C. WACHHOLZ:

I just wanted to add on this point about collecting best practices. I took part in the session yesterday on trying to look at all of the different various principles on Internet Governance, and how to more or less sort of try and align that group of principles and to coalesce them around one list of principles. One thing that happened at the Seoul Cyberspace Conference was the U.K. presented a next steps paper where we tried to

pull together lots of the important work on cyberspace that's happening the next few months, and what we said there was in that paper that the it was very important to try and kind of find greater consensus around Internet Governance Principles but then they should lead into model policies around so this is part of the capacity building agenda to help all regions and nations think about how they do this sort of thing and really kind of be able to draw on model policies to put into practice locally.

One example we gave was the Commonwealth cyberspace policy framework. This was launched in Abuja this month by the commonwealth Telecommunications Organisation Council and the idea was that Commonwealth countries could sort of draw from this framework to put into place local sort of model policies. But it wasn't just limited to the Commonwealth, because the idea was this framework could also be adapted for use in other countries and regions, as well. So one practical example for you.

N. ASHTON HART:

It's interesting you mentioned that because one of the questions I most asked in Geneva of representative countries is how do they countries that have so many Internet businesses do this? What kind of policy frameworks can we use? Who can we ask from other countries that are successfully leveraging the Internet how they did it? So I guess what you're suggesting is not only should we capture best practices in implementing the WSIS goals and process at a grassroots level, but what enabling frameworks are countries using? And why do they work and what are the pre-conditions to them? I know Bob last night was explaining in the U.S. the process they went through of consciously choosing to do things to allow the Internet to develop. And we were saying how rarely that's actually heard, so it sounds like you're also advocating that there needs to be a way for Governments to share what works in a structured way perhaps?

P. RYAN:

Nick, I wanted to just take the opportunity here to make a pitch for a project that's been taking place here on the side. It's really been developed over the course of the past six months, led by Susan Chalmers at InternetNZ, called 'Friends of IGF'' it has a website, friendsofIGF.org that has done a fantastic job of collecting a lot of the conversations that have happened here at the IGF over the past few years and getting all of those videos uploaded in one place. That's actually something quite new. There were a few videos that were available off and on, but never before had there been a single point of collection where all of this information is available online. And I think this is really important to know that there's an opportunity and also some risk, opportunity to really for many others here to join into that process, it's really a very open initiative. Many if not most of the participants in it are not members of the Multistakeholder Advisory Group. And there's a real opportunity to get that going and to continue to invest in it. Most of the investment is in sort of blood, sweat and tears. It's not necessarily a monetary investment and the risk is that if there are not others that really look at this, like it, criticize it, but come with constructive sugges-

tions that these types of things, risks not being taken up in advance. So I hope many of you will take a look at this, and take advantage of it.

M. NELSON:

I think that's really important, and video is really important when trying to help reporters understand these issues but at the end of the day, a lot of policy is driven by one or two bumper stickers and two or three factoids and I kind of worry if we're going to collect all this best practices information we're going to end up with this huge compendium that nobody will use particularly if we just throw everything in there. There needs to be curation. It's really useful if you the five best or the 10 best examples of how the Internet is being used in agriculture and the five best examples of how the Internet is being used in disaster management. So people can look at them quickly and it's really useful to have those tables that rank different initiatives and show who is really succeeding and who is not.

So this isn't just a matter of having YouTube that just is the collection of everything. It's a matter of having some respected people who can go through and evaluate what's really happening. For the developed countries, the OECD has done that. But we need a much broader effort; we need a way to really work it. I was delighted to meet the new Chief Economist at The Internet Society, Michael Kende, who I think is going to help them sort through some of the numbers but there's a lot of work that needs to be done here to make sure we're delivering in that one pager the information that the Minister really needs.

M. BOTTERMAN:

We're really looking forward to what you're going to do in this area to make it work and I think there's an opportunity, it may seem facetious, but I mean it. We don't need to wait for the rest of the world to be ready to have some kind of best practice exchange or award winning thing that everybody is behind. I think we have some players in the world that at their level all can do these things and very much aim to what they believe is necessary and I do believe Google and Microsoft are amongst us, dot org as such being global steps up there as well seeking such opportunities to emphasize best practice, and let's make it visible and let's take a responsibility.

N. ASHTON HART:

I just should mention that part of the process of consultation did produce a few questions for this segment, which we should keep in mind. Amongst those being: How does the development of the Internet's open standards contribute to innovation, economic growth? I think we talked about some of those things, and maybe creating some standards and gathering success stories almost from this session.

In what ways does the Internet edge power people? I'm sure we could make a long list of answers to that question. How can we encourage investment in physical Internet infrastructure without compromising the global nature of the Internet? It seems to me there's some pretty obvious connections in there with the comments about infrastructure, and the virtuous cycle which infrastructure can play. Were we to really integrate

the WSIS goals process in the development of the Millennium Development Goals, we would see that infrastructure is a common thing that both require.

Local content of course, how can stakeholders cooperate to create multilingual content? And how can international organisations contribute to building Internet infrastructure, in developing in least developed countries? I know there's an increasing push in the private sector to collaborate on doing that, but it seems to me there's an obvious link there with the WSIS goals and the SDGs where there's an obvious use, remote diagnosis in rural areas for health. I was talking to the WHO Director of the maternal health programme before I came here, and she was saying that they're actually trying to make a priority of how can they use technology to optimize the delivery of health care especially to remote areas, and in particular, things like, is there a Smartphone app that could be installed on every device in a country that would allow people to report births via SMS, via structured SMS, because in many countries births are not recorded and without that many things are not possible. How do you vote? How do you register to vote? How do you get a passport, et cetera? So we were literally talking about, there's probably an app that could be built for that and then distributed with every new mobile phone.

So I think we should probably start to wrap up a little bit. We have half an hour, but it looks like there's some common themes on the standardizing and collection of what works at the level of delivery, and at the level of policy formation. There's an argument for action lines at a National level with respect to the WSIS targets, how those relate to the action lines and how the international organisations compile information there, and the MDGs. There's it sounds like some interest in the IGF participating in these projects, the compilation judgment of what works. I'm trying to read and talk at the same time. Always a dangerous thing. This is really a great tool, I have to say, Cedric. This is a great way to capture a sense of the room. Patrick?

M. KUMMER:

Also one of the recommendations to the IGF from this Working Group on IGF Improvement was that we should try harder to capture a take away from a session. This was a very big session and it's very difficult to find, I have to go closer to the microphone, sorry. I recalled that one of the recommendations was that we should try harder to produce some take aways from each session. This was a very rich session.

There's many little take aways, but I suppose the major take aways for the IGF would be how they relate to the IGF, and that we should work towards that, and especially I think capture good practices seems to be a way where we could work further.

And also, in planning ahead for the next meeting, should we follow up? Should you make recommendations? Also yesterday at the session where when we discussed how to follow up, there was one suggestion that was a discussion on cybercrime that we should maybe organize a two day, one day technical event prepare to the meeting just to where people can get trained. So these are some thoughts on how we could maybe then take it forward, and also make recommendations to the planning process for the next meeting.

R. PEPPER:

From the conversation in the previous session, there seemed to be a building consensus on the importance of messaging involving for each of us, whether it's business, civil society, or government, or the technical community, to reach out to other participants in each of those groups that don't really understand the value and the importance of this process to expand the constituencies within each of the multistakeholder spheres. And that was something I was hearing whether it was from government or civil society or business or technical, so I think that is also a recommendation take away that was the sense of the group.

C. WACHHOLZ:

It's not easy to wrap up and come up with some conclusions but I think one as a question is very much on how to link –how to strengthen the ICT's presence within the post 2015 process. I think one really important message in the beginning is to look at where we stand at the post 2015 process, and look also at what are the different topics which are currently known to be in the future SDGs, or in the future goals, and how to get into the targets and indicators and benchmarks related to them. And we heard about water, energy, jobs, education, health, and you yourself had proposed to link it somehow to the action line work. And I think there were others which were not sure which were mentioned too but for example, education. We have the action line C7, e Learning, where you could try to target and I mean strengthen and emphasize within this future goal the importance of ICTs. So this is one of an important message to look at where we stand for the time being, and look how we can get into the existing big chapters of the SDGs.

Then I think you're right, a lot of the discussions went really about, let me expand that about the questions of capturing what works, and I think it is I think there were really two categories: Promote the collection of new data, and bring forward success stories and good practices. And I think there have been many ideas and examples mentioned of success stories, and how to collect them, the idea, but it is a question which was raised which is an important one, how to create authoritative lists, how together it would work which is not a long shopping list no Minister will ever look at and this is an important question, and Markus also linked to it in saying how do we take the essentials of the sessions out and can somehow summarize it even though everything is of course captured?

And I think really important I mention is really also the idea of promoting the collection of new data. It is a lesson also from the MDGs to try to really be more concrete and then to be able to measure progress, and we had also one of the interventions saying money goes where the goals are, and one could say also money goes where the goals are, the targets are, and the targets are not met. So it is an important question about data collection and how to do that in the future. I think that is an intermediate summary.

N. ASHTON HART:

Perhaps one thing that could be done given the interesting collecting what works and deciding on what is a best practice is perhaps for the next IGF there could be a session on some of the ways in which that has been done related to sustainable development and other areas. I happen to know of the one in Habitat which does exactly what you're suggesting. Anyone can propose a best practice but they are then judged and the ones that are the best are easily found and highlighted and searchable across years. And there are also opportunities at conferences related to the habitat agenda where those people are brought to attend and talk about what works and maybe that the IGF could have a part in looking at what is collected, how it could be disseminated and especially in the governance area, where have people come up with governance ideas that really have been very effective at a local level and even at a National level, if there are National action plans.

P. RYAN:

This is on the question of best practices, I wonder if there's any thoughts from the audience about what other groups we mate want to look to in order to encourage this tape of activity. The IGF is one place. But it also depends on the topic, right? I mean, if we're looking at the aspects of bringing more broadband out to communities, well, in that case, the International Telecommunication Union provides some good best practices for the infrastructure layer. Perhaps the World Economic Forum or the OECD does a really good job when it comes to the business models associated with that.

And certainly the, maybe the IETF could do a great job when it comes to the technical standards that relate to those types of things. I'm just throwing some ideas out there. But one of the things that would be good maybe as an outcome here would be to think about what some of those organisations are, and to be able to go to them and let them know that there are some that there's been a discussion here and that there's an opportunity for them to weigh in on these things.

M.N. EL HIMAM:

We realize that ICT Internet is important. It is right now it's the engine of growth in any sector, be that economic, social, even political. Our colleague from Indonesia mentioned before that the government role in providing this infrastructures is very important.

Now, the thing is, many of our leaders has not realized the importance of the information be it infrastructures or content. And I suggest that one of the, if you can recommend through this IGF meeting, this work group, somehow e-leadership, e-leadership, meaning that the understanding of these leaders about the importance of the information be one of the goals as a tool to achieve all these goals, and in that case, we can put the importance, if somehow we can –after the MDGs goal –as someone has mentioned that somehow it doesn't even mention the word the information, the Internet in that goal, if we can somehow put that in the information, if we have that

information is important to solve all these problems, then there might be a way, a step forward, for us especially in the developing countries to achieve all those goals.

J. ABIN DE MARIA:

In the specific case of a country like ours with Internet access and the other issues involved, I think you can't say that everything is the responsibility of the government, however important the government's part in this is. There are other structures that also have a part to play alongside the government, things like the regional authorities, or sometimes international bodies to assure things like equality of access because sometimes it's an international issue and not just something to do with the individual country, particularly if it's a developing country. There is a limit to the costs that a developing country can bear or even more if it's a single enterprise so I think we need to be very precise here and this is one thing that we should be discussing as we talk about this in the different fora.

There is the Montevideo Declaration and so on, which also deserves mention, but there are other texts, too, where we have definitions of Internet governance. It's important, of course, that the Internet itself should be defined, but I think perhaps we should be thinking not in terms of individual governments' vision but of countries issues, countries approach, and that would include civil society and other elements of the multistakeholder community, not just the government itself. That is important if we're to establish the kind of programmes that really will get somewhere that will be useful and that will help us to achievement our goals.

N. ASHTON HART:

So it sounds like that's an argument for a national action planning process that brings all stakeholders together to decide what the objective is, because then you can say: Here are the resources we have. Here are the resources we need. Here are where the resources are. Maybe they're in the country or as you say, maybe in the region, or maybe they're international resources.

T. ZAMAN:

I'm from the University of Malaysia and we are here from ISIF and APNIC. We are working with the indigenous community of Malaysia around 25 different indigenous communities throughout Malaysia. One of the points that has been made is that participation of the other groups, I believe that the indigenous communities should be in the debate for the next IGF and on whatever is happening in the coming days or in the coming weeks. In this - in the previous IGF, I have seen that the UNESCO and the other groups really contributed to bring the indigenous people on Board in these tape of discussions, and, yes, with my experience I really see that their wise really counts and did all the best.

M. JENSEN:

Just to follow up on Patrick's suggestion about groups that may be useful to involve in this process, I would like to suggest that the multistakeholder group called the

Alliance for Affordable Internet, which was established by the World Wide Web Foundation, is an important vehicle there, because a lot of these best practices and effective uses of the Internet can only happen when the Internet is affordable, and it's certainly not affordable in many developing countries. And they've already set out a fairly clear set of national and regional policies and strategies that need to be adopted to achieve a more affordable Internet and I think it would be useful to involve them in the process.

N. ASHTON HART:

An excellent notion, and it sounds like the recommendations there would be an excellent addition to any collection of what works at a policy level, if you have the policy best practices idea.

FROM THE FLOOR:

I'm representing a development organisation called EMAC which is more than 20 years old. We work on using IT in the field, and use different kinds of means, for instance, medical uses. There are also things like the use of mobile telephones not for sending SMSs, but using messaging systems for distant communities so that they can use ICT much in the same way as city dwellers do. But this hasn't been done for Uruguay before.

As far as the cross cutting communications are concerned, the Ministry of Health has its own plan. The other ministries have their own plans, and they never interact. They behave as though they all lived in separate vacuums, and I think what's important is to create the kind of environment which will bring them together and show them that they have to work in concert. Otherwise if they're all working in a totally isolated way, nothing will be achieved.

So it's a question of access, too, as well, but this means capacity building. There is the infrastructure element, that's true, but the people who run it, the people who use it, they also need to be trained. They need their capacity to be built up. Otherwise, nothing will be achieved. We need to integrate everything and to make sure that it functions in an integrated way. For that, it's very important to have policy, political plans, which will show how all this interacts with the economic Sector, the social Sector and so on. And this requires political will. Decisions have to be made. There have to be the politicians. There have to be the people from business, there has to be people from Civil Society, the social aspect, as well, because it's only if these all work together that we will get somewhere.

The important thing is for us to be able to work together and make sure that whatever initiatives are taken are taken collectively by all these different aspects of society.

F. DODDS:

One thing that I would point out that we have now four things for the Sustainable Development Working Group left. One in December, one in January and one in February. We have a very short window. It seems the one that is the most relevant

to you is the Sixth Session from the 9th to the 13th of December which will deal with means of implementation covering Science and Technology, knowledge sharing and capacity building, global partnership for achieving sustainable development, and then that's the two days. It's two days in addition on the needs of countries in special situations, African countries, LDCs, SIDS, as well as specific challenges, and it seems to me that that offers you a real focus trying to get some of your agenda on to the Sustainable Development Working Group. So I would suggest they coordinate an effort by people who have attended this workshop try and influence that and attend that meeting.

U. AHMED:

Just another thought on whom else to involve in this process. A recommendation would be the trade community at the international trade community level. The WTO Public Forum this year was focused on the digital economy. UNCTAD is doing very interesting work on international trade and the international trade centre in Geneva also focusing a great deal on how the Internet is impacting traditional industries and so I think they could be helpful not only from a data perspective. They have a lot of data on the impact of the Internet, but also if we're going to be working on best practices here, they're also focused on creating their own set of best practices, and so you don't want to have a disagreement between these groups and so probably tying them in early on might be really helpful. Thanks.

N. ASHTON HART:

Well, and in that vein, since I do a lot of work with the trade community, there is a trade and development Committee at the WTO and it seems like perhaps some of our Government friends could usefully suggest that that Committee look at how trade impacts development delivery of the MDGs and the technological dimension. Because I suspect that Committee is, candidly, not terribly exciting, shall we say, at the moment, and that would be a welcome comment to bring the trade community into that discussion.

S. HAMILTON:

I'll be brief to let you know that IFLA has spent the last couple of months taking a very close look at how the WSIS process and the MDGs process might link up and in relation to Felix's commence, IFLA will be trying to organise a side event at that meeting on the 9th of December in New York on the theme of access to information in relation to development, and if anyone is interested, the idea is it's not just IFLA, it's a Coalition of groups that would be interested in bringing that theme more into the discussions of the open Working Group so that could really provide an opening for getting some of our issues on the agenda. And you can see me afterwards if that's something of interest to you.

M.N. EL HIMAM:

I believe we had a very productive and fruitful session and I hope that the many take aways that we produce today can be followed up. And I thank our moderators and

our participants for the valuable discussion and contribution in this session and the session is now closed and please join us this afternoon in this main hall for the Focus Discussion on 'Human Rights, Freedom of Expression and Free Flow of Information on the Internet'.

(Access/Diversity): Internet as an Engine for Growth and Sustainable Development
Reports of the Workshops

Workshop #32: Next in IDNs: Linguistic Diversity in the Internet Root

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The introduction of IDN variant in the root zone is used to enhance multilingualism in the Internet and cultural diversity at top level domain (TLD). The ICANN community has studied the viability of this introduction and has developed a process that will make it a reality. This process has implications for linguistic communities that share a script (for example, Chinese, Japanese and Korean, who share the Han script). Linguistic communities must agree on the rules for script characters variants to proceed. Moreover, while allowing official language communities to self-mobilization and proceed at their own pace, there are advantages to being an early participant or first mover. This allocation process variant TLDs in the root of the Internet requires that language communities to collaborate and require effective facilitation. This joint workshop APRALO-ICANN will provide an overview of the ICANN process, discuss problems involving language communities and define the way forward.

Key issues discussed -

Process–What is the procedure and what are the structural constraints of the process? How the multistakeholder model has been deployed in the development process and how will it evolve in the future? How are linguistic and technical communities to be involved?

Variants–What are the main issues of the variant scripts such as Arabic, Han, Indic, Latin and Cyrillic have a large community of users around the world and whose script is distributed between different language communities and national borders? What are the alternative challenges that can reasonably be addressed in the structural limits of the process?

Community–How can language communities for IDN Variant TLDs can be supported? How can the disadvantage of late registrations can be minimized? What engagement models can be used to support collaboration language communities that transcend national borders? What are the best practice models of dispute settlement can be made to resolve disputes between linguistic communities that span the globe?

Workshop Summary:

The workshop focused on the ICANN process to develop and maintain the rules for generating labels for the DNS root zone in regards IDNA labels.

Highlights of the procedure:

The procedure serves as a historical milestone in the efforts to improve the linguistic and cultural diversity of the Internet at the highest level of the root system. It will allow the delegation of both IDN Top Level Domains as well as IDN Variant Top Level Domains.

The procedure was developed by a multistakeholder engagement process involving trained volunteers worldwide Internet community, representing various scripts and languages, with ICANN staff and expert consultants.

The procedure adopted a set of principles originally developed by the Internet Architecture Board (IAB) to govern and constrain its design and operation. Constraints are essential to minimize risk and ensure root zone DNS secure stable and reliable, which is a shared responsibility essential resource for all Internet users.

The procedure involves the establishment of language community panels interested in generating proposals for label rules specific scripts based on the expertise and community requirements. An integration group of experts set up by ICANN considers panel proposals and integrates the generation rules for unified IDN labels for the root zone in the approved proposal.

The process of implementation of the procedure is currently underway with the most immediate needs to be the establishment of panels for generating 17 scripts that IDN TLDs requested under two TLD programs–the national top-level domain (ccTLD) of Fast Track program and the New generic Top Level Domain (gTLDs). Prioritization of the 17 scripts do not exclude other communities scripts to form panels of new generation.

17 IDN TLDs scripts requested: Arabic, Bengali, Chinese, Cyrillic, Devanagari, Georgian, Greek, Gujarati and Gurmukhi, Hebrew, Japanese, Korean, Latin, Sinhala, Tamil, Telugu and Thai. A significant proportion of scripts are Asian languages.

Linguistic communities interested are invited to submit an expression of interest in ICANN and depending on the speed of community mobilization, it is expected the first panel of the generation that will be launched in late 2013 Contact:. Idnvarianttlds @ icann . org.

The main issues raised:

- rules of the impact of the roots of the label generation zone (LGR) development;
- the development of LGR root zone, centred on the top level of the root system is applied in the second and third levels in terms of tips for dealing with variations;
- the ICANN protection mechanism for trademark holders in the New gTLD Program is currently not responding to variations in an integrated manner because

of the mentality inherited from only thinking in terms of Latin characters and ASCII solutions;

– the root LGR area is provided for guiding the implementation of the ICANN TLD major initiatives involving variants in the future.

The complexity of managing variations

Variants are complex and what is defined as variants tend to differ from language to language.

Visual similarity is a major concern that is shared between the languages and scripts. Complex scripts with characters that change shape depending on adjacent characters require a renderer to the operating system and the browser for accurate visual representation.

The challenges facing variants include consistency between and within the TLD, dealing innumerability variants, having the right tools to address technical challenges of managing internationalized domain names and ensuring that IDNs are implemented in applications used by users.

Management of variants at the registry level requires deciding whether variants must solve or point to the same IP address. There is no one size fits all solution. This decision depends on three variables: local, registration and user community; changes may be needed in registries to ensure consistency variants.

Linguistic communities recommended to ICANN which variants must be assigned to the same TLD applicants and not to individual candidates to avoid confusion and ensure consistency in the user experience.

The challenge of universal acceptance of IDN

With the implementation of the procedure LGR root zone, the most important concern for the user community is universal acceptance of IDN and IDN variants. Software for end users such as web browsers, email clients and the operating system must support IDN variants and to ensure a positive user experience.

The introduction of IDN Variant TLDs and IDN TLD will realistically not be smooth, and Internet users are likely to encounter obstacles and difficulties. Historically, it has been extremely difficult to ensure universal acceptance–some of new TLDs introduced in 2001 are still not working consistently everywhere. There are several potential points of failure by allowing universal acceptance. The problem lies not in the DNS, but with applications.

ICANN has highlighted the issues of universal acceptance in its report on 'An examination of the implications of user experience TLD active variants' (http://www.icann. org/en/resources/idn / variant-tlds/active-ux-21mar13-en.pdf). The ICANN ccNSO-GNSO Internationalized Domain Names Joint Working Group (JIG) believes that the entire sector's cooperation involving technical and user communities is essential to solve the problem of universal acceptance efficiently.

Specific recommendations to solve the problem of universal acceptance include: (1) Discourage systems that cannot accommodate IDNs and IDN variants; (2) Develop ways to identify what is an IDN TLD legitimate label, (3) Encourage IDN TLD operators and registrars accredited to ensure they support the universal acceptance of IDN TLDs in their own systems (4) counsel for the universal acceptance, educate and serve as a reference / learning materials.

Community engagement and language issues mobilization

The LGR Root Zone procedure sets up an open process that welcomes all the languages that have been encoded in Unicode. Engagement in the process requires that linguistic communities are aware of the initiative, be interested to get involved and be ready to mobilize their communities to meet the generating panels' training requirements.

Arabic, Brahmi / Devanagari script and Han communities are already mobilized to form panels of new generation. They include major linguistic communities that are ready for the commitment because of previous commitments with ICANN through case studies that led to the development of the procedure LGR root zone. Ensure the participation of small language communities who have not engaged with ICANN before is a challenge and dedicated or targeted awareness is essential to feed the interest and support of preparation.

The disadvantage of late entrants or linguistic communities not able to commit can potentially be addressed by the integration group, which can produce generating rules for labelling certain languages, without waiting for generating panel proposals, provided that languages are in active use and are encoded in Unicode.

The experience of Chinese speaking community by making the first proposal for the management of IDN variant in 2000 proposes the following principles to guide the implementation of the procedure LGR root zone: (1) adopt a concept of community open language (for example, if you speak the language, you are part of the community of language regardless of the jurisdiction / country), (2) adopt a top-down and consensual decision-making and dispute settlement model for official language communities, (3) ensure that allowed code points are those that are acceptable to the user community.

Importance of ICANN public comment for the procedure LGR root zone

The ICANN public comment specifies the LGR root zone procedure as the only governance oversight and appeal mechanism for Integration Committee decisions. Generating panels will mainly engage in a process of public negotiation with the Integration Group in the process of public comment. The opening of the method allows the participation of other stakeholders / interested parties to review the Panel integration.

Through the process of public comment, the Integration Group is required to defend its decisions openly and transparently, and in a sufficiently rigorous manner (e.g.,

provide a defensible rationale for its decisions against standards high control / challenge). If the Special Integration Group fails in this regard, ICANN is authorized to act on the panel.

The process of public input is still some weaknesses such as the barriers to participation / input of stakeholders in an efficient and timely manner. ICANN Accountability and Transparency Review Team 2 is currently working on issues related to improving the process of public comment.

Workshop #33: The (Broadband) Access Dilemma in SIDS

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The SIDS Roundtable was based on, and was a continuation of the Workshop #81 in Baku : "Internet Governance & Sustainable Development the case of Small Island Developing States" which examined specific issues Internet Governance challenges faced by SIDS in their progress towards sustainable development.

Maureen Hilyard, Chair of the Pacific Islands Chapter of the Internet Society kicked off the Workshop with a Case Study from the Cook Islands. The accompanying presentation (linked at https://drive.google.com/file/d/0BzqpE890O2UoRUNMN 2JmRTItaWpFTHF3SXhIT0lFSUk1dHdF/edit?usp=sharing) should be read along with the following highlights:

The Cook Islands—13 out of 15 islands inhabited, population 13,400 with 9,000 on the main island. The economic zone consists of 2.2 million sq. kilometres of ocean which provides for some of our income from fishing licences (much to the despair of local fisherman) and the mining the seabed for minerals which is a current government interest (much to the despair of the environmentalists). There is a Monopoly ISP—Telecom Cook Islands—60% owned by TNZ, 40% owned by CIG.

In the Cook Islands, the gross average annual income (based on the 2011 census) is US$12,500 or $1040 per month (http://www.mfem.gov.ck/labour market indicators). In Tonga, the wages (based on Tongan GDP per capita) = US$4200 per year/$350 per month (Tonga Fact Sheet from http://www.spc.int/prism/tonga/). In Papua New Guinea (PNG), the average per capita income is US$2700 or $225 per month (http://www.indexmundi.com/papua_new_guinea/gdp_per_capita_(ppp).html)

The Cook Islands Government once owned 60%, but in the late 1990s Cook Islands was virtually bankrupt and therefore sold its majority shareholding in TCI and all the infrastructure to TNZ. The joint venture contract has CIG so tied up that there are major penalties for any competition. This has been a major bone of contention for us as users.

At the same time, TCI is slowly working to strengthen its infrastructure and services—particularly to the outer islands. TCI reports 2700 broadband connections, 11,000 mobile connections (high number in the outer islands). All post-paid mobiles have access to the Internet. TCI estimate that nearly 6000 of mobile connections

purchase data packages to access the Internet directly. For the Cook Islands this is an untapped resource potential.

The Government has a Telecommunications Act that is still being negotiated with TNZ. The Cook Islands is very dependent on NZ for Aid and support, and the government is reluctant to rock the boat so that the new Telecom Act has been in the making for several years now.

The only governance regulation the Cook Islands has is the SPAM Act (2004) which has never been enacted. The ISP has been pretty good with rejecting SPAM. The ICT Unit is supposed to be the ICT policy and support unit, but with no funding, it has simply become a maintenance unit for government departments, thus no formal policy development has eventuated. An important point for SIDS economies is borne out by existing statistics even for countries where broadband costs are high, mobile technology is generally significantly more affordable, and as such, is a growth industry in other developing countries and regions.

Possible options are available to the Cook Islands:

According to ADB, the cost of the cable project for Tonga was about $33 million. Tonga received at $10million grant from ADB and the rest has been provided by a loan from the World Bank and The Tongan Government itself. A cable connection would cost a lot more to the Cooks—or more specifically to the main island of Raro-tonga, with more required to get to the outer islands. The O3B option is a trial that is being offered by the private sector at their own cost. There are still some unknowns.

Government has been looking at cable, however, without even taking into consideration our outstanding legislative and regulatory needs, it is really important that the Cook Islands first (from CIIAG):

Patrick Hosein, Senior Lecturer at the University of the West Indies (St. Augustine), spoke from a technology perspective on the the various issues that SIDS would encounter, looking at the Caribbean region:

Broadband penetration in SIDS is affected by available financial resources (as with all other third world countries) but, more importantly, by geography (costly external Internet conditions) and possibly the terrain and climate.

In the particular case of the SIDS in the Caribbean, there is presently have adequate external access (although increased access rates will help) but internal connectivity can be significantly improved. The options for improving internal connectivity (and access rates) vary with the technology used. The following options were discussed:

1. An island wide fibre/cable infrastructure would be desirable but not economically feasible for remote areas of the island. The urban areas already have such an infrastructure. For the urban areas the only deterrent to access in this case is the cost of the end devices and for the connection.

2. One potential solution for reduced connection costs in urban areas is free public WiFi. These can be used by the poor under the assumption that smartphones (or low cost laptops/tablets) are available which we believe is the case.

There are several issues with the free WiFi solution (as was tried in Barbados) and in the Trinidad & Tobago environment that may be difficult to surmount.

3. For rural areas where wired connections are not feasible, the use of local WiFi hot spots together with high speed wireless (long range WiFi or Microwave) backhaul connections for connectivity to the backbone is a potential solution. Who provides the backhaul solution is the main concern since there is no business case for such an offering. The Government would have to step in and provide support.

4. One can eliminate some of the difficulties in (1) and (2) above if LTE services with a sufficiently wide coverage area were to be provided at a reasonable cost. In this case, using such a network for data services only in which case there are no issues with voice interconnection with present cellular providers. However this introduces some issues. Even if one were to have a LTE capable device they would not be able to use it simultaneously for data and voice (until VoLTE becomes available). Therefore one would again have to rely on WiFi hotspots which will be connected to the Internet via LTE. This would have to be a totally State funded project but will provide island wide coverage at reasonable cost.

5. The above solutions looked at everyday access. However in the case of natural or man-made disasters such infrastructures may not survive. For such cases it is suggested that using Amateur Packet Radio Networks (connected to the Internet via Satellite) be used to transport data from a subset of the WiFi hotspots discussed above (powered by generators). This limited capacity network can be used for coordination of relief efforts and for search and rescue purposes.

TR Mori of the PISCES project in Chuuk, Micronesia presented a poignant case study of how a small island made do with limited resources, and overcame significant challenges to deliver connectivity using creative methods, while respecting the principles of sustainable development. Two long distance, solar powered wireless point to point connections were set up in the Micronesian Region of the Pacific in early August 2012 as part of the Pacific Island Schools Connectivity, Education, and Solar (PISCES) Project (http://www.piscespacific.org/livesite/),a multi partnered endeavour focused on training and local capacity building vis à vis solar powered information and communications technology (ICT) within the Pacific region. The Pacific Islands Schools, Connectivity, Education, and Solar (PISCES) Project is a multistakeholder endeavour that focuses on using partnerships for local skill building and technology training in both the Federated States of Micronesia and Guam. It aimed to demonstrate a complete, replicable model for bringing solar powered computer related technology and Internet connectivity to underserved schools and communities.

The project is about far more than just technology: Training, skill building, and partnerships are all equally important components of the endeavour. The first half

of the project was a workshop in solar powered long distance wireless connectivity held at the University of Guam. Among other hands on activities, workshop participants installed two permanent long distance solar WiFi connections on the Univ. of Guam campus. The project's second half, in Chuuk, Micronesia included a technology deployment on the remote island of Udot as well as the team's participation in the Department of Education's Summer Institute for teachers and administrators in the capital city, Weno. The team deployed a Solar Computer Lab in a Box and established solar powered long distance WiFi connectivity at Udot Primary school, then speak with teachers and administrators from across the state at the Summer Institute, gauging their interest in and attitudes toward technology. Remote islands face many challenges when adopting new technologies and establishing connectivity to the rest of the world. The PISCES Project's knowledge sharing, training, and partnering experiences are designed to foster local capacity building necessary to harness technologies and practices that can link those in the South Pacific to the rest of the globe.

Conclusions drawn from the workshop and further comments:

In the final analysis, we can conclude that the most elemental issue in SIDS is the provision of services to citizens. Basic Internet access, and indeed, Broadband, can improve the quality of these services. In SIDS, the services span from traditional, basic social services to services that would need to rendered in the event of environmental emergencies or disasters. It is also clear that while access and broadband, are integral to assisting with SIDS development, the imbalance between costs and level of broadband service, or even the general lack of transparency in disclosing these costs are potential challenges for the sustainable development of SIDS economies.

The relative low number of voices to speak in public fora about these issues whether in the IGF or other international forums are highly likely to result in impeding the process of progress in resolving the problems that arise in SIDS. Moreover, identification of synergies between and within the SIDS as well as within developed countries which are themselves challenged by significant urban/underserved/rural gaps are necessary for the development and implementation of comprehensive and sustainable solutions.

In light of the continued absence of the SIDS in decision making forums, care must to highlight the potential impact of decisions on ALL, with an improved focus on appropriate mitigating actions.

Reported by: Tracy Hackshaw

Workshop #40: Internet of Things—Challenges, Policy and Development

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop provided a very good geographical balance. Most regions in the world where included on the panel and in the audience. Also the interaction with the audience was remarkable and fostered a dynamic discussion. The IoT, with over 50

Billion objects to be connected, is considered the next big issue, with a greater impact than what we know about "Big Data" so far. Although the term IoT is not ideal, as it does not reflect the human component, the community will most likely remain with this name because it is used for quite a long term.

Most participants agreed that a new governance structure or addressing system is not needed, but traffic and volume might become a problem, although IPv6 provides a sufficient address space. But it will be just added to the existing Internet. Legal and practical issues, which we don't know yet in detail, must be resolved in the future, in particular all consumer rights related topics. It must be organised in a global system, because the products are global. Also some issues will likely to be decided on a case by case basis, taking into account the impact on the users security and privacy. The car was mentioned many times as an example, i.e.:

- What happens if the car crosses borders, on which network provider is it then?
- Will the driver be charged roaming fees?
- How will be dealt with different privacy legislation?
- How do we secure the different parts of the car (i.e. entertainment system vs. engine)?

From participants of developing countries the IoT is seen as a great opportunity for economic growth and a social development, like utilisation of water for instance.

Participants raised also some concerns and fears like:

- IoT does not look at the human dimension yet;
- we are losing control of practical issues;
- it creates dependencies;
- such systems are working in other foras already (like the logistic industry) but we are not connected to these discussions.

Conclusions drawn from the workshop and further comments:

1. IOT offers a lot of new opportunities but those opportunities include also risks which needs a reasonable risk assessment

2. IOT is just an extension of existing Internet services and does not constitute a "new Internet" or does not need a "clean slate approach".

3. There is no need for new IOT policy / governance institutions or top down policies. Needed policies should be developed bottom up in an open and transparent way and on a case by case basis, where needed.

4. Public policy issues, which need reconsideration in the light of new IO services include privacy, security, competition and consumer protection.

5. There is a need to promote and enhance communication and cooperation among the various technical, business, civil society and governmental groups which discuss so far IOT applications in isolated circles without taking into consideration interests and values of other stakeholders.

6. There is a need to base future discussions and policy developments on fact and not on fears.

Reported by: Sandra Hoferichter

Workshop #48: Removing Barriers to Connectivity: Connecting the Unconnected

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Caroline Greer (ETNO) and Jane Coffin (ISOC) were the co organizers of this panel. They brought a core balance of private sector and technical community perspective and panellists to the workshop. Workshop 48 addressed critical Internet infrastructure related to Paragraph 50 of the Tunis Agenda, international Internet connectivity—and the importance of multistakeholder partnerships for Internet development, build out, and growth.

The main issues raised by panellists and participants were: (a) partnerships are critical to developing or attracting needed investment to develop the Internet and broadband infrastructure, (b) highlighted best practices to help transform the digital divide into digital opportunity (practical information and anecdotes were shared by panellists), (c) an enabling environment is necessary for stimulating development (governance, investment, technical capacity, political will, access, infrastructure, open standards, interoperability) and (d) partners have different areas of expertise that need to be leveraged.

Conclusions drawn from the workshop and further comments:

– infrastructure drives growth and infrastructure grows through partnerships, particularly where the investment case is not compelling for private actors. Many actors have roles and a balance has to be found for successful investment, governance, and capacity building.
– technology can assist with infrastructure development;
– innovation is critical and should be fostered;
– compelling content, including local language content, is critical in order to drive demand and take up.

Reported by: Jane Coffin and Caroline Greer

Workshop #49: IXPs: Building, Sustaining and Governing Them

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Jane Coffin (ISOC) and Nurani Nimpuno (Netnod) organized this workshop in partnership with the panellists who generously participated in the organisation of and participation in the workshop at the IGF 2012. Panellists included: Nurani Nimpuno (Netnod), Bevil Wooding (PCH), Sebastian Bellagamba (ISOC), Mar-

tin Levy (Hurricane Electric), Moez Chakchouk (Tunisia), Byron Holland (CIRA), Mike Jensen (consultant and moderator). and Dan McGarry (Pacific Institute of Public Policy). The workshop was aimed at providing practical information and operational experience from those that run, develop, peer with, and/or manage Internet exchange points. It also provided insight into the difficulties to bringing together IXP participants and the import negotiations and "diplomatic" aspects of creating and maintaining a successful IXP. Main issues: (1) IXPs are about partnerships, community building, and trial and error. (2) bottom up community created IXPs are more sustainable than "the build it and they will come IXPs" (3) a neutral third party often will help negotiate a balanced outcome (4) building awareness and "trust" can take longer than expected and social engineering is key to the success of the IXP.

Conclusions drawn from the workshop and further comments

- partnerships are critical to IXP development;
- negotiating and social engineering play a significant role in IXP start up;
- building awareness and "trust" can take longer than anticipated;
- technical capacity development is an important community by product of the IXP;
- IXPs have an impact on the local economy and content development;
- diplomacy, negotiations, and persuasion are all factors in reaching a sustainable outcome;
- IXPs are part of an ecosystem that forms baseline infrastructure.

Reported by: Jane Coffin and Nurani Nimpuno

Workshop #58: Mobile & Cloud Computing in Emerging Economies

Provide brief substantive summary and present the main issues raised during the discussion:

The session was focused on the developmental promise for emerging economies from mobile telephony and cloud computing capabilities due to its enormous potential in the next 5 years, when 90% of the world population will have access to mobile coverage. The speakers presented the OECD perspective on this issue, the challenges emerging economies have to face and case studies, where mobile telephony and the cloud are changing the life of a city.

Ms. Verena made a presentation on the benefits of Cloud computing for developing countries as it will allow businesses, individuals and governments to benefit easily from those services. On the other hand, she underlined that there is no need to have up front capital investments as Cloud computing services can be provided at a low cost and an energy efficient way. To spur the use of cloud computing, Ms. Verena considered that governments have to act as lead users due to their role on such public policies, as taxation and standardization. Governments have a role in encouraging the development of interoperable standards and open source clouds (not creating them-

selves but encouraging others to do that). She underlined that Infrastructure needs to support cloud computing: (i) symmetric bandwidth is fundamental, ii) mobile networks as cloud computing will become more and more mobile. On the other hand, mobile access to the personal cloud was also tackled once it brings fixed and mobile networks together. It was noted that around 1 million of websites are hosted in the USA and Europe.

On challenges and open issues it was noted: 1) the majority of cloud computing providers are located in the Northern Hemisphere which means that an important percentage of overall Internet traffic has to go from the South to the North and back which can be expensive a way to overcome this would be to build up cloud computing infrastructure in developing countries; 2) privacy and security and how to protect data in the cloud and how to determine which law enforcement bodies have access to the data. Ms. Verena considered that a globally harmonized approach by governments could help. 2

Dr. Rohan Samarajiva, Director, LIRNEasia Power, Infrastructural, and Technology Challenges—A Perspective from Asia:

Dr. Rohan gave a not very enthusiastic approach from the Asia perspective and as a user of the cloud but underlined the importance of investment to be made on the cloud in the least connected places and not in places with FTTH. He compared five performances: downloads, uploads, latency, jitter and packet loss with and without the cloud. He concluded that in continents such as Asia where there are not enough cables, there is not enough redundancy. Asia, he said, "though the largest continent, tends to behave very badly due to the lack of infrastructure". Besides, even if the international link is fixed, electricity will still be a big problem, as they don't have regular load shedding exercises.

Finally, he explored concerns data privacy. Nowadays, if governments come and take off with someone's computer there will be no problem as people keep their data in some place other than their home country. On the contrary, the cloud will be all over the place, and it will not be possible anymore to have data privacy within this framework, even if it is well perceived that if a natural disaster occurs as it could be the case with an earthquake, cloud is safe, but still there are multiple redundancies.

Prof. João Barros, University of Porto, and Founding Director, Institute for Telecommunications, Porto, Portugal, The 'Porto Experiment'—A Hands On Perspective on Building an Urban Digital Ecosystem—a case study:

Prof. João presented 'Porto—Our Living Lab for Future Cities', a project which uses cloud computing and the Internet of things to integrate bus, train and underground in a city like Porto where there is a multi-modal transportation system and fibre optical Internet backbone. The project is also supported by the European Union with "Future cities project.eu". His point was to demonstrate how one can change the life of a city when you add to Computation, the right infrastructure, and interdisciplinary work involving social sciences, art & design, social sciences and communication.

These interdisciplinary teams are building world class test beds for urban scale downloads, working closely with end users and the consumers which is crucial.

For him the success equation is research question + business case + user benefit (to work with them every day) + political will (all stakeholders who speak totally different languages, with different meanings, which make this, exercise really challenging).

He gave hands on experiences: 1) with firemen using wearable technologies connected to a mesh. With these wearable sensors plus iPad applications it is possible to understand e.g. what is the medical condition of a fireman; 2) Vehicular network at Leixões Harbor—as they are all wireless connected, the cloud helps to manage lots amount of data; 3) the city of Porto—connected vehicles—taxis and buses connect to WiFi form a vehicular mesh. They are connected through WiFi hotspots. This allow interdisciplinary research and to use technologies to tell e.g. the level of stress of a driver. If all people became stressed at the same spot, city officials see they have to do something about that spot. With this information, it is easier to reduce stress, which means fewer accidents. The objective is to guarantee the right data, which gets to the right person or organisation at the right time.

The variety of questions from the audience to the panellist that presented the case studies exemplified the complexities of smart phones to upload the information to the cloud and of cloud computing vs. data privacy. Some members of the audience inquired how the case studies might work in emerging cities once the technology is available and what the experience has been on collaboration. This elicited a detailed response from João Barros, who showed great interest in collaboration, something that he already started with Brazil. He emphasized that a challenge of the Cloud is latency, but as the needed intelligent devices are so cheap today all over the world, one can afford to move on. But, nevertheless, he underlined that the it was needed to underlined that the Porto case study uses GPS coordinates and IPv6, so the vehicles are anonymized.

In addition, Dr. Samarajiva mentioned that one of the big problems might also be the stress measurement, as people may not be very happy to be measured in such a way. That will bring up data privacy problems, even if everything is anonymized. To that very pertinent question, Joao Barros emphasized how helpful is to work with social scientists when developing this policy, to better anticipate which could be data privacy problems. In addition, it is important to continue daily work with the end user on this new challenge, as we must understand what the customers need or want.

What were the conclusions drawn from the workshop:

Each of the panellists approached the theme from a different point of view: 1) role of governments, 2) the difficulties for developing countries to work with the cloud and 3) study cases on a specific town which is using mobile and cloud computing to foster economic and social development. But they all agreed that Cloud computing services can only be used if an Internet infrastructure wired or wireless broadband is in place providing a low latency and robust Internet connection to cloud users. In addition, they concurred that greater efforts have to be made to connect more individuals,

businesses, and government agencies to the Internet, so that developing countries can benefit from cloud computing. Another major infrastructure challenge is the lack of electricity or a reliable electricity supply in many regions to move content to the cloud and to run computers.

During the discussion, the speakers underlined that technology is advancing so fast and the pace of legislation is way too slow ever to catch up with this development. Trust among nations was also underlined as crucial for Cloud computing development.

Ultimately, though, speakers agreed that the customer is key on this issue along with the technology, the bandwidth, electricity and the need for redundancy or remote location as a source of confidence.

Workshop #62: How can the Internet be an Engine for Development and Growth?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The main theme of the workshop was about the Internet serving the development as per the first article of the declaration of principle of the first phase of the world summit on Information society that stipulated that the head of states and governments declare their common desire and commitment to build an Information Society that is development oriented.

The panelists addressed from various perspectives issues like capacity building, multistakeholder model, multilingualism, local content, cooperation and Internet ecosystem.

Particular focus was put on the following issues:

– principles to bring next billion online so that they can benefit from Internet;
– the Internet as a driver of employment and economic growth in the global South;
– how education and capacity building can make the Internet serve the development in Africa;
– the development of rural areas thanks to Internet in the LAC region;
– the role of Internet in creating and developing a sustainable business sector in those underserved regions.

Conclusions drawn from the workshop and further comments:

The conclusion was that the enabling environment is the key element for the promotion of the development through and/or using the Internet. Without a worthwhile environment, neither economic growth, nor employment can be generated, and no sustainable business can be created and/or empowered.

Reported by: Tijani BEN JEMAA

Workshop #75: How to Fund the Next Generation of Internet Innovation

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The session started with a brief introduction from Ernesto Majó about the Seed Alliance and its regional partner programs.

The Seed Alliance is a collaboration established between the FIRE, FRIDAand ISIF Asia grants and awards programs, funded with support from the International Development Research Centre (IDRC) of Canada, the contributions from three Regional Internet Registry partners (AFRINIC,APNIC and LACNIC and the Swedish Government, through a generous grant from the Swedish International Development Agency (Sida).

Under the alliance, every regional program receives support for the allocation of small grants and awards in their respective region, while undertaking a variety of collaborative efforts such as evaluation, capacity building and networking. The Seed Alliance offers a space for all the program partners and sponsors, to identify and build communities of practice, scale up existing relevant initiatives, provide better visibility for their respective partners and projects, and promote networking and mentoring for supported organisations.

The three regional programs are autonomous and operate independently to respond to the specific contexts and challenges faced by every region, using different funding mechanisms to respond to the different needs from every region as well and the global discussions on development of the Internet and Internet governance.

Every region provides different versions of grants and awards, and conduct independent selection processes: grants provide support for new ideas, or to scale up existing projects, or to replicate existing initiatives in new contexts/economies, while awards provide an opportunity to highlight the work done by innovators in every region.

The alliance offers an opportunity for the regional programs to work together to support south to south collaboration between former and current recipients, innovating on how funding is allocated and support is provided. It has been a challenging and enriching experience for our organisations. We are committed to create a real bridge between the researchers and practitioners that have ideas they are interest to test and develops, and facilitate the funds, the reporting mechanisms and the capacity building support so they can contribute to the development of the Internet from their contexts and the problematic they are facing.

Following Ernesto's introduction, Jens Karberg, ICT4D Program Manager at the Swedish International Development Agency (Sida) addressed the floor to speak about how Sida works with ICT for development, and the challenges Sida faces. Sida actively collaborates with other donors and actors on the field, to find good ways of working and standards of how to work on the policy area, to learn about how to integrate ICT within the organisation as a whole, while gaining knowledge and expertise on the technical aspects that allow innovation to take place, both at the organisational

level as well as the technology in use. Sida also partners with the private sector on these issues. Sida uses different avenues and approaches related to sustainability of the projects supported, such as funding partnerships to address specific and different elements on ICT projects, so collaboration is a key aspect of the funding they commit to ICT, to share lessons, identify partners and find innovative ways to provide funding support, including scaling up of successful innovations so the results of their work can benefit more people around the world. The interest to scale up, comes hand in hand with a thorough analysis of the context where the innovations were developed and the context where it might be replicated into, to address the risk of failure that comes with the change of context, such as gender, accessibility, among others.

Then, Marco Pancini, from Google, addressed the floor to mention some of the most relevant initiatives that Google has been using to fund innovators around the world to develop their ideas. Google (as a company) supports initiatives conducted globally, regionally or nationally, as well as the initiatives from the Google Foundation. Google.com supports small/medium businesses to build capacity to open up to the global market. The Global Impact Award is a contest to support entrepreneurial achievements. It started in the United Kingdom and has continued in India. Google is also supporting the Alliance for Affordable Internet along with other organisations, as Google sees Internet access as an important requisite to exercise fundamental rights, like freedom of expression, but also for the opportunity of develop businesses and seek economic development for the benefit of their communities.

Jennifer Haroon addressed the audience to share how Google supports innovation and the Internet ecosystem by 2 mechanisms. First, facilitating access through policy change, particularly to emerging markets, and secondly through actual technology. Google support this through activities conducted in house as well as funding allocated to external partners. For example, the Loon project, TV white space frequencies use, as well as research at Stanford and Berkeley to develop network designs based on software defined networking, in the hope that they will enable the deployment and management of rural wireless networks in much more scalable manner. "Google for Entrepreneurs" holds training days for students, as well as small and medium sized enterprises. Materials are available online as well, to support those not able to attend the trainings. Google holds a broad range of marketing contests, developer contests in the hope of supporting the next generation of Internet entrepreneurs.

The moderator then asked the panellists to share with the audience what are the challenges they face to collaborate with other donors and what methodologies they use to foster innovation and collaboration.

Jens Karberg highlighted the importance of face to face meetings to bring people together, such as the Stockholm Internet Forum where democratic issues and freedom of expression on the Internet are discussed. The forum brings together around 400 people each year to, to discuss these issues. As part of that event, a summit for developers from around the world took place, to share the ideas they're working on, actively looking for collaboration and support one another.

Jennifer Haroon mentioned how Tech Hubs supported by Google, in partnership with other organisations, provide a regular space, at a local level, for collaboration and networking to take place, to provide mentorship to the entrepreneurs. Marco Mancini clarified that these partnerships are multi-sectoral, including other technical organisations as well as civil society organisations.

The moderator also asked which are the key elements that donors are looking for when applying for funds to either a private sector company such as Google or an international aid agency such as Sida.

Jennifer Haroon stressed the need to check eligibility criteria before applying. For example, the Global Impact Challenges, are specifically looking for non-profits that are using technology in a really innovative way for the needs they are trying to address.

Other contests are looking for the specific talent of developers, or solving a specific problem using computer programing, or marketing contests where their skill is around a small business or ends coming together and putting together a really nice marketing campaign.

Marco Pancini also mentioned that other initiatives at Google support entrepreneurs supporting economic development at the local level, not necessarily through innovative uses of technologies, but through innovative businesses and products, like donkey milk, worms, among others. So besides financial investment, support provided is channelled through the tools, knowledge, and information entrepreneurs need in order to really consider the opportunity of going online to expand their business.

The last question from the moderator was about how both Google and Sida understand the concept of sustainability and they foster it, support it from their funding programs.

Jens Karberg stressed the need to address sustainability since the beginning of the project, and focus the strategy to find solutions to real problems. When projects are focusing on the technology instead of the need, it can happen that the solution is not relevant to anyone and is very hard to get a community behind it. Sustainability does not only refers to financial issues but also about the support for a community to stick together and evolve, so for Sida, is also important that the strategy incorporate empowerment of the community, especially those disadvantaged by poverty.

Jennifer Haroon emphasized how besides mentorship and training, Google provides entrepreneurs with online tools so they can build their businesses. A lot of effort is put into developing connections especially with other members of the Internet community at the local level, encouraging interaction and collaboration to solve local problems, which seem to work better rather than addressing an existing problems through a global contest, for example.

Sylvia Cadena added, how cooperation between programs / funding initiatives is key find innovative ways to make the support more efficiently. As part of the Seed Alliance, one of the main initiatives is to generate the bridges between the regions. We're collaborating between how the winners might be able to collaborate with each

other and grant programs, how we administer the funds and run the processes, to streamline everything and we are able to give more funding away. Collaboration is, active collaboration is key to address the funding problem.

Jens Karberg highlighted the need to develop efficient organisational platforms for that collaboration to take place.

Comments and questions from the audience:

World Bank launched a global partnership called Open Data for Development, which aims to build a coalition of all the institutions that are supporting developing countries with open data initiatives. The Open Knowledge Foundation and Open Data Institute lead the partnership with a 3 years grant ($1.2 million for the first year). WB representative asked for people in the room interested to collaborate and join the partnership.

Dan McGeary, from the Pacific Institute of Public Policy raised the issue of online payments for developers/services in the Pacific Islands, as they can't buy or sell on the Apple store, Google Play store or numerous other platforms. Institutional support from donor agencies and other institutions is critical, as well as a technological solution to the existing difficulties.

Conclusions drawn from the workshop and further comments:

In order to support innovation, interested parties need to:

− provide mentorship and training besides funding;
− provide access to online tools for business development that support the learning process and stimulate change;
− facilitate networking, starting from the local level in a multi sectoral environment;
− be open to collaboration with other organisations.

Reported by: Sylvia Cadena

Workshop #92: The Social Role of a ccTLD, Guarantee of Everlasting Success

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

CENTR in cooperation with the other regional ccTLD organisations AfTLD, APTLD and LACTLD held a workshop at the Internet Governance Forum in Bali on the Social Role of a ccTLD Registry. ccTLD registries from the different regions showcased projects and activities they run next to their main task of managing the national country code and by which they contribute to the development of the Local Internet Community.

Conclusions drawn from the workshop and further comments:

The workshop contributed significantly to underline the importance of the leading role the ccTLDs played, are playing and will continue to play within their community.

It was concluded that ccTLDs not only are proactively participating in the development of Internet at local level, but are also educating all local stakeholders about the domain name ecosystem, its weaknesses, its strengths, its opportunities, its future.

Reported by: Wim Degezelle

Workshop #160: Emerging Issues for Fair Trade and Taxation of Virtual Goods

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This workshop built on the 2013 IGF theme of, 'Building Bridges' by identifying emerging issues (Tunis Agenda s.72.g page 12) in three international ecosystems: the International Trade Ecosystem, the International Financial Ecosystem and the Internet Governance Ecosystem. This workshop explored the fundamental opportunities provided by the emergence of Internet enabled trade in 'Virtual Goods', the fundamental challenges having already been explored in an earlier workshop held at the Asia Pacific Regional Internet Governance Forum in Seoul on Sept 5th 2013.

The scene was set by two new IGF participants, from the HK and UK governments, and well versed in Intellectual Property (IP) trade development. They successfully participated remotely, and provided a conceptual backdrop by discussing their experience in developing efficient markets for the trade in such 'intangible assets' and measuring their economic impact. This was followed by observations and discussion about user and consumer rights in any new trade framework in digitized goods, technical developments in routing money on the Internet to settle such trade, and the need for much closer engagement with the existing multilateral system of trade negotiations such as the World Trade Organisation (WTO).

Conclusions drawn from the workshop and further comments:

It would appear that there was interest to explore further the cross border issues that clearly impact the rights of end users and consumers in this new form of trade on the Internet. Some of these issues stem from the technology and policies needed to establish a global standard for Web Payment. The World Wide Web Consortium (W3C) standards work in this area was attractive and may require further explanation and policy development at a future IGF as a standalone topic.

It was clear however, that time was extremely limited and it was not possible to explore, to any satisfactory depth, this new topic. One of the panellists will be participating in the Ninth WTO Ministerial Conference in Bali this December, and will convey the need for closer collaboration with the Internet Governance Forum community.

Recommendations: Formal Presentations should all be pre-recorded, delivered and watched prior to the IGF. Such that there is a better opportunity for detailed discussion by the many other IGF experts present in the room. Not making use of such unique expertise is wasteful.

Reported by: Pindar Wong

Workshop #203: Big Data: Promoting Development and Safeguarding Privacy

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Panellists talked about how big data can deliver societal benefits and economic growth and how the insights resulting from the analysis and sharing of diverse data types enhance policy making and responsiveness in international development, but how to deliver all that, big data needs to respect rights such as the right to privacy.

As examples of benefits, projects implemented in the context of the UN Millennium Development goals were presented. Panellists also discussed the need for open access to public sector data to promote greater transparency and efficiency not only within government administration but across the public sector. Open data in the private sector (by "data philanthropists" a term coined by UN Global Pulse) was also highlighted as not only important for public policy research, but also as a source for boosting grassroots innovation and entrepreneurship. Mobile phones were highlighted as a promising interface to big data in developing economies, not only as data collection device but also as a means for the diffusion of data driven insights through e.g. apps developed by civic entrepreneurs.

While the potential and benefits are promising, concerns relating to 'big data' were expressed thoroughly, in particular concerning data protection and the right to privacy, addressing the required safeguards and protection of the individuals.

Privacy issues raised included:

- impact of discriminatory and exclusionary nature of data on decision making processes;
- anonymisation and data masking;
- consent;
- data mining;
- lack of accountability of private sector;
- potential for surveillance.

In that context, panellists also discussed why the Internet cannot be considered a global flat space. Recent revelations about surveillance activities were discussed as a dramatic example of this. In particular, the locations of Internet Exchange Points and undersea cables were highlighted as the paths data take. If one abstracts this into a "cloud", panellists argued, one loses any visibility into the risks taken or the trade-off that need to be made.

Conclusions drawn from the workshop and further comments:

Panellists agreed that there is a risk factor in the use of personal data. For certain profiles the risks can be even life threatening. Anonymity for making people "less visible" to data analytics can be a promising means for responding to these risks. Without

any response, panellists agreed, people will be withholding their data, which would threaten the innovation potential that comes with the use of data.

Reported by: Christian Reimsbach Kounatze

Workshop #209: An Open Internet Platform for Economic Growth and Innovation

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Since its beginning, the Internet has been an extraordinary open platform for innovation. It has enabled information to flow between all stakeholders in dynamic ways, has increased transparency and opened new territories. As a consequence, it has lowered entry barriers to markets, provided tremendous business opportunities and fostered the creation of new business models.

The workshop addressed the key question of how an open Internet can be preserved and designed to maximise the benefits for all stakeholder groups while limiting the risks. It was discussed from the perspective of the OECD Recommendation on Principles for Internet Policy Making (http://www.oecd.org/sti/ieconomy/49258588.pdf). More particularly, the panel focused on the following three principles of the OECD

Recommendation:

1.   Promote and protect the global free flow of information;

2.   Promote the open, distributed and interconnected nature of the Internet;

3.   Encourage multistakeholder cooperation in policy development processes.

Panellists from government, business, civil society and the technical community discussed how they perceive openness from their perspective and its value for further economic and social development.

Conclusions drawn from the workshop and further comments:

Overall, there was strong agreement that the openness of the Internet needs to be preserved but stakeholders also pointed to areas where more has to be done in terms of openness or where full openness might not always be the best solution.

Technical community: Openness from a technical perspective crucial for a flourishing Internet -

From a technical community perspective, the Internet has flourished because of its open nature. On a technical level, this can refer to the free, end to end movement of packets across the network, but it can also be seen in the development of open standards and the technical community's open policy development processes. The exhaustion of IPv4 addresses was highlighted as a current risk to the Internet's open nature.

Civil society (I): Support of openness, but not blindly -

Civil society agrees with the substance of the recommendation, especially when it comes to open standards, open source and open government. However, there are also

cases where openness might not be the best way forward. Illustrative examples include the delegation of the topic of online tracking to the World Wide Web Consortium where openness did not lead to an effective and fair multistakeholder process or the case of discussions around the free flow of information whereby some bodies seem to attribute more importance to the free flow of information than to the protection of privacy.

Civil society (II): The Arab spring and challenges towards more openness -

Civil society also highlighted that positive trends towards more openness in Arab countries have been reversed in a couple of countries lately which is a phenomenon that can also be observed offline. Examples include an increasing blocking of websites and services such as what's up and tango, more difficult licensing schemes and the prosecution of bloggers. When it comes to e commerce in these countries, challenges to openness include online payment schemes and the fact that only a fraction of credit cards are accepted for online payment transactions. Local hosting of content is an additional challenge.

Business: An open mind for openness needed -

From a business perspective, openness should be preserved in the entire and complex ecosystem of the Internet since restraining openness in selected areas can have significant impacts on the whole systems. When developing policies, policy makers should develop frameworks and adaptable guidelines instead of focusing on too many details since this can hamper further innovation. When it comes to the free flow of information, we should be aware that digital information underpins the online ecosystem and that artificial constructs keeping information in one location do not have benefits.

Government: Openness means inclusion and transparency into how those decisions are taken -

From a government perspective, openness is a very important concept and means inclusion and transparency into how decisions are taken. In that context, a multistakeholder process should be envisaged whenever possible. In the cases where it is not possible, transparency, which is the eight principle of the OECD Recommendation, becomes key. In the US government, the OECD principles are well reflected in political processes and wherever possible, consultation is undertaken with business and the civil society in the development of US positions.

Conclusion: Strong support for the OECD Recommendation and the preservation of openness

Taken the different dimension and perspectives on openness together, it became clear that there is strong support for the three OECD principles around the theme of openness and that all stakeholders should aim at fostering an open and inclusive Internet whenever and wherever possible.

Reported by: Verena Weber, OECD

Workshop #215: Encouraging Locally Relevant Content to Grow the Internet

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The Workshop covered the link between the availability of locally relevant content, increased investment in local infrastructure and consumer prices for Internet access documented in the study conducted by UNESCO/OECD/ISOC entitled "The Relationship between Local Content, Internet Development and Access Prices." There was discussion of the role that local IXPs can have in supporting the necessary connectivity that promotes access to locally relevant content. There was also discussion of the business models that can be used by emerging locally relevant content providers to support content creation. There was discussion of a project being supported by academia and the Indonesian government to preserve through digital imaging an important aspect of Balinese culture in the form of ancient writing traditional done on banana leaves. Unfortunately, our remote panellist from Bandung Institute of Technology's ability to participate was limited due to technical problems, but we were able to have some discussion of the capacity building and technology transfer role that university's play in developing local ability to participate directly in the content creation economy.

Conclusions drawn from the workshop and further comments:

There are many kinds of content which all have a role to play in growing a large base of locally relevant content that will drive adoption, from cultural content such as the banana leave writing being digitally preserved to professional blogger content to apps developed by a local apps industry. There are multiple factors that contribute to an environment that encourages content creation connectivity, knowledge, support of cultural heritage preservation initiatives and support for business models that allow content creators to sustain a business. There was a high level of interest in the topic many participants from emerging economies came to the panel interested to learn how they can encourage locally relevant content for their constituents and areas. Further exploration of the topic would likely be well received.

Reported by: Ellen Blackler

Workshop #217: What the New gTLD Program Means for You

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Discussion revolved around the following agenda items:

Update on the program, and overview of evaluation process, string contention resolution and community priority evaluation:

Started with 1930 applications; few withdrawals; rest moved to initial evaluation; majority of applications passed initial evaluation; some are contentious / objected;

Signed over 60 contracts so far; some applications moved to pre delegation testing; four passed pre delegation testing and moved into delegation; delegation in the root is expected within the next few hours;

The four application are IDNs; two Russian, one Chinese, and one Arabic;

Managed the issue of string collision; managed to develop a plan to allow the applications to move forward while mitigating all the risk of collisions;

Majority of GAC advice has been accepted by the Board, and ICANN is working on implementing them;

Expect more delegations to happen every week, starting next week;

Once a top level domain is in the root, Registries have to announce their sunrise plan; minimum 30 days' notice and 30 days sunrise; minimum 60 days from delegation before registration can take place.

Role of governments in the process; GAC early warning and GAC advice, and how they fit in the process:

GAC advises ICANN Board on public policy issues; GAC works through consensus; the new gTLDs program is quite a broad program, many details and issues involved; some TLDs may be controversial from governmental perspective;

Process of two phases: 1) GAC early warning, where individual governments were able to raise their concerns via GAC; 242 early warning received (129 came from Australia); number of them touched upon geographical TLDs; however not all issues can be resolved; 2) GAC advice, whereby GAC advises the Board that certain strings are objected;

This has so far been successful; carrying out all these mechanisms was an important test for the GAC; geographical terms are sensitive to governments; would have been better to have rules set beforehand;

Other controversial strings were religious, geo political, and those related to regulated markets / closed domains.

Safeguards and mechanisms for rights protection.

Speaking to the Microsoft experience, challenge was to have a strategy regarding new gTLDs; a) category strategy, b) brand strategy; one of the challenges was that Microsoft's brands are generic names (i.e. windows, office); important to ensure that brands are protected and not abused by ours; from a perspective of a brand owner, critical thing was to protect the brand, leverage it and control its meaning.

A lot of work needs to be done before end users can register under new gTLDs; the broader question is how end users are going to react to this new space; there is engineering work in browsers and search engines; also the rise of apps and impact they may have is something to consider.

IDN gTLDs, IDN variants, and impact of IDNs on Internet take up:

Millions of people benefit from IDNs;

UNESCO / EURid IDN report concluded that two groups of issues hinder the IDN uptake: 1) awareness and registration policies—liberal versus conservative policies; and 2) technical issues and user experience—one of the main obstacles is lack of email service, also majority of popular browsers do not fully master the IDNs;

It is a kind of a vicious circle where the negative or poor user experience leads to a low uptake in IDNs;

Public statement made recently by UNSECO DG commended technical community on work done so far, and encouraged more work to address technical challenges.

Impact of new gTLDs on the DNS sector, and the evolution of the sector in the developing economies:

Early concerns raised about application fee as a barrier for developing countries; as a consequence, ICANN Board adopted a resolution in Nairobi (2010) to form a community WG to look into this issue (JAS WG); after two years of work, ICANN created a fund of $2m to support applicants from developing economies, which was a good decision; but criteria was very tough so people refrained from applying; out of ~1900 applications only 1% from Africa and 1.25% from LAC; only 3 applications asked for financial support, and only one was approved;

Developing economies did not benefit from this round of the program; more outreach is required for future rounds; or perhaps future rounds should be dedicated to developing countries.

Conclusions drawn from the workshop and further comments:

Two opposite opinions on new gTLD outreach campaign: 1) it reached out to many organisations and companies around the world, but the world is pretty large; best advertisement is when this round goes live; 2) it was not enough and the first round was a lost opportunity for developing countries.

Decision on the second round is the community's decision; need to evaluate the first round before getting into any discussion on second round; may take at least 2 4 years to judge technical/economic and user issues; GAC needs some adaptation to the program before going to second round; governments are keen to see increase in uptake from developing countries; could be a good idea to have the second round dedicated to IDNs / developing countries' needs; challenge for all of us is to make sure that his round is working well to make sure we can successfully evolve over the next few years.

ICANN is putting together a set of metrics to monitor the rollout of the program and how successful it will be.

Reported by: Baher Esmat

Workshop #271: Bring Broadband to those that need it Most

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Ambassador Sepulveda:

US Gov. commitment to support organisations, coalitions, public/private partnerships focused on providing affordable, reliable broadband to the next billion(s) of global citizens who live in areas where broadband is not available or is too expensive and unreliable.

Alliance for Affordable Internet was cited as one example of a recently formed public sector/private sector coalition dedicated to connecting the next billion citizens with affordable, reliable Internet access.

Mark Summer, Inveneo:

Examples of successful broadband builds to rural areas in developing countries; 90km WiFi connection to island in the middle of Lake Victoria in Kenya by Inveneo (a not for profit) to provide broadband to an HIV health clinic and to provide much needed revenue through the re sale of capacity to local tourist hotel on the island. Additional example references Inveneo's work after the earthquake in Haiti to restore basic communications using inexpensive, robust WiFi, days after the quake and their continuing presence providing broadband access to schools in rural Haiti.

Robert Pepper, Cisco:

Very important, critical, countries develop a comprehensive broadband plan. These plans should have measurable matrix built in with periodic points at which concrete assessments can be made. These plans should be developed on a multistakeholder model. Goals to consider should include pricing reliable broadband access at no more than 5% of citizen's income.

Countries should resist the temptation of taxing smart phones and other broadband "edge" devices (tablets…computers) (many are currently taxed as luxury items) and should refrain from taxing content and connectivity as well.

Omar Mansoor Ansari, National ICT Alliance for Afghanistan:

Current state of Internet/connectivity in Afghanistan with falling prices in urban areas but little access outside urban areas. There are many languages in Afghanistan which represents a challenge. There are ongoing build out models that are being considered to address the needs of connecting those in rural areas.

Kathleen Reen, VP Internest:

Discussed what is happening in Malaysia and South Sudan with reforms and the development and implementation of their Countries respective national broadband plans. Highlighted the challenges and opportunities each country faces.

Jacquelyn Ruff, Verizon:

Touched on the importance of cloud computing and LTE/3G as technologies that will help developing countries execute their national broadband plans. Further, the importance of spectrum management as an essential component of the country's broadband plan was stressed.

Referenced Southern Africa's joint accord to provide broadband as a good example of regional broadband initiatives.

Stressed examples of demand drivers of access; schools, government, enterprise businesses, these and others are "anchor" tenants that create demand.

Also stressed was importance of building a skilled workforce in the ICT area.

Next came examples from panel and audience of technology providing real benefits; mobile devices for midwives so they can better help mothers during child birth and can record/register the birth.

Audience and panel discussed importance of governments cutting across "silos" when the design and implement their broadband plans. Examples include; working with country's health department (e health), education department (e education), etc.

Audience again participated; Indonesian ICT company representative discussed Indonesia's broadband plan and its goals of reliable/affordable/empowering

Mark Summer stressed the challenges every country, developed or developing, faces… which is the "last mile" of connectivity and pointed to a commitment to a "fibre middle" as an important goal.

Virat Bhatia:

Delivered statistics on broadband roll out in India and noted that there is no way the Indian government can build enough schools and medical clinics and libraries for its people so the choice is another "lost" generation or…e health and e education, virtual libraries, etc. He mentioned India's commitment to build an extensive national fibre network for the "middle mile" connectivity.

Alice Munyua:

Noted that the successful broadband initiatives in Africa seem to be the ones who have brought all stakeholders to the table in the planning and execution phases. She noted that in most urban areas in Africa the mobile penetration is 80% . Additionally, she spoke of how competition is driving down prices. She pointed to the fact that Kenya now has three undersea fibre connections.

Chris Riley:

Spoke about the falling prices of smart phones and how open architecture software allows people to volunteer their time and expertise to add value to core components and lowers costs for tech items like smart phones and encryption. He lamented that

in many developing countries the falling prices of the phones and other devices are not reaching the consumer because of heavy taxes on the items.

Subi Chaturvedi:

Spoke of India's tradition of storytelling. A very oral tradition and how important capturing all of his is to the people of India. She emphasized how content needs to be "pulled up" and how very important local content is. She spoke of the challenges faced in India, as there are so many different languages across the country. Finally, she touched on the importance of electricity as a critical component to be considered in the development of a country's broadband/ICT plans. In many areas in developing countries there is little reliable electricity to power all the devices.

Thomas Spiller:

Spoke on the importance of creating quality local content and the challenges of distribution. He also spoke on the need to ensure the Internet ecosystem offers choice to local content produces so that if they want to build a business around their creative ideas they have the ability to protect their property.

Conclusions drawn from the workshop and further comments:

It is very important for each country to develop a broadband plan. The plan should be developed in partnership with all stakeholders and with the participation of key government agencies such as education and healthcare.

The national broadband plan should be reviewed on a regular basis with concrete benchmarks.

Fixed and mobile wireless is going to be critical components of any national broadband plan with fibre middle for backhaul.

Content will continue to be a driver of access with anchor tenants like government and schools.

Creating quality local content and the ability to choose how to distribute it will be key. It will be important to ensure choice in the management of content and to protect IP rights for those who chose to make a business out of the creation and distribution of their creative content

In many developing countries the choice is clear; invest in e health and e education or suffer the loss of another generation of citizens as there is little hope of building enough schools, health clinics and libraries to serve the country's unserved rural population.

Reported by: Garland McCoy

Workshop #275: Growth and User Empowerment through Data Commons

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The moderator opened the workshop by describing the current situation with regard to data:

The world is awash in data, and becoming increasingly more so, a digital deluge that is estimated to grow at about 50% a year. The availability of this data holds extraordinary potential for societal benefits and economic growth, while at the same time creates growing concerns for individual loss of control and privacy, potentially impacting their human rights. Balancing these needs will be essential and requires thoughtful policy processes that can approach these issues holistically. Data is recognized as one of the fastest accelerating economic drivers in the world today. Data analytics are being investigated by governments, global agencies, and other development organisations around the world, as tools to enable and improve evidence based policy making.

The panellists were asked to respond to the following key questions:

1. What are specific examples of how big data/open data deliver societal benefits and economic growth?
2. How can the insights resulting from the analytics and sharing of diverse data types and data sets enhance policy making?
3. What are some policy approaches that can enable these benefits, at the same time considering individual rights and protection?
4. What are some best practices to ensure that data will be used appropriately in a trusted and balanced ecosystem, and that user rights can be enforced?
5. How can technology enable these best practices and complement policy approaches under consideration?

In the discussion the panellists noted that the key element of Trust is being undermined and must be restored and built upon. It was acknowledged that significant economic growth can be attributed to the collection and use of data, but that there are multiple different contexts for data. Despite the significant volumes of data, in some cases and in some countries there is actually not enough data to make good decisions for social benefits—this is especially true in developing countries. Panellists differed on whether we are seeing an evolution or a revolution in the use of data.

It was noted that societies are in the process of adapting to new norms regarding data collection and use but all countries are not participating equally. One key element is that the burden of proof varies when it comes to harm does a citizen need to prove they have been harmed, or does a data collector need to prove they did no harm? Panellists noted that it is necessary to "define the crime."

Conclusions drawn from the workshop and further comments:

The need and applicability of standards for accessing data was discussed. Concerns included lack of agreement on standards, poor quality of the data, and possible loss of revenue depending upon the circumstance. Several suggestions were made regarding ways to improve the situation:

1. An international authority for data sharing could be a part of a new governance regime for data.
2. New participatory structures could be created.
3. A data taxonomy could be agreed for different types of data that would aid in sharing and appropriate analysis.
4. Lack of statistical sampling and reliance only on large data sets can sometimes yield invalid answers.
5. Statisticians should be added to the data discussion to improve the quality of analysis.

Reported by: Paul Mitchell

Workshop #301: Global Trade, Local Rules & Internet Governance

Provide brief substantive summary and present the main issues raised during the discussion:

The panel focused on the importance of the Internet as a vehicle for trade with discussion on the progress that has been made over the years. The business models and policies that have proved effective were addressed. Current issues and potential solutions were acknowledged.

Richard Beaird, Senior International Policy Advisor and moderator of the panel introduced the panellists and opened the session by giving the audience an overview of the current eco system. He spoke of the seamless nature of the Internet whereby data packets flow freely, across borders enabling new patterns of trade. The importance of supporting Internet enabled economic growth by unimpeded trade and regulatory barriers was highlighted. He also spoke of the dynamics associated with hosting content locally—while it can improve competition and facilitate trade, there can be policies that act as barrier to trade. Therefore, it is important to identify such practices that may hinder trade and economic development.

Jacquelynn Ruff, Vice President, International Public Policy and Regulatory Affairs, Verizon Communications added to the opening remarks of the moderator and set the scene by speaking of how the Internet facilitates cross border trade. New concepts have been developed in recent times that advance the nature of the Internet in its relation to digital trade. She provided some interesting statistics that put into perspective what can be at risk if all tools that enable the seamless flow of crow border data aren't preserved.

The importance of carrying through the progress that has been made thus far was further highlighted by examples from the banking, education and healthcare sectors that use the Internet as a platform for providing cross border services. For example, an online educational service provider in the US says that 82 percent of the 3 million students are located outside the US. Cloud services are particularly important for the development and creation of small / micro enterprises that do not have the capital to invest in expensive IT infrastructure and services. She also spoke of the various bilateral and multilateral trade agreements that have been in place and those in ongoing discussion. Both domestic and international laws should be studied to assess what can be done locally to facilitate the positive trends of Internet related trade.

Rohan Samarajiva, Chair of LIRNEasia spoke of their studies on the teleuse of those at the base of the economic pyramid (approximately equates to those who earn approximately USD 2 or less a day). An astonishing but relevant finding from the LIRNEasia study and their partner organisation Research ICT Africa (RIA) was that a number of survey respondents claimed they did not know of the Internet but use Facebook. This illustrates the importance of having attractive and relevant content and services without additional charge that brings people to the Internet. The emerging business models created by Internet based businesses (which are fundamentally different from telecom operators) were used as promising examples for online trade. There were many sentiments expressed on how to deal with the exponential rise in use of data, with the proliferation of smart phones. One such debate was on adapting the Sending Party Network Pays (SPNP). However, such models may create unnecessary barriers to content sharing across borders / operators. Other debates including pay walls, that in turn have their own set of issues with the majority of users from developing countries not having access to credit cards and in serving the unbanked in general. Therefore, a different model has to be adapted that would provide a win win for all. One sided markets can yield adequate revenue if the pricing is done right. In addition, the chokepoints of the backhaul network and its constraints have to be addressed in light of the tremendous growth in data use. LIRNEasia is working with UN ESCAP towards addressing the lack of terrestrial connectivity in Asia.

Sam Paltridge from the Organisation for Economic Cooperation and Development (OECD) commenced his talk by emphasizing the importance of communication and infrastructure to an economy. A recent study of reloading patterns for prepaid SIM cards in Cote d'Ivoire found that the geographical locations where top ups were made for longer validity periods were in close proximity to the trade routes. This is an interesting correlation between the trade economy and communications. He also used a map of the world that illustrates the countries whose data is stored overseas than locally. In the case of Mexico, the only OECD country that does not have local Internet Exchange Points (IXPs), all data is hosted in the US. However, the Mexican government is taking action with new reforms including, on priority basis, the setting up of local IXPs. Hosting content in the US is cost effective though, and therein lies an important trade dynamic—hosting content locally can be advantageous but must not be forced; market driven solutions should be assessed. In an analysis of phone

calls (frequency and duration) made from the US to Africa and India, it was found that the traffic to India has increased tremendously over the last 10 years. This is due to the competitive market forces in India that have driven down termination rates (but have increased in Africa). Such actions create barriers for communication and trade in Africa.

Joseph Alhadeff, Vice President for Global Public Policy and Chief Privacy Officer Oracle added context to the complexity of the eco system the users of Internet services operate in. With multiple sensors and devices communicating with each other and with end users, policy makers must create the necessary conditions of economies to become successful. The framework for government entities responsible for policy includes investment, information flows, innovation, intellectual capital, infrastructure and integration (i.e. trade of all kinds). All elements overlap and have an effect on each other. A change in one element creates a reaction and possibly a constraint on another aspect. All goals have an associated cost. While localized strategies may seem beneficial to an economy (or are security or capacity driven) it may in fact have negative effects on innovation and may contain an underlying constraint. Instead of focusing on the solution it is more important to address the problem and discuss all possible ways of overcoming the issues; thereby, not ruling out other potential workarounds that may prove to be more beneficial than an idealistic or forced solution. It is better to create an eco-system so that people will want to invest and develop infrastructure, host data centres and the like locally, without having paradigms of forced localization even with good intentions, as one may dampen the prospects of innovation on the race to the top.

What were the conclusions drawn from the workshop:

The session addressed a number of business models and good practices to better trade discipline in the digital economy. The need for evidence driven data and standard definitions for use in discussions around trade policies were highlighted when preparing the environment for trade negotiations. Really understanding the various interactions and creating policies around the different interactions between all entities before imposing rules on Internet data traffic is also of importance. Policy makers should also be mindful of not trying to restructure the whole system that may have dire consequences on historic trade agreements. To assess workarounds to problems or when creating new services synergies are needed between those involved in policy and technology. All participants agreed that active multistakeholder discussions are of utmost importance so as to break the silo effect and to create necessary agreements and polices from the trade world that support digital products.

Reported by: Shazna Zuhyle

Workshop #302: Four Pillars of Multilingualism

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

We started with EUROLINC and Louis Pouzin's presentation who explained the principle of naming system in the Internet that has not changed since its inception in the 80s. He explained the existence of alternative roots since 1996 while ICANN only existed last 1998. He also recalled that in 2000 the dot BIZ was hijacked by ICANN from an open roots operator which created and used it since 1996. Both TLDs have coexisted on the Internet for several years.

Louis Pouzin recalls that roots alternatives exist in Internet and are documented as in the Wikipedia website. Then, there was a presentation of examples of websites that do not exist in an ICANN Internet and can use all existing world scripts, NSA unsupervised.

The Open Root economic model explained by Louis is based on TLDs sale, not rent, this allows cybersphere naming system opening for a lot of people and their multiple scripts. Saling TLDs is a new economic model that creates a quick and inexpensive system, suitable for people in developing countries and small companies.

Secondly, it was the Belgian association Semantis about Cultural Diversity and Multilingualism on the Internet.

Semantis aims to develop the access and use of information and communication technologies in order to promote formal and popular education, training, creativity, cultural diversity and multilingualism in the digital space. It proposes to initiate or support—including at an international level any event or project aiming at this objective, including by ways of telecommunication services and networks.

Semantis encourage the French language learning and the exchange of good pedagogical practices between teachers, the Semantis project is dedicated to French language classes from colleges of Eastern and Central Europe. Through digital arts, native language or French tales, Semantis ails to develop exchanges based on linguistic, thematic and intercultural aspects. An online portfolio with various pedagogical worksheets will be compiled from these learnings methodologies in order to report on acquired skills in the form of a « knowledge tree ». The use of computer is leading to a co construction of knowledge and practices between students and teachers. Semantis is a European project which receives funding from the European Community.

In the third part we had a presentation by Ms Olga Cavalli, ISOC Argentina, on the problems of translation and content in Latin American.

In Latin America there are several native American languages that are still present and spoken in Bolivia, Peru, Paraguay and in some areas of the rest of the countries in the region. There Internet is an opportunity for preserving these languages. Aymara and Quechua, are the official languages for two countries, Bolivia and Peru.

The users of the Internet are concentrated just in 12 languages and English. Internet continues its growth with the English as main language and Latin alphabet languages are approx. 84% present in the Internet when the population of the world that uses Latin script is only 39%.

One of the challenges of the developing countries is to create local relevant content in order to keep the traffic locally in the country or the region.

75% of the Internet traffic of Latin America is routed today through the USA, and part of this is because the content is located in other regions where the users of the Internet are located.

As a conclusion, the creation of local relevant content is very important to have a better balanced Internet traffic with less international connectivity, which makes it less expensive for distant countries.

Reported by: Chantal Lebrument

Workshop #316: Empowering Displaced People and Migrants through Online Services

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The initiative of this workshop belongs to the representatives of the academic community of the National research university Higher school of economics, Moscow, Russia. The Workshop was chaired by Dr. Svetlana V. Maltseva and was organized by Ajay Mishra (ITU T) and Dr. Mikhail Komarov (NRU HSE).

The workshop achieved its goal to organize multistakeholder discussion of the empowerment of displaced people and migrants through online services. During the workshop there were discussed 4 main questions asked by the chair:

Which services should be provided to the refugees and displaced people?

Who should pay for the development and who is going to provide services: companies, government, public organisations?

If neighbour countries should develop services together (or some "joint" services) in case of disasters at one of the country?

What is the role of new information technologies and new Internet models?

Conclusions drawn from the workshop and further comments:

As a conclusions from the workshop:

1. There should be infrastructure provided by the government for services implementation.

2. There should be basic communication services provided by the government to be able to utilise services

3. One of the technological concept which supports services development and implementation Internet of Services concept.

4. Services should be provided in relevant language, they should be focused on mass usage and related to the particular persons from the whole group within citizen centricity approach.

5. Services should be developed and implemented on a legal basis there should be special legal database introduced for services implementation.

6. There should be services introduced for protection displaced people in information society as well as there should be introduced basic services which would help to avoid "computer or Internet" illiteracy.

7. Services should be developed and implemented on the basis of using Open Data\ Open Platform approach.

8. Services should be developed as well as provided on joint private public partnership basis with the NGOs participation to help to understand issues where and which services should be developed for the displaced people and migrants.

9. All services should be developed according to The 1951 Refugee Convention in terms of legislation aspect.

Workshop proved that there is a big interest in a topic from all stakeholders groups and that it is necessary to get the topic of empowerment displaced people through online services for multistakeholder discussion. There should be more focused discussion on multistakeholder collaboration in terms of service development as well as more focused discussion on open data principle which should be used for empowerment of displaced people and migrants within services developed according to that principle.

Reported by: Dr. Mikhail Komarov

Workshop #333: How Internet Enabled SMEs Reach out to the Global Markets

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The Internet has become central to global trade and has reshaped production, distribution and consumption patterns worldwide. The resulting markets are highly efficient, transparent and characterized by low barriers to entry. However, until now little attention was given to the fact that small and medium enterprises (SMEs), particularly those in the global south, are among the largest beneficiaries of this development. Today, SMEs are utilizing online services to engage in global trade at an unprecedented rate. This workshop looked at how online services help small businesses, how it drives development and how it affects the global trading regime.

Farid Maruf, Country Director of the Grameen Foundation in Indonesia, gave an overview of their initiatives to alleviate poverty through Internet enabled services. He noted that the ability of Indonesia's 147 million poor people to improve their livelihoods is severely compromised by three factors: the lack of actionable information, the

inability to absorb financial and other shocks, and the persistence of insufficient and inconsistent incomes. The Grameen foundation's strategy to address these problems are threefold:

– provide information services to collect and disseminate trusted, actionable information;

– provide appropriate financial services to manage household cash flows; and,

– personalized economic advice based on specific client data.

In cooperation with a network of donors and partners, such as Qualcomm and RUMA, his organisation has built a range of services that empower micro entrepreneurs across Indonesia. This includes mobile payment systems, online sales channels and an online network to share and disseminate vital market information. It also includes KerjaLokal a mobile platform that matches blue collar job seekers with employment opportunities in their area.

Usman Ahmed, Policy Counsel at eBay, followed with a presentation on the use of online marketplaces by developing country SMEs. According to a study that compares distribution patterns of small sellers on eBay with their offline peers in the developing markets, there is a remarkable correlation between the use of online services and the probability of an SME to export. "In a traditional trade model", he noted, "a small producer in a developing country would link into a large multinational who produces locally in order to ship it to a developed market." In the Internet age, this model has been complemented by one in which sellers connect directly to foreign customers through online platforms. While this model will not completely replace conventional distribution patterns, it is an exciting development which will empower small entrepreneurs in the developing world. However, the continued success of this model depends on a number of factors:

– services like eBay depend on the underlying layers of the Internet to remain open and accessible;

– sellers depend on balanced intellectual property rights to avoid the creation of fragmented national markets; and,

– buyers rely on internationally harmonised consumer protection rights and customs laws.

The latter can be quite a problem. For example, as the moderator of the session, Nick Ashton Hart, pointed out, even in developed countries like Switzerland, it is not always possible to reclaim import tax when a good is returned. This creates a barrier for international e-commerce as consumers take a disproportionate risk when buying abroad.

At the end of the session, the discussion turned to the international trade regime. As Usman pointed out, trade rules were created during a time when only large Western multinationals traded goods internationally. As a result of this, free trade agreements are often seen by critics as a means for these businesses to flood developing countries with their products at the expense of local producers. However, the trends described

in this workshop will eventually create enough pressure for international trade rules to become more SME friendly. Hopefully, this will help smooth some of the traditional fights in the international trade discussion.

Conclusions drawn from the workshop and further comments

- The global Internet has led to a more inclusive form of globalisation, one that empowers small and medium sized businesses all over the world. For this trend to continue, it is vital that:
  - the underlying layers of the Internet to remain open and accessible for businesses;
  - intellectual property rights are balanced to avoid a fragmentation of national markets;
  - consumer protections rights and customs laws are internationally harmonised; and that,
  - national payment systems in the developing world are linked to international payment systems.

Reported by: Matthias Langenegger, Computer & Communications Industry Association

Workshop #356: Supporting Local Content Development

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop discussed various strategies for promoting local content development, ranging from improvements in infrastructure to importance of platforms (such as YouTube and blogger) to opportunities opened up by new generic top level domains.

Conclusions drawn from the workshop and further comments:

There are a variety of ways to promote local content development the consensus was that all players in the ecosystem have a role to play. The participants focused on a range of technical, regulatory, social and economic solutions. Specific topics highlighted included: the role of IXPs in fostering local content development; data localization mandates and the obstacles that they present to developing local content; opportunities for localized content created by new generic top level domains, including especially internationalized domain names; strategies for monetization of local content, including the role of diaspora communities in monetizing local content; and the role of platform providers and the importance of protections against intermediary liability in developing robust local content.

Reported by: Aparna Sridhar

Workshop #357: The Cloud, Many Clouds, and Free Expression

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

In previous years our workshops have looked at the impact of data flows and on surveillance. As the cloud business model moves mainstream, we propose looking this year at the free expression ramifications of cloud computing. The workshop will also focus on how cross jurisdictional privacy and security frameworks and security standards can facilitate or hinder cloud adoption and affect usage. As the cloud moves mainstream, we'll also look at the free expression ramifications for businesses and for consumers in the debate on private clouds vs. public clouds.

Over the last few decades, there has been exponential growth in the use of the Internet by billions of everyday people, millions of businesses, and more than a hundred governments. This trend has driven unforeseen technological innovations and advancements in computing, and has led to new generations of interconnected web services, applications, consumer devices and infrastructure as the Internet contributes more than $2.3 trillion annually to the global economy.

In this span of time, many concepts have been used to describe computing over the Internet, including "terminal computing," "network computing," "distributed computing," "cloud computing," etc., but they are all one and the same. Almost every form of computing device, ranging from a smartphone to a data centre, can now utilize computing resources on the Internet to manage increasingly complex tasks—from sending an email to modelling treatments for genetic illnesses.

Yet globally, governments have been issuing new policies and legislation that attempt to subdivide and regulate Internet computing through a variety of arbitrary terms and categories, such as "cloud," "public cloud," and "private cloud," on a variety of subjects including cybersecurity, data privacy, government procurement, infrastructure location, interoperability, and international trade.

This was an interactive panel where panellists and the audience discussed some of the key contemporary issues freedom of expression and cloud computing.

Some of the themes raised included:

– Advantages of Cloud Computing: There was an affirmation that global computing services can offer powerful security, resiliency, and product features while providing considerable cost savings.
– Cloud Terminology and Legislation: Legislation that attempts to regulate cloud computing equates to legislation of the Internet itself.
– Open Internet: The use of cloud services allows users who are subject to restrictive regimes to express themselves more freely. In response, users have utilized cloud services to bypass local content restrictions. Cloud computing lowers the barrier of entry to platforms that facilitate freedom of expression. The Internet can and should be a free expression zone.

- Circumvention of Censorship: In an attempt to prevent unpopular or troublesome speech, some governments have blocking entire speech platforms / websites. The problem with this approach is that governments block their users off from the world. The common public response in such situations is to circumvent such blockage by utilizing technologies such as virtual private networks (VPNs) and proxy servers.

- Applicable Jurisdiction: Nations continue to grapple with the issue of applicable jurisdiction with regard to cross border cloud platforms. Jurisdiction has been exercised by governments based on a number of factors, such as the location of users, the location from where data is accessed, where the service provider(s) maintains offices, and applicable country code top level domains. This has impacted how governments apply restrictions to online content. Governments explore to what extent these types of information resources need to be embedded within a framework of territorial based public authority.

- The Legitimacy of Censorship or Data Blockage: One major challenge is whether laws in each jurisdiction particularly those that may restrict speech are in balance. Not all governments believe that the freedom of expression should be without limits, but a central question is how those limits should be determined. The question is particularly challenging regarding speech that may incite violence. For example, in some jurisdictions, the posting of certain speech is a criminal offense, but not in other jurisdictions, and vice versa.

- Freedom of Speech vs. Secrecy of Communications: Some jurisdictions distinguish between privacy of communication and freedom of speech. Secretary of communication should be protected equally to freedom of speech.

- Data Localization: In order to maintain sovereignty over and access to data sources, including avoiding delays associated with mutual legal assistance treaty (MLAT) process delays, some countries are attempting to force service providers to store the data in country. Such data localization requirements create huge technical challenges for service providers, hiders user access, and introduces latency. Such a requirement would presumably also require providers to store a corpus of information in every country in the world which passes such legislation, therefore negating the benefits of distributed computing. Regulators will not be aligned with the technical and pragmatic reality.

- Growing Smartphone Utilization: The growing adoption of smartphones and ubiquity of connectivity will lead to a greater adoption of cloud services. This smartphone ubiquity enhances cloud use for speech, such as the posting of pictures, thoughts, voice, and video.

Conclusions drawn from the workshop and further comments:

Recommendations and Moving Forward: Cloud computing as a platform for expression continues to grow is Internet access and mobile device adoption becomes more ubiquitous. While governments may have legitimate concerns regarding certain speech, governments and civil society will need to establish common guidelines

regarding reasonable restrictions, if any, that may be applicable to online speech. The banning entire platforms should not occur. Any such broad action would undoubtedly lead to users to circumvent these restrictions. Similarly, governments should not require providers to implement data localization in an attempt assert jurisdiction over and achieve access to data, since such data localization solutions are technically unworkable.

Reported by: Moderator Marc Crandall (Head of Global Compliance, Enterprise, Google)

Focus Session (Openness): Human Rights, Freedom of Expression and Free Flow of Information on the Internet

24 October 2013

Speakers:

Host Country Chair: Prof. Dr. Harkristuti Harkrisnowo (Director General of Human Right, Ministry of Law and Human Right)

Moderators:

Anja Kovacs, Internet Democracy Project, New Delhi and Johan Hallenborg, Ministry of Foreign Affairs, Stockholm, supported by Anriette Esterhuysen, APC, Johannesburg.

Rapporteur:

Joy Liddicoat, APC, Wellington

M. KUMMER:

I chaired the preparatory process. And before getting started, I would like to make a few comments on the organisation of the preparatory process.

We took the Working Group on IGF Improvement very seriously. As you may recall or may not, through the renewal of the mandate of IGF, it was decided to set up a Working Group to discuss possible improvements for the IGF, and one improvement they suggested was that each session should focus on two or three policy questions. And those were organised they came up with questions, and we also asked for community input, and what we received from the community, these questions are now available on our website, and the Secretariat will put them up on our screen. But you can look at them on your computer. It does not mean that this session is expected to answer all of these questions, but nevertheless, we think they provide a useful input into the discussions.

And another related announcement, many of the questions you will discuss here this afternoon will be revisited tomorrow morning. We have a session from 9:30 till 12:30 on Internet surveillance, and there we will also have questions. This was under emerging issues, and we decided this week to extend the sessions to leave more room for discussion, as this is an issue participants are very interested in.

So with that, I hand over to the chair of this session, Mr. Moedjiono, also a member of the Multistakeholder Advisory Group.

S. MOEDJIONO:

I open this afternoon's Focus Session on Openness: Expression and Free Flow on the Internet. I am right now here to replace Professor Dr. Harkristuti Harkrisnowo, the Director General of Human Rights, Ministry of Law and Human Rights, because he has to go to Parliament, so he asked me to replace him as Chairman.

I am looking forward to our discussion about these important issues. This session will offer a multistakeholder of the current status of human rights, freedom of expression, free flow of information on the Internet. Many of the key issues that have been held in workshops prior to this session and will give us an equal platform to address related to human rights and the Internet to find points of consensus, points of convergence, and points of further other inclusion or actors if appropriate. I am convinced that all of us would be able to learn a lot from each other with regard to this issue. I believe here we start from the same platform, i.e., recognizing that the existence of the Internet has greatly affected the life of all people, regardless of age, nationality, gender, social status, et cetera. Indeed, it is an unprecedented revolution in technology, bringing out a very significant influence to our daily life. Our lifestyle, the business world, including the government services to its people.

Naturally, such advancement in technology also has some impact on the issue of human rights in particular. The issue of freedom of expression. Briefly, Internet has become a more and more important tool in the world, not only to fulfil all human rights, but also to do away with injustices, to accelerate the development and promo-

tion of humans' quality of life, hence the issue of human rights becomes prominent in this session.

From the national human rights perspective, it is suffice it to say this freedom of information, freedom of expression; mainly stems from Article 19, Universal Declaration of Human Rights, which all of you have certainly learned it by heart. To strengthen it, there are also stipulations of this freedom, which is found in many international human rights institutions, such as the International Government on Civil and Political Rights, Conference on the Rights of the Child, and International Convention on the Elimination of All Forms of Racial Discrimination. These human rights instruments are continuously developed into international and regional freedom of expression. Having about 340 million population in Asia, a country that has also more than 15,000 islands, has been placed as the eighth biggest Internet user as the world and the fourth in Asia. (Speaking non English language) that is Indonesia international service provider, reported at the end of 2012 the number of Internet users reached 63 million, an increase of 14.3% compared to 2011, and increase in 1.26% compared to 1998 rate.

In addition, our data revealed that Indonesian Internet users are also avid users of other media, such as blog, Facebook, Twitter, et cetera. With more than 50 million Facebook users, more than 20 million active Twitter accounts, and more than 5 million blogs, Indonesia is certainly a land of blossoming freedom of information.

With such status, understandably, Indonesia has various concerns with the issue of Internet and freedom of expression. This is reflected in the incorporation of Freedom in our Constitution, in particular through the Second Amendment in 2001. Article 28 E of the Constitution stipulates freedom of expression as one of the rights to which everybody is entitled to. While Article 20 F asserts everyone's right to communicate and to obtain permission for the development of one's self and social environment and finally impart information by using all accessible media.

As an embodiment of the aspirations of all people in Indonesia, the constitution serves as the law of the land that must be obeyed by awe. Hence, the stipulations are followed up by a number of laws and declarations to ensure freedom of expression and information. Nonetheless, I would not mislead you all to think that all is wine and roses in my country. Similar to other countries, we do have challenges in the implementation of such stipulations ranging from the law enforcement officers to the misperception of some groups in our Internet Society who misconstrue freedom of expression as an absolute protection for everybody to say anything regardless of its legal consequences.

Capacity building, awareness raising constitute important messages that we shall continuously strive for. An important pillar to our full-fledged democracy, rise to information has also been reflected in our increasing use of virtual media for government services so that the people have access to all kinds of information with regard to public services. The transformation of cost takes time, and the government regime is continuously developed to ensure the implementation of good government principles. A

smarter public accountability measure, all government units are obligated to develop its website with real time data, to provide information on this process to the public.

According to global ranking published by the Internet technicians in 2010, Indonesia's rank is a little below the world average, i.e., number 109 out of 193 countries. Acknowledging this predicament, our government has been asserted its effort to improve the condition. As a result of these efforts, the 2012 report on global eliteness ranking put Indonesia at the 97th place. A slight but quite promising increase. Furthermore, our law on freedom of information is adopted to further serve the stipulation in the constitution, in particular to enhance efficiency, effectiveness, transparency, accountability, and access to the public services. Finally, ladies and gentlemen, it is my greatest hope that our interaction today would contribute to the betterment of our global society for the full enjoyment of human rights, in particular freedom of expression.

In this discussion, I think also we have to so concerning the Tunis Agenda for Information Society in 2005, Point 42 that expresses also the freedom of expression are also human rights.

A. KOVACS:

I work with the Internet Democracy Project in India and will be moderating together Johan Hallenborg from the Swedish government and supported by Anriette from APC. We have people keeping an eye on the Twitter stream for us, so you are welcome to encourage people to tweet. At the remote participation on that side, and we are very grateful for their support as well.

I am very happy to welcome you here today at what I think is a historic session. For eight long years I think a lot of people have worked very hard to get a Focus Session for human rights at the IGF, and this is the first year that it has finally happened. We've seen some important landmark events happening in the past few years. I think the resolutions on online freedom and offline freedom should be the same at the Human Rights Council, one example of such an achievement. We have also seen challenges. I think the past year surveillance has really come on to the agenda. It will no doubt cast a shadow on this session. We do want to deal with it, but as Marcus already pointed out, there is a focus session on surveillance tomorrow as well, and we think there are many other really important human rights issues that we do still need to address as well. So we want to maintain that balance, and I hope that's okay with everybody.

Just very briefly, the rules of the game. We have a fairly long list of people who have been asked beforehand to speak. Could those people perhaps raise their hands? Can all of you just I can see there's some people back there in the audience. Can you just make sure that you're at least close to a microphone? And if not, please move so that you are. Thank you. Despite having a number of pre-designated speakers, we want to make this as interactive as possible. For that reason, we ask you not to exceed three minutes in your intervention. Anriette is going to help us with time keeping. We will give you a yellow card when you've reached the time limit and a red card when we are going to cut you off within ten seconds. That's really harsh, but because this is an important session, we really feel it's important to get many perspectives out.

You are also encouraged, apart from making your points briefly but strongly, to engage as much as possible with others, and though there have been a lot of pre-designated people asked to speak, we will try and make this as interactive as possible. Finally, just for Twitter, the hashtag is hash HR. I think that was all we needed to say by way of introduction for now. Let's start with the session.

J. HALLENBORG:

My name is Johan Hallenborg, and I work at the Ministry of Foreign Affairs in Stockholm, and I work on human rights issues in relation to the Internet and our Internet freedom programme. We will kick off this session by having some input from the regional perspectives, the regional developments over the last year. We are kindly asking for some highlights from the respective six regional rapporteurs in the relationship to the enjoyment of human rights online. We would like to ask you for three main issues, be they good or bad, challenges or success stories. So it's a pretty easy outline. Its three topics, three things, and you have three minutes.

J. BEN AVIE:

I am the Policy Director at Access, accessnow.org. We are an international NGO that extends the rights of users at risk around the world. I am going to try to summarize. There's a lot to say about what's going on in the United States right now. I think we are all very familiar with the revelations and scandals that have come out this summer.

As much as it's been scary, if not terrifying, to learn about the gross invasions of user privacy, of due process, an extent to which the NSA, the UK's GCHQ, and other intelligence agencies have invaded the network, I do think that we are starting to see some progress within the U.S. context. The Privacy and Civil Liberties Oversight Board has actually been formalized. It has a full board, has actually gotten funding recently, and they did a call for comment. Best Bits, a network of human rights organisations that has been meeting here in Bali and elsewhere, has been working on this and sent a letter that really stressed that protections need to be extended not just to U.S. citizens but to international users as well, and I think that's been really crucially missing in many parts of this debate within the U.S. context.

At the same time, I would say that what we're hearing from our colleagues who work in Washington is that international pressure from folks outside the United States is really having a difference, particularly on the companies, the U.S. companies that are holding most of this data. The companies have joined with many of the large Internet platforms, I should say, Google, Facebook, Yahoo!, and so forth, Microsoft, have joined with a number of civil society organisations with investors, with trade associations, with the We Need to Know Coalition to push for greater transparency around requests for access to user data. And I think with that, we're also seeing some legislative movement in the United States, transparency, again, being a big focus. In terms of substantive reform, there are a few bills, but I think the one that's most likely to move has yet to be introduced. That's the Leahy Congress incentive bill that would end bulk collection for metadata under PRISM and other programmes.

I really think we are in a crucial moment in the United States, and the more we can keep the pressure on here and moving forward, the better, and this is really the moment for action.

G. VENKITESWARAN:

I represent a network of media focus groups. In relation to the issue, I would like to share two things that I think are quite developments of concern and two that I think would bring about some positive impact.

The first is actually in relation to a recent adoption of the Human Rights Declaration within the ASEAN context, so it's the ASEAN Human Rights Declaration. Unfortunately, the Declaration itself falls below minimum standards in reference to international standards, and one of the victims of that compromise has been freedom of expression. So Article 23 of the Declaration, which talks about freedom of expression, takes everything from Article 19 except the point about across frontiers. So you have freedom of expression, but not across frontiers. At a time when we have already entered digital age, Indonesia is hosting IGF, ASEAN has adopted a declaration that removes that right. So I think that is of serious concern. Primarily because in the last few years we have seen great violations of expression online.

That is the first one at the regional level. The second is that in countries within the region, there is really a move back towards more regressive policies and regulations, particularly because of the wide use of online spaces for free expression. So we have seen the enactment of legislations that include more criminal defamation and also a lot more content regulation. So instead of actually moving back, it's actually moving forward moving forward, it's actually moving back. So that's two that I think we see as policy concerns for Southeast Asia.

However, having said that, there is this bad legislations coming forward, we have seen civil society in some of the nations actually doing very effective push back. So for example, the introduction of the Cybercrime Prevention Act in the Philippines. There was a push back from civil society. So that's actually a temporary restraining order, so to prevent the implementation of the law. So that's actually been a very, very positive action itself, a strategy that maybe the others can also follow suit.

The second thing is that we have seen also with the growth of the online spaces for news media, one of the issues is ethics, and we have seen a number of media organisations and communities developing self-regulation online, and I think that is a very interesting concurrent development in terms of regulation, so it's not official regulation, but it's self-regulation.

E. BERTONI:

I am Eduardo Bertoni, CELE at Palermo University. There are many, many Latin American colleagues here, so what I am going to say now could be expend expanded or complemented by my fellow colleagues who are here. Just three issues, and to talk for just three minutes, very complicated for a Latin American guy, but I will try. The

three issues, cybercrime laws, online content control, framed under the title, and privacy issues.

Cybercrime laws we experienced in the last year, but to be frank, it doesn't start in 2013. Many countries passing new cybercrime laws, specific cybercrime laws, reforms of the criminal codes in general that include cybercrimes. Many of those new laws are very vague and not very well drafted, and that could create problems for freedom of expression and privacy. Online content control, the main issue in the region, in my view, is liability, and also some legislation related to cyberbullying or anti child pornography laws, which is okay, but the problem is that in some situations, the provisions could affect freedom of expression of the people online.

We have examples of that in Argentina, in terms of intermediary liability. We have other examples in Peru in case of new legislation that has been proposed. And we have the case in Brazil that is not this year, where the Director of Google was detained in a case of intermediary liability.

Finally, privacy. Many countries are moving to new data protection laws, and the other thing, the other problem is related to surveillance. Data protection laws are under discussion as far as I understand in Chile, Brazil, and other countries and could be complicated if they are not very well drafted. And surveillance is still an issue because there are some surveillance systems implemented in some countries in Latin America, Ecuador, Brazil, and others that are or could affect privacy.

F. ADAMS:

As mentioned, I am Fadlah Adams from the South African Human Rights Commission, but I will be speaking from Africa as a whole, the continent. Before my three minutes commence, I just want to throw to the floor, he recall earlier this week in day zero, human rights discussion, we were asked to remember the first time the that we engaged online, that we assembled or associated online. That led me thinking within the African context. I want you to take a few seconds as I go through the three points on Africa to think about the first time you switched on a light, and bam, there was electricity. The first time you opened a tap and water came running out. I'll take it one step further the first time you flushed a toilet. Now, that's what we face in Africa, and I am not saying it's all doom and gloom, but that's the reality of the African context.

So take a moment, whilst many of us can remember our first online experience, many people, the most vulnerable, the poorest of the poor that we find in Africa, have never experienced the luxuries that we take for granted, something as basic as flushing a toilet, which is we have several, several reports speaking to this, even within South Africa, surprisingly.

But I'll go on, and whilst you digest that bombshell, to speak about the main challenges in Africa, and I think that there's been a lot of discussion over the last few days about human rights, about access, about privacy, about security, about freedom of expression, and that all finds application within the African context, but we must understand the great disparity in Africa between rich and poor and I think very

importantly look at it from a rights based perspective. And I have gotten into debates with the technical people because, yeah, rights and technology, and often it's trying to find that we both speak the same language. The question begs do we then prioritize Africa access? Do we prioritize security? Do we prioritize including privacy? Do we prioritize basic services? Or do we use the Internet as a platform to enable those other rights as well? So if you go out into a community and you ask what would you rather have? Internet or electricity? Oh, no, electricity. Oh, fine, the Internet is a by-product of that. But let's have education initiatives running as well.

Just to get into the three main points before my time is up, access this I mean broadly both in terms of infrastructure, equipment, access in the narrow sense as well to persons that have disability, older persons, vulnerable persons such as women technically I don't like the term "vulnerable" too much, but let's say those who have been previously or largely discriminated against, unfairly so and also children. And of course, security is a major challenge in Africa. And when I speak to this, I am speaking about those countries that are a bit more advanced in terms of the Internet technology and access. So there's definitely been a high degree of Internet freedoms being limited and yellow card legislative developments seen on the continent over the last year or two that there's been move for restricting online rights, enabling interception of communications, monitoring, all of which obstruct free speech. Two one last point is that I want to say on the brighter side that in Africa, we developed a telemedicine campaign in East Africa, as well as in Southern Africa, and mobile platform where you can voice your concerns around service delivery, which is quite a big deal in African sense.

L. HIBBARD:

I think we have to bear in mind when we think about human rights in general closer in general is that they grew up over 60 years ago because of abuse and misuse of people. So machineries were put in place, declarations were put in place to make sure that was never the case again. So I think that the first contextual point is that we're talking about trust. We are trying to build trust between the government, between authorities, and maybe now companies and people. In that context, everyone says it's the question of surveillance lawful surveillance. Let's be clear in many respects. And whistle-blowers and the thing about human rights defenders or traitor is was a very prevalent discussion in Europe.

Who is watching the watchers? Do we need more democratic oversight and transparency? Are the laws overly broad? Are they too vague? Can we trust those people who conduct surveillance? That trust element is, for me, key. And now with the Human Rights Resolution, which says that human rights must be protected offline and online, that involves trust online.

My first major point is about it's about privacy, but it's about self-determination on the Internet, human rights, the right to private life and self-determination, what you do on the Internet. And Bruce mentioned in one of the documents in the delegate packs here about everybody in the middle, and their ability to take control of their data. The question of consent is key in Europe, and it's being worked out now in the

Council of Europe and in the European Union what is consent, explicit consent, and are there really effective remedies in that context when it goes wrong?

So you see data protection authorities fighting certain companies, taking them to court. The law is being used more and more now to try to work out the private lives of people in terms of service, et cetera. That's a very key point. Then, of course, freedom of expression and access to information is key. There's been a lot of discussion about the use of social media and hate speech and defamation and how do you work that out, and certain countries have been looking at how defamation works out and criminal definition is something that Frank LaRue mentioned, which you shouldn't the decriminalization, of course.

Another point about takedown of content without due process and without proper safeguards. The question of safeguards and process is key. It remains key. Is the courts being used to take down content enough? People are saying no. The question of access to information brings me to a very important case of the Court of Human Rights, which said that you cannot blanket block access to sites because if you do, this can be a violation of your freedom of expression, and the court found that in a case in December last year. That was very that was key.

So now we have the first case which says that, you know, rights can be violated online in a European context. I think my last point, which is about access, is about the discussion on net neutrality, and net neutrality is a technical discussion. It's about the open Internet. But the interference with an open Internet and the concern that do we want an Internet which becomes a shopping mall, which a shopping mall, which is, you know just doesn't provide for freedom and openness and an equal playing field for people and for services.

M. CHAKCHOUK:

I will speak about the situation in Tunisia. So the Tunisia situation has so much in these recent years. You know very well how we moved and how beyond everything we didn't have very good regulation. The government actually is looking forward to have cybercrime law, and they consider it a draft project that was prepared before the revolution. So it was something that is very bad because in that draft programme, they said that it is based on the Budapest Convention, but at the same time, we look on this Convention, and we see that there is censorship, there is a lot of issues that has drafted on that project. Hopefully we catch up after the revolution and we did a lot of things on these issues, and now they're still drafting. I am not sure that it can be published soon because now with a lot of changes, and you know very well how things now are still moving forward. But I want to stress the importance of those conventions, again and I know my colleagues here from the Council of Europe are hearing me. It's very important to have a better understanding of those conventions for a developing world.

We can use those as a basis, but this could be also used for a bad situation, and without respecting all our upholding human rights. So I want to highlight because I thought that's why working with other stakeholders in my country that there is a

lot of misunderstanding about those conventions. So a lot of things need to be done there, capacity building, about privacy, and about what is the principles when you did some national cybercrime laws.

I think this is something that I want to highlight at first, but also I want to highlight the thing about the role of the society and of the community. Actually, you know very well the situation, there is no constitution, there is nothing, so it's really important to raise those issues inside the community. The only safeguards, for example, today online and to prevent censorship, we have been if something is blocked in the net, you can hear a lot of voices everywhere in the country saying, oh, there's censorship again. And if people are still waiting to say no, we need to explain this. There's no censorship.

J. HALLENBORG:

I know you have been critical to the developments of online freedom in your country, so thanks very much for sharing this with us.

FROM THE FLOOR:

This is not the intervention that I wanted to make. This is just on the topics that have arisen. I wanted to just touch upon the point of the cybercrime. He is absolutely right. You know what ends up happening? Our governments I am from Pakistan. They did this. This legislation is based on the Budapest Convention. That is why we are doing this. And they had a provision called cyber stalking and censorship. Guess what. When I read the Convention, it turns out that wasn't the case. So it is absolutely right that we are being misled by our government, oh, there is a commitment out there. That's why we need to do that. So the capacity building exercise is needed to understand what is essential. Otherwise, we are going to find repressive laws coming everywhere.

FROM THE FLOOR:

I am working with the international campaign for human rights in Iran. Since last year until now, we had presidential election, and now fortunately, we have a moderate president, and he promised something to change something about the Internet, including increasing the speed of Internet in Iran and also allowing social media. So we want to follow it and to remember him to keep his promise in that regard. So this is very good chance to encourage you and to suggest Iranian government to host other events like IGF in the country to see a lot of progress in the country as well.

J. HALLENBORG:

Thank you very much. We will now give the final word in this part of the session to Amin Hussena from Azerbaijan. You have a few words to say about the development from last year.

FROM THE FLOOR:

I am from Azerbaijan. One year ago, Azerbaijan was host country for IGF 2012. But what we have after one year? I am very sad, but I don't have any good news for Inter-

net freedom in our country. Our government changed the law, arrested new online activists. Right now we have nine journalists in the prison, three bloggers, two human rights defenders, and lots of human rights activists. But also, government does not only change our law. Before we have defamation in print media and radio broadcast. Right now we have defamation it's possible for you to be arrested for three years if you make any notes for your personal Facebook account or Twitter. Government continued to block some critical Internet websites, but we don't have the same situation which has for example China or others. But right now we have partly free Internet.

And my thing is why is Azerbaijan not realising their promises made before IGF? I think IGF and IGF Secretariat and UN needs to organise monitoring after IGF. If we organise–if you organise this big event in a country like Azerbaijan, you don't need to monitor just only before this event. You need to continue strong monitoring and make recommendations and give other feedback for net freedom in IGF host country. Thanks for your attention. We present special report, and this is why I don't have lots of time, but we prepared a special report about what we have changed in Internet sphere. We published this, have print and PDF copies. Thanks for your attention. Thanks.

FROM THE FLOOR:

Thank you. I wasn't planning on speaking. First of all, my name is Khaled Fattal, Group Chairman of the Multilingual Internet Group. I wasn't planning on speaking, but I think Hazad's comment instigated a point that is relevant to this conversation, this debate, about how the misinformation at local level and how much capacity building we really have to make, and it goes to the question about other efforts that have taken place in the past.

Let me share this with you. In 2012, my group conducted a major study of the Internet usability in emerging markets, and we focused to start with on Arabic language community, Farsi language community, and Udu language community. We conducted surveys in multiple languages aimed at these communities. I actually flew into many capitals, did seminars, and we actually met with the regulatory heads of many of these countries. Let me share with you how much of a challenge it is to actually do the capacity building we are take talking about. Majority of people do not know who ICANN is, let alone what is new gTLDs, let alone what is freedom of expression and how they can implement it. Majority of users in those markets are happy to be on Facebook and they think they are speaking or they are doing illegal downloads. So this is a huge gap in how Internet can become this tool of empowerment to make them step into that space so they become Internet citizens and do what we want them to do so that they can do what Zaed is saying.

Fundamentally, this is a huge challenge. As much as we like to hear our own voices and we are doing what we are doing, we are still a close club. We need to find a way of taking this conversation to the masses in emerging markets. So on a separate subject, we are trying to do some of that as well. Last month we announced the series of summits that we are doing around emerging markets around the seismic change

of the Internet and the birth of the Internet. Subject matter needs to be relevant to the local community to see how we can participate. You make it purely legal, you lose most of them. You make it purely technical, most don't understand technology. They all understand like we all walk into our houses, we flip the switch, lights come on, that's how they relate to the Internet.

They do not see it as something that can empower them. This is how I can we I think we need to tweak the mechanisms we take to them. Huge challenge, but definitely something we need to engage in. Thank you.

J. HALLENBORG:

We will now move on in the session to the next part, which Anja will moderate. We will give you the chance to comment also on regional developments further on, but I think we are now moving into a session which deals more with topical issues, and we have decided to divide them into three different sections.

A. KOVACS:

I think let us start with what some people have called the big elephant in the room, the whole surveillance question. And I would like to start perhaps by asking Nicolas Seidler from ISOC a question. We hear a lot about why surveillance is a privacy issue, but why would you say it is a freedom of expression issue as well?

N. SEIDLER:

So actually, I think that from a technical community perspective should I okay. So from a technical community perspective, if we actually look at open Internet standards, the goal of these standards is really to allow different decentralized networks to talk to each other. In a way, open standards are the language of the Internet, and by extension, they also allow people to communicate and to share information and ideas. So that's the first thing I wanted to emphasize, the strong relationship between the technical design of the Internet and freedom of expression. Now, the reality is not so idyllic, of course, and often, like many other technologies, the open Internet can be double edged and can be used also in ways that undermine fundamental rights, and we have seen that with pervasive surveillance.

So surveillance is a great area of concern for the technical community, for the engineers, namely those who work on technical standouts. After all, when you look back at the Internet pioneers, they created a network which was supposed to facilitate communication and not to be used as a tool to do global surveillance. So one last word very concretely, again, to give that technical community perspective and what the tech community is doing regarding surveillance. This is not a new concern for the engineers, but the surveillance events have clearly generated to address longstanding challenges.

At the opening of the IGF, I was listening careful to the Chair of the ITF, and I think he shared some very noteworthy and very strong visions from a technical perspective. One was that we should move from an Internet which is insecure by default to an

Internet which is secure by default, and I think that these communities are also working on very ambitious targets to have more encrypted Web traffic, again by default. And at another meeting, he also said we should make it more costly, not only in terms of financial costs, but also getting caught when you do surveillance and being embarrassed. When you have an open Internet, it's more difficult to do secret surveillance.

But there are limits to what technology can fix. I just wanted to mention three, and then I'll conclude. While technology cannot change the political context so if a country makes encryption legal, there is not much that you can do technology can standouts also can help change the implementation of standouts, and there I am referring to, for example, commercial software that are based on those standards. And finally, technology cannot help if users don't communicate with trusted peers, and that they don't themselves secure communications. So in a nutshell, that's what I with a share on the technical community perspective on privacy for expression and the link to those technical developments.

N. NWAKANMA:

Quickly, before I run away, I just wanted to draw our attention to the Web Index. The Web Index which is measuring the health of the Internet, the open Internet in about 80 countries, which oh, I am sorry. I was talking about the Web Index. I am trying to tweet at the same time, so people can follow online. The Web Index is an initiative of the Web Foundation which is measuring the health of the open and free Internet across 80 countries. The Web Index 2013 will be launched during the ICTD in South Africa in December, and I do hope we will make good use of it. The other capital information I would like to give is the one of the World Wide Web Foundation's initiative called Web We Want has established grants for organisations that are advocating for freedom on the Web and human rights. So those are two opportunities that I would like to share with us on behalf of the Web Foundation before I step out. Thank you.

A. KOVACS:

Thanks, Nnenna, for that contribution. Let us move back to the surveillance question, then. Mishi, what I wanted to ask you Mishi is from the Software Law Centre in India. What I wanted to ask you is we've seen a lot of uproar about surveillance as a global issue now. I think it has gotten increasing recognition for that. Is it a national issue as well? And I think there is a microphone behind you if you don't have.

M. CHOUDHURY:

When you say national issue, are you referring specifically to India, or are you just saying that is it a national issue for every other nation involved?

A. KOVACS:

You are very welcome to share the experience of India, but you can also comment broader if you want.

M. CHOUDHURY:

I think it's twofold. One is surveillance is the national issues. All the local or national security agencies are going to be listening and surveilling and indulging in things which they have already been doing for years. Technology has made things a little more efficient. However, the issue is that at the national level, where the issue is subject to the rule of law, and how this relates to the global level is whether the national governments, do they have any duty towards their citizens to protect them from the foreign surveillance or spying?

So I think that's a twofold issue. In India's context, we have something which is more sophisticated than various programmes coming out of GCHQ or U.S. Government sponsored, it seems like, but it's a black hole, so we don't have a lot of information. We have central monitoring system. India does not have a privacy law or a legislation or a data protection law. We have a right to privacy as implicit in Article 21, and the central monitoring system is being rolled out; however, there is no parliamentary discussion, and there is not much information out there. Whatever we have is things which have been either leaked out in the media and it says it's a centralized system, people will have real time access to the various interactions online. Nine of India's agencies would also have access, all of them have got nothing to do with national security but are also agencies which are tax related, which are like the tax authorities of the country.

P. PRAKASH:

Yes, I want to make two quick points. One about how what we are seeing now in terms of surveillance and how it affects free speech is not a continuance of just what used to be because digital technologies have fundamentally altered that equation. They are fundamentally allowing for mass surveillance of a sort now that was never in human history possible. Sure, intelligence gathering, spying and espionage has always existed, and interception of communications has always existed. Bugging and actually places people to listen in has always existed. It's on a scale it's the change in scale that really puts freedom of speech at a threat that it didn't earlier. That one point.

The second quick point, to an example, an illustration of this. There is there was a Minister called Haren Pandya in Gujarat. He was murdered in 2003, and his murderers still have not been brought to book. He was it is widely suspected, though never proven that he was murdered because he was the Minister who actually deposed before a citizens tribunal that was going into the Gujarat riots of 2002.

How was he found out? Well, it was a secret meeting, but he had been using a friend's SIM card. It was not even registered under his name; it was registered under a friend's name. And because the police and he was, at that time, the Minister. Because the police were able to get access to the call records of his phone, it is suspected that they were able to track him as the Minister who actually spoke out about the riots, and that led to his death.

A. KOVACS:

The point that surveillance has gone to a completely different scale will obviously also have an impact on the relationship between privacy and freedom of expression. How do you see that relationship now, and perhaps also with all these revelations, are we today better off than six months ago because at least we have a better sense of what is going on?

M. MERZOUKI:

Actually, you used again the metaphor of the elephant in the room, and then keeping hearing this. But I would like to insist that also at the same time you can see the forest from the trees. And we shouldn't discuss this issue of surveillance and other violations of the right to privacy throw the sole NSA PRISM.

First of all, government server alliance shouldn't let us forget about corporate firms' online tracking of users. And this also can have a chilling effect on freedom of expression, on the expression of Internet users. These corporate firms includes telecom operators, providers, and online service providers.

So this collection and tracking of users is also used to profile citizens, and we have seen with the NSA scandal that there is a convergence between objectives of governments for surveillance, be it for intelligence or law enforcement purposes, and also the tracking of the corporate firms for commercial users.

Second, we shouldn't forget I would like to get back to the issue of the national surveillance because this is very important. Most governments, if not all around the world, have adopted at the national level laws allowing them to conduct massive and systematic collection of communication and traffic data. For instance, through data retention laws. And we have a lot of them in Europe because this is the European Union legislation now. And we have to be conscious that these are not simple technical data, but this data also allows the mapping, a true cartography of citizens, their activities, their online activities, and their personal relationships. So this also has a strong impact on freedom of expression because it will lead to self-censorship of users. So there is an obvious link between privacy, personal protection, and freedom of expression.

S. KELLY:

Just to directly address the issue on how surveillance might affect freedom of expression and by the way, my name is Sanja Kelly, and I work at Freedom House.

One thing that we've seen in our research is that surveillance leads to self-censorship, and that's one direct link. What we have seen in many countries around the world is that when there is broad surveillance of citizens, particularly in countries where rule of law is lacking, then people start being careful what and how they say things online. We have seen in particular the effect of this in authoritarian states where very often political activists or even everyday users find the police knocking on their door

because the authorities were able to monitor those citizens and things that they say online.

One thing that we've seen more generally is that surveillance, particularly on the national level, has been on the increase, and I know that a lot of people want are focusing right now on what's happening in the United States and how that affects the broader global community, but what they've seen at least in our research and I am from Bosnia, but what we've seen in our research is that when you talk to a person in Bahrain, when you talk to a person in Russia, they are not really afraid and they are not self-censoring because of the NSA surveillance, but they are actually afraid what their national security agencies are going to do to them if they criticize the authorities.

So I think that's really the bottom line, and that's something that we really need to focus on in addition to what's happening in the United States. If you would like me to, I can also mention a couple of additional conclusions from the workshop or we can get to that later.

J. KAMPFNER:

Yeah, I was going to be very brief. It came up in that particular workshop as well, freedom online, but also the one that I was chairing on behalf of the GNI yesterday. And that is the political forum policy side of freedom of expression promotion and that its relationship with surveillance and the PRISM story. And it's a self-evident point, but it's one that I can't see institutions yet, such as this or others, being able to grapple with, which is the credibility of the genuinely held proselytization of freedom of expression by online countries and others around the world, how that reconciles with the double standards, accusation with regard to surveillance. That came up in a number of interventions, both on the panel and from the floor, most notably from those who were in the room yesterday from a Chinese delegate who started haranguing the U.S. delegate saying, you know, you have nothing to teach us about freedom of expression.

Now, beyond the rhetoric and the point scoring, there's a fundamental question for policymakers, but for institutions such as here that seems to have come out a lot this week and I am sure will come out in the surveillance Open Forum tomorrow, which is how most people, certainly to my eyes the positive and quite effective hitherto foreign policy side of freedom of expression promotion can be reconciled to what's going on.

A. KOVACS:

Rather than perhaps focusing on governments, I think that duplicity is something that businesses have also been accused of. So following on Meryem's important reminder that surveillance also happens by businesses, not only by governments, let me maybe turn to LaJeunesse from Google. Let me take your comment in the back, and after that comment, I will come back to check if there are any comments from remote participants or from Twitter.

R. LAJEUNESSE:

We as you said, we care very much about the relationship we have with our users, so we've always prided ourselves on putting our user first and thinking that all else will follow. And so the revelations, the Snowden revelations we are very aware did damage to the faith that many users have in us as a company, and we have been working very hard to assure our users that they can continue to trust us with their information and continue to use our services.

I am actually very proud of the role that Google has always played when it comes to issues like protecting our users and especially on the issue of transparency, where for three years we've been recognizing the fact that our users have a right to know what governments are seeking from them, what information and the requests that governments are making to platforms like us for user data. It's not something that we've come to recently because we want to save our, you know, reputation with our users. We've been doing this for years and years.

We spent almost two years secretly negotiating with the U.S. Government, for example, to allow us to reveal the numbers of national security letter requests that we get at a time when we weren't even legally allowed to talk about that. We were, nevertheless, doing that behind the scenes because we thought it was important.

We are really happy to see that a number of companies have joined us in doing their own transparency reports. And it's not to say that transparency is the answer to any of this, but you can't really have a debate about these issues when you don't even know the facts, and that's still the situation we are in. The Snowden revelations, you know, have given us some information, but they haven't given us the information we really need to have a constructive debate about this stuff, which is why we sued the U.S. Government, along with some other companies, to try and force them to allow us to even talk about this in the way that we want to.

FROM THE FLOOR:

Yeah, thank you. Actually, I want to ask someone from Turkey if available here to tell us a story about how the Ottoman Empire made the wrong mistake when they found out Gutenberg, which is like the Internet of today, they banned it for a hundred years instead of, you know, making it to the benefit of the people.

But what I want to suggest here is another thing is I think if you look at this surveillance and freedom of speech, I look at other way, which is sometimes the unfairness is if there is surveillance, especially by commercial world, is that because the people under surveillance did not really aware of these things? And was taken advantage of? So what about if I suggest something maybe a bit controversial? Is if there is any surveillance at all, then the information gathered by the surveillance should be accessible to public. So for instance, you know, when I carry my iPad everywhere, Apple knows where I am and where I go at a certain time. So Apple would be have to give this information to the public. Therefore, everybody quickly will be aware what kind of surveillance is done under them, so they can take message, and this awareness will

increase so rapidly, so people know, if they don't want to be known, then they should leave their smartphone behind or something like that.

So only a very limited institution for a clear danger to society that is allowed to keep the information of the surveillance only to themselves. This unfairness to those who have all this information about millions and millions of people, and millions of people who are not even aware that they are being surveilled. So make it more open, put it all there so we can all see.

A. KOVACS:

Perhaps this is also the right time to refer to a website and a set of principles called necessaryandproportionate.org, which actually is a list of principles that, among other things, highlight precisely that, the need to be transparent, but also to make sure that surveillance only happens when it is really, really needed and only to the extent that it's absolutely required. So thank you for that important reminder.

FROM THE FLOOR:

Walid Al Saqaf, I research online censorship. I have come to know and understand that surveillance, as mentioned before, obviously a violation of freedom of expression because of cases of self-censorship, but what is even more dangerous is when people do not know that they are surveilled. So that's even much more catastrophic because the moment that feedback, for example, says all right or Google your information would be used for marketing purposes, the consent of the user is, in itself, one way of him or her to understand the risk.

But cases of unethical or, perhaps, dramatic proportions when the person himself does not understand that he or she is surveilled, that's much more serious. That's why the scandals are much more serious than anything that had ever been revealed so far.

And a proposal obviously, the issue of the NSA scandal is something that governments need to deal on a policy level, but for companies such as Google, for example, one often proposal that we hear from activists is that why not allow by default the ability to have end to end encryption, something that could be embedded on an email client level, something similar could perhaps be innovative. Technicians and geeks can always find a way, if there is a will within companies, to enable interface to interface encryption. So if you were on a browser and sending a private feedback message, this message would be encrypted on the client level and then arrive to the particular person on his or her computer based on encryption on the client level, and so it would enable only the two persons to understand what's been transferred.

So I understand that there are certain marketing implications, but trust of users is much more important at this stage.

B. SOLOMON:

I just wanted to report from a session as a feed in to this, which was also on surveillance. It was one of the flash sessions from yesterday looking at the necessary and proportionate principles which have been signed by, I think, 280 organisations around

the world. And it looks as if there is a set of 13 issues around legality, legitimate aim, proportionality, et cetera. I think we are starting to see state adoption. The principles are addressed to states. We saw at the Seoul conference last week, the Foreign Minister from Sweden, using the principles as the basis of his presentation to the other Ministers in the room. I think we are starting to see some normative development around the application of international human rights to communication surveillance.

FROM THE FLOOR:

It's really important we talk about PRISM. It's really important we talk about NSA surveillance. But we also need to make sure we don't take our eye off the ball with the very real threats, the physical threats happening to human rights defenders and online activists across the world today.

This report from the IFRS on Internet freedom in Azerbaijan after the IGF is a solitary reminder that our previous hosts have reneged on all of their promises to uphold online freedom of expression. They have engaged in physical attacks against human rights defenders. They have engaged in serious and systematic surveillance against human rights defenders. And I think while we must make sure that we uphold the highest standards in western democracies, I think if we totally ignore what authoritarian states are doing and buy into their narrative, which is you are all the same, you are all hypocrites, we very, very easily forget that right now, today, across the globe, net citizens are being physically attacked and imprisoned and often murdered for standing up and speaking out, and we mustn't forget that.

R. LAJEUNESSE:

We certainly recognize that our users benefit by encryption, which is why we do search by encryption in all cases. And with our Chrome browser, there's encryption available on that. But I can't say that it's perfect or that all of our services are perfect. But we recognize the importance of that, and we're working toward it.

J. HALLENBORG:

Whereas we're trying to define what constitutes a proper human rights in the real space, some people are trying to understand how human rights apply in the cyberspace or in the online environment. And particularly freedom of expression has come to the forefront in recent years, and maybe to dwell a little bit on freedom of expression online, we've asked first Mr. Guy Berger from UNESCO. What do you think, Guy, is speech online, is it more threatened than speech offline? And is there any normative work that that could defend free speech online?

G. BERGER:

So I think the position in the UN is certainly that all the rights that exist offline should exist online, and those include the right to freedom of expression. And of course, what happens in the one sphere can have impact in the other sphere, forwards and backwards.

I think what's important in the freedom of expression, though, that we understand that in terms of the Universal Declaration of Human Rights, it's not only the freedom to express in the sense of sending messages; it's also the freedom to seek and receive. So the UN Declaration of Human Rights has the two sided dimension, two sides of the same coin, and that becomes very important because, of course, if you only have one, you could only express yourself but people are not able to hear you or receive you, it's not much point. On the other hand, if people can perceive that there's a limit on expression, again, it's not the full freedom.

So I think what's important about this is that it brings you to understanding the significance of blocking and filtering as impacting on that side of the right to freedom of expression, the side of accessing information, and of course, we often speak about access but not always about the right to access, but in terms of the freedom of expression, concept, it includes both.

I think, then, what becomes important also is in the same way that one could say that it's not surveillance per se that's a problem but inappropriate but illegitimate surveillance. The same with blocking. In the same way one would say what are the legitimate limitations for expression, what are the legitimate limitations that could take the form of blocking and filtering? And certainly, the UN position, as articulated by Frank LaRue, is that the norm is the freedom and the limitations are the exception. And the limitations themselves have to be limited, and people have now referred with respect to the surveillance limitations, 13 principles proposed by civil society that would make surveillance legitimate.

If surveillance took place according to those 13 principles, civil society would say that's a legitimate limitation in the interest to other rights, the right to security, privacy, and so on. It would be a balance. They would say, civil society, surveillance in that case is not a violation of rights; it's a limitation of rights. It's a legitimate limitation.

So when you come back to this question of blocking and filtering on the Internet, which is still a huge thing and maybe we've lost a bit of sight of it in the recent time, in the post-modern era, blocking and filtering needs to be considered from the point of what is legitimate blocking and filtering.

And an interesting exercise is to what extent the same principles that have been proposed by the civil society people that are in the International Covenant on Civil and Political Rights, a version of which has been articulated by Karl Boltz recently, to what extent are those principles also applicable to blocking and filtering, which as I said, is a key part of the freedom of expression. Thank you.

J. HALLENBORG:

So basically the same principles that are possible to limit freedom of expression in the real world are the same we use for the online environment. The norm in both environments are the same restrictions. If they are only legitimate in the interest of protecting other rights, transparency, legitimacy, et cetera. In some countries,

working with particular issues that deal with perceived as particularly sensitive, but surely they are more restrictive than others, at least that's my picture, and I'd like to ask I would like to go to Bishakha Datta from India. You are a sexual rights activist, and I would like to know your perspective of freedom of expression online. What is your experience in your work?

B. DATTA:

What I'd like to say from the perspective of gender and sexual rights is I think as we all know, one of the main purposes for which the Internet has been used quite legitimately, in my opinion, is actually for activities related to sex or sexuality. And while most people think that that means viewing porn, I would actually argue there is a much wider range of activity. Very quick five examples. Think of an HIV positive person who looks up how to wear a condom online. Think of a lesbian woman who can't safely, you know, associate offline uses the online space. Think of a disabled woman who, you know, maybe looks up porn online. Think of migrant workers having cybersex, et cetera. There's a whole bunch of things that happen.

What I wanted to say is that unfortunately, all of these get clubbed under sexual content, which is seen sort of intrinsically as harmful content. And the problem then becomes that we end up with attempts to ban all sexual content, which is sort of lumped under pornography. Right?

So I think from a rights perspective, we need to really start all of us live in countries where there are guarantees of freedom of expression, and under that freedom or the right to free expression, I think we should start making the right to sexual expression far more explicit. The time has come when it needs to be named and sort of protected. Otherwise, it just goes into a different zone altogether. That's one. The second thing I think is that because there's been such a big sort of morality discourse at policy levels around pornography and sort of a harm discourse, the key thing that affects women as well as, you know, sexuality groups, et cetera, is getting completely left out of the policy picture, and that, in my opinion, is consent. One example. When a woman in India, we have a very famous case many years ago where a boy and a girl were having sex, this was filmed on a cell phone, and it was circulated. It went viral.

The issue was everybody started saying oh, my God, this is terrible, dirty, and immoral, but that is completely irrelevant. The point was that she agreed to something, she consented to something for private use. She did not consent to something for public use. But the entire consent thing was just sort of completely dismissed; right?

And the final point, in 30 seconds, Anriette, is that, you know, as gender and sexual rights groups, we sometimes look for protection under things like hate speech, so there is a proposal to sort of put gender as a specific category under hate speech require and I am sympathetic to that, but what I think we need to keep in mind is that hate speech is understood very differently in the public sphere than it is in the policy sphere and that we don't want, like, a situation where every time someone says, you know, the word "bitch," which I loathe, I loathe the word, that's not the point. We don't want every single thing to be sort of loosely put under hate speech because then you end up

with nothing that is specifically protected as hate speech and a generation of Internet users who think like any word that causes discomfort is sort of this giant hate speech violation, and that, I think, actually, takes away freedom of expression as well.

J. HALLENBORG:

We are moving into an area now where it's about several rights that come into play. One person's dignity versus another person's right to free speech. And I'd like to turn now to Beryl Aidi. Beryl. You belong to the Kenyan Human Rights Commission; right? And what are your experiences from Kenya? It's been a turbulent few years, and also on free expression, I suppose, in the political life. What is your experience in this regard?

B. AIDI:

Well, Kenya is relatively free as far as freedom of expression is concerned. Most people are able to express themselves freely without much restriction. However, with regard to political expression, sometimes there's been restrictions where individuals express or, rather, exercise self-censorship, and this is in response to threats by the regulatory body, which is the Communication Commission of Kenya, that has threatened to institute legal proceedings on people who are caught propagating dangerous speech. And this is mainly in light of hate speech and inciting violence.

However, as far as individual rights are concerned and defamation, there's also been cases where individuals have been taken to court by others because of defamation, and the laws they have been relying on are the laws that existed before the promulgation of the new constitution that still remain in place, the defamation laws, the libel laws. So these ones are still very much in place. And a few individuals have relied on them. They've sued other individuals and also sued news agencies and media houses.

Now, as far as individual cases are concerned, we really haven't seen any case coming to conclusion. So at the moment, I will just say there's still a number of cases that are in court. And then also, as far as the media houses are concerned, you find that while there is a lot of press freedom and sufficient enough to allow people to say as much as what they want to say, individuals have also found themselves victims of defamation by the media as far as certain issues of concern.

Now, there's a very thin line between defamation and speaking the truth because sometimes cases that have been reported are actually the truth, and in such cases, you find that the individuals concerned have remained silent.

A classic case is an example of a former high ranking government official's wife who was caught in compromising situations in an affair, and that case made a lot of media coverage and a lot of online discussion, but the couple concerned have not responded in any way.

Finally, I just want to say Kenyans have also reacted in a certain way that has made the media be careful about what they say. This is the Kenyan public. And especially as far as Kenyan politics are concerned and with the relation with foreign media, I find

that Kenyans on Twitter have become very militant sometimes and have defended the country in a way that has made the foreign media a little bit sensitive regarding what they report.

J. HALLENBORG:

Thank you very much. Is that something that you think will continue? Will that be a continuing trend in your country?

B. AIDI:

Which one? One of Kenyans taking I think it's a trend, but then again, it's usually something that takes place maybe for a day or two, and then they go silent again. And it's not just taking on the media, but taking on anyone who seems to attack Kenyans. Kenyans are very peculiar. They seem to come together when one of them one of their own is attacked. But then they are also quite readily they are ready to attack themselves online as well. So you find occasionally hashtags like someone tell Nigeria, someone tell Botswana, someone tell CNN, someone tell France 24, just individuals beginning such hash tags to set the record straight, which most of the cases have been really true.

J. HALLENBORG:

I'd like to now pick up on a trend that our friend from Index on Censorship mentioned a little while ago, that it's quite common also to suppress speech through intimidation and persecution after one has exercised your freedom of speech online. Is this something that we're seeing more of or less of? And I'd like to turn to Ramiro Alvarez Ugarte. Where are you? There. Could you comment on this from your perspective, and please also tell us where you are from and what you do.

R. ALVAREZ UGARTE:

I am Ramiro Alvarez from Association for Civil Rights, Buenos Aires, Argentina. I think the first question you asked about the difference between online and offline freedom of speech is a very important question, and to an extent, it is related to the one you asked me because I believe that what we begin to see in Latin America and obviously I know more of cases in Argentina, but also in other countries, is that as the Internet is increasingly used and the debate that takes place there is seen as increasingly relevant, the attention of public officials, especially, towards the importance of the expressions that take place on the Internet grows a lot. In some countries of Latin America, for instance, we have seen the growing number of suits and criminal charges against people who express themselves in Twitter or in Facebook. That's discouraging trend. We, as Eduardo could tell you in detail, in Latin America, we have fought for many, many years to get criminal libel laws out of our law books. We have fought to eliminate all those kinds of crimes that would, to an extent, affect freedom of expression.

And what we've seen now, for instance, in Argentina, just a couple of weeks ago, there has been a threat of a civil suit of libel suit against a person who expressed himself

on Twitter, who is not famous, who is not who just takes part in public debate using Twitter. I think that's a problem, obviously, because to a journalist, to establish journalism or establish media outlets, a threat of criminal libel or even civil libel might not be as bad or could not have such a chilling effect. But in the case of people who express themselves on Twitter, that chilling effect might be much, much worse.

J. HALLENBORG:

I also know in the room we have Ellery Biddle from Global Voices. Perhaps you would like to comment also on this particular issue on netizens and the risk they face in connection with the use of free expression online. I know this is something you work a lot with.

E. BIDDLE:

Sure. Thank you. My name is Ellery Biddle, and I am from the United States. I am the editor of a project within the Global Voices Citizen Media Network that is dedicated to covering threats to bloggers and what I've started to call online speakers' rights, both online and off, so whether it's online censorship or actually direct threats to individuals who are expressing themselves online, that that is what we cover. We've got writers in many different parts of the world, and one thing that's kind of interesting about our network and that I think can be valuable in these kinds of discussions is that we have our writers are both telling stories about people under threat in their own countries, and then they also often become protagonists in those stories. And it puts us into a sort of a difficult situation where we're both trying to cover news and at the same time actually actively help our colleagues who might be facing a legal threat, just, you know, like a suit like Ramiro just mentioned or who are actually arrested or, you know, put in we had an author in Bahrain who was detained for about eight weeks. It was difficult to know if he was formally charged. His attorney was arrested a week after he was and essentially forbidden from defending him. And we sort of found ourselves in a situation where we are kind of desperate for help from our colleagues in kind of the higher level policy community. What do we do with a person who is in a country with a government where try to go just intervene as an attorney might, in a place where there's real due process, wasn't going to work. We are really lucky he's been released on bail and we are not sure what's going to happen next, but this is a situation that we're encountering all the time and that we're kind of working to prepare ourselves for better as a community by being more connected to people in the sort of policy and legal spaces and also with networks like the committee to protect journalists and other groups that can do emergency assistance.

But it's something that I think just here at IGF is super important is that there's a lot of discussion about human rights, but often not, I think, enough focus on human beings, on individuals and the actual challenges that they are facing that are developing and changing all the time.

J. HALLENBORG:

We have heard now the stories about limitations on free expression, what it means to certain kind of activists. We heard what it means to certain professional groups. We heard what it means to activists, online and offline. Does anyone want to make some comments here, and then we'll have some comments from the workshop people as well?

FROM THE FLOOR:

Thank you. My name is Shehla Rashid. I work on Internet policy in India. And if anyone who followed the discussions around free speech in India in the past one year would know how every discussion on free speech would basically turn into a debate between new media and traditional media. And while the traditional journalists complain that Internet users do not have any regulation, they do not have to go through editorial controls, they can post whatever they want without any responsibility, and whenever the government regulates anything, the regulation applies to traditional media but not to new media.

While the new media users are, let's say, citizen journalists or bloggers who allege that media houses offer more protection to journalists, and we don't enjoy that kind of protection. And this is an unending debate, and there can be different perspectives and different situations. But what I really want to say is that the need is to draw more solidarity from one another's causes because right now I see a lot of debate between what is whether there's more whether there are more free speech guarantees offline or whether there are more free speech guarantees online, but I think this is something we are doing wrong. We really need to draw solidarity from one another's causes.

So for example, in India right now, the judiciary is one of our one of those institutions that we trust with protecting our rights, to protect our rights, and right now the appointment of the Supreme Court judges, the government does not have any say in it as of now. The appointment of judges is done by people who are by the former Supreme Court judges. So there is a collegiate system. But now the government wants to have a say in the appointment of judges as well, and that is a free speech concern for online, offline, anyone. That's a free speech concern for pretty much anyone. And there is a need to draw solidarity from the traditional women's movement, the traditional free speech movement, and not pit them against one another.

FROM THE FLOOR:

I'm Erica Smith. I work with the APC in Mexico on a project that's mapping tech related violence against women, and I'm really interested in the many intersections that I'm hearing. Mexico, as many of you know, is a place where it's very difficult and dangerous to be a journalist. You may also know that central American/Mexico region is a very difficult place to be a woman human rights defender. These are both professions that will get you killed. And I think that when we look at those people who are exercising a profession of defence, of investigation, of speaking out, we always

know these people face special vulnerabilities, but frequently we are not looking into the vulnerability that, from a gender lens.

Examples can be that it is very effective to call women sluts, talk about their sexual behaviour, get access to their private information, and journalists who are being paraded in a sexual fashion who are women are then discredited. They can no longer practice their profession with the same professionalism. And the worst thing is this isolates them from many of their male and female colleagues.

And I think in other sessions people have talked about, well, if you are a formal journalist, you'll have the backing of your paper. But I'm not quite sure in which country that is. Most of the journalists that I know don't have the backing of a paper. They are freelancers. They are working for many papers. And the precariousness of the profession makes this triply difficult for women.

So once they're isolated, once they've been sexualized and victimized in this way, where they just can't take the total attack, then a lot of times that's when the death threats roll in in private emails. And that's when they realise how out there they are thanks to the triangularization of private data. And this is the reality for women human rights defenders, and it's been documented. We are not talking about that really famous, amazing national reporter. Yeah, she's under threat, and so is he, but we're talking about the women human rights defenders and journalists who are in local communities, who are facing such terrible threats, and a lot of them can be tracked.

So it's a connection with surveillance. It's a connection with privacy. But it's also a really important need to look at this from a gender point of view. Because what happens, the attacks are dismissed. That's just, you know, violent speech. It's not a for real thing. Don't worry about it. But when you live in a rape culture, when you live in that reality and someone is putting that Google street view picture of your home or where your child goes to school, the fear factor is incredible. So of course there is self-censorship. Of course there's complete interruption into your personal life.

The other facet of this and I think it's really important is that there's a lot of fear mongering about the need for cyber grooming laws or cyberbullying legislation. So we are beginning to see knee jerk legislation in many of our states and countries that is absolutely violating civil rights, children's, youth rights, and people's access to information about sex, for example. And that local level control is determining Internet Governance.

N. SEIDLER:
Thanks a lot. I just wanted to get back very briefly to the issue of blocking and filtering and stress that even if an order of filtering and blocking content comes from a legitimate source, it is still a very effective way to remove content for several reasons. First of all, it doesn't actually remove the content. If you know the IP address to a certain webpage, you can still access it. And secondly, it's a very indiscriminate measure. So basically, if you remove a domain name, you might both prevent people from accessing both illegal and legal content. So actually, usually a better approach if, again,

there is a legitimate order about content, is to remove that content at the source rather than to block a domain name.

G. BERGER:

I think it would be interesting for people here to hear briefly about two workshops. The one yesterday was on the future of independent journalism, so that was really concerned with the users of freedom of expression who use that right to do journalism, whether it's formal journalism or whether it's more an informal contribution to public discourse.

Generally speaking, this workshop pointed out the value to society of journalism becoming open journalism involving a lot more contributors than used to be the case. But at the same time, they pointed out that this use of freedom of expression does need somebody to pay for it. And in this sense, the kind of full time journalists are complimented rather than by journalists just doing it on a voluntary basis.

So the discussion looked at the different business models that are coming out to try and support proper in depth, well researched, et cetera, journalism, looking at various kinds of things, including subsidies from the tech world, such as Jeff Bezos and the Washington Post. This is based on research by the World Economic Forum which presented in this workshop, that Global Voices and their volunteer network and the possibility for them to develop paid participants of media was interesting. Then the discussion went on to say it's great to have this use of freedom of expression, it's great if you can get a business model, but it also needs safety. So some issues were attached on there, and I will move in quickly to the second workshop. Safety, the UN has this UN Plan of Action on Safety of Journalists which is now looking at indicators for digital safety, including are journalists aware of digital dangers? Are they taking measures to deal with them? Are they trained? Do they have access to software and equipment?

ISPs, what is their position of protecting freedom of expression online in terms of security of data. They have transparency, reporting on attempts to compromise freedom of expression. And further on this question of safety, there's a research project that UNESCO is actually doing, and it's identified identifies about seven different areas of digital dangers that journalists are facing through their use of freedom of expression.

The point was very much made that the same protections that tend to apply to formal journalists should apply to bloggers, the right to protect sources, guarantees of safety, and there are increasing uses of lawsuits against bloggers who don't get enough support. Legal security is very important, particularly in terms of defamation cases, and the point was made that citizen documentation of key events, such as the Brazilian protests, is really becoming important in a context where mainstream media is not able to cover those issues substantially. That's it.

S. KELLY:

I am reporting on the workshop number 220, Human Rights Online. And one of the main themes of the workshop is that human rights online have been undergoing threat in recent years, and those threats come from various arenas.

One of the key things that we highlighted is that blocking, filtering of unwanted content has been on a great increase in recent years. And this blocking and filtering is not only of individual pages, but what we have seen in recent years is that whole applications or entire social media platforms are being blocked, and these are some of the key platforms that people use to express themselves. Among other things identified are physical attacks, and it seems like more and more users who post things online that are critical of the government or that expose corruption or other issues are not only being harassed, but in more extreme cases, they are being killed.

We touched upon the issue of surveillance, which is a growing problem throughout the world, and I'm not going to speak more about that, but also things like intermediary liability and data localization were found to be issues from the human rights perspective as well as well because in the grand scheme of things, they do limit free flow of information.

Finally, one thing that was apparent is many governments do not really practice what they preach. So in these multistakeholder environments, it seems like everyone is in favour of the principle of multistakeholderism, but what we found and what was said during the workshop is that most governments, when they go back home and when they create these new laws and practices, they really don't consult various stakeholders, and this is something that really needs to be on the agenda. And finally, one of the greatest problems was the proliferation of new laws and policies, many of which are extremely restrictive when it comes to freedom of expression online, and the conclusion was that this was really the critical moment in history when most countries are looking to pass new legislation on how to regulate content, so it is extremely important to set examples of best practices and for these governments to really understand what the basis guidelines of international laws are when it comes to freedom of expression and human rights online.

FROM THE FLOOR:

The thing that we discussed a lot is about the Internet as a kind of like a public space, so even as more women and discriminated and disadvantaged people enter into this space as to exercise their right to public participation, there are different kinds of strategies to limit this, including violence, including sorry including sorry, sorry. Let me just backtrack because I am trying to do too many things.

So just focusing on violence as a way to sort of limit public participation into this space, which is the Internet. So how do these forms of violence look like? I think earlier there was discussion around harassment, around extortion, around privacy violation and responses to that, which is self-censorship, which can also be a form of harm, which, in turn, impacts a woman's right to freedom of expression as well.

This is my own comment, which is around legitimate limitations to freedom of expression, which is a question raised earlier, what is a legitimate limitation? And one of the legitimate limitations is public morality. And I think this is what actually provides states with the legitimacy to enter into this sphere of regulating online content because it is the state's duty to regulate public morality. Public morality is one of these things which is very vague and is very unclear. And once you put this on the table, you realise that there's a lot of things that can enter into the conversation. And the people who are most impacted by legislation and by measures which regulate expression and information online on the basis of public morality are those who are already disadvantaged in society anyway. So who am I talking about? I am talking about women. I am talking about young people. I am talking about those who are sexually diverse.

So I will give you some examples. For example, on women's bodies, Google ads don't allow for advertisements on abortion, whether or not it is legal in the country. For example, in Malaysia, abortion is not illegal, but advertisements on abortion is not allowed on Google ads. In Indonesia itself, LGBT sites are being blocked under the anti-pornography act. So one of the sites that has recently been blocked is the site called OurVoice, which is a site for LGBT communities to exercise their voice, you know, to participate in public associations and assemblies.

J. LIDDICOAT:

Thank you. I just wanted to report back from two workshops, actually. One was workshop 134, Connecting Our Rights, Strategies, and Progress. And also workshop 99, Charting the Charter on Internet Rights and Principles Online. And to pick up a couple of points that haven't been raised yet. One is that not only are these issues impacting in relation to litigation and government as has been mentioned, but that also they're raising issues for national human rights institutions. For example, we've had the Chair of the Indonesian Human Rights Commission here at this IGF, and I believe that's the highest ranking national institution's representative that's ever been at an IGF, trying to understand how these issues impact on the mandate they have and how they respond to freedom of expression issues in their context.

And also how they can support taking up these issues at the global level, for example, in the United Nations Human Rights Council. So I think that's an important aspect to take into account. The other thing was to note that while there was discussion about principles and these new necessary and proportionate principles that referred to earlier, these are very much seen as guidance for how to apply existing standards rather than the creation of new standards. And particularly, as governments are considering new legislation, more than they have before, that these are the things that the Internet community can offer and particularly the Internet Governance community in terms of how to apply existing standards to these issues online. I just wanted to add those other two points.

B. SOLOMON:

So there was a session the day before yesterday on telecoms and network shutdown. And I think in the context of surveillance, people aren't spending much time thinking about that issue. We actually looked at a number of different case studies, the most recent of which was in September 25 and 26 in Sudan four telecoms shut down the Internet during a series of protests in Khartoum, and we looked at the human rights implications of that particular shutdown. We had a representative from the industry dialogue, which is ten of the world's largest telecoms, who have put out a series of guiding principles, and we actually had a really interesting discussion and came to the conclusion that there is never a justification for an Internet shutdown, including from the industry dialogue, civil society, and government. So it was great. It was actually very, very good, and it was also good to see that kind of norm development happening here at the IGF.

FROM THE FLOOR:

I am Gry Lapenta from the Danish Media Council for Children and Young People and the European Safe Network.

Our workshop was number 308 on Privacy and Innovation, and I am more than giving a report. I am going to give a comment on the results from this workshop or in general the whole point of having a workshop like this. Since that privacy and innovation and many business and governmental discussions, policymaking discussions, tend to collide. But for the sake of innovation, I will suggest that we urgently need real investments, and I am going to come back to what I mean with that in privacy and in these free spaces where creativity and free innovation actually can thrive. Of course, the reason why we held this workshop is that you can actually see it as a societal investment that is not just for the benefit of the individual citizen, but also for society as a whole. So rather than seeing privacy as an obstacle to innovation, it should be seen as a basis for innovation and an area of opportunity.

So this is what we did with the workshop. We had five young people there, and the reason we had them present what they are actually asking for when they ask for control. Users are in general increasingly asking for transparency and control of the contexts of the interactions online. They ask to trust and we heard this a lot today to trust services they use; to have a choice in their interactions. As we also heard today in the workshop, there is a rise of privacy, consumer advocacy movements, one of our panellists calls it green movements, as one panellist said. So this needs to be, of course, this need for control of context needs to be addressed and included in business development.

In today's panel, trust has been shaken tremendously, and I can only repeat what has been said before is that it needs to be rebuilt, and these strategies to rebuild trust includes new innovative technological privacy solutions, also different business model and innovation in privacy regulations and policymaking. So this means a new way of addressing privacy as an area worth investing in, and I mean this very concretely, not just addressing it as a green movement idiosyncrasy. So there's presently a huge imba-

lance in the investments in innovation and surveillance, technologies in innovations and big data, compared to what society as a whole actually invests in innovating and privacy, and this means new technologies policies, policies that can actually respond to a digital environment. And this weight balance actually needs to be tipped on all accounts because presently, as it looks, the control that users are asking for and I am asking I am actually basing this on my nine years of working with young people they are increasingly asking for control and to trust the services they use, but this is not addressed adequately in the trust is diminishing, as we have seen. We need to invest in privacy and safeguarding in general. This was the whole point of workshop.

M. CHAKCHOUK:

I want to highlight the Freedom Online Coalition Open Forum we had this morning, and it's very important to highlight because it's also an Open Forum for all of us, including the government and multistakeholder and the civil society and all the private sector to be present and to highlight how it is important to keep the debate with those issues.

FROM THE FLOOR:

I am Zahra Dean from the Developing Centre for Cybercrime in Pakistan, and I would like to mention regarding proliferation of legislation which many participants have talked about. That's helpful and that's a good thing, as long as legislation is modelled in line with best practices, especially with regard to surveillance in the criminal justice field. As long as best practices are open platforms and provide minimum standards and a baseline. This will allow consistency and will allow work and cooperation with other countries across the globe. Considering that the Internet is borderless, this is very important. So proliferation of legislation is not a negative thing, as long as harmonization also occurs.

Additionally, legislation should also ensure that mechanisms for those who sell technology which promote human rights violations should be banned and should be locked down.

A. KOVACS:

The third block of the issue based sections today will basically look at openness on the Internet and its relation to freedom of expression. And openness, of course, has many different aspects to it. The first one and I'll ask Claudio Ruiz a question about that first a whole bunch of issues that have to do with free flow of information, access to knowledge, and intellectual property rights.

A few years ago suddenly we had a lot of attention for these issues when, in the U.S., the whole campaign against SOPA, PIPA, and ACTA came up to speed and also that campaign also spread to Europe. But as in developing countries, both before and after that, these issues have always been a concern

C. RUIZ:

I would like to highlight a couple of ideas related with the access to knowledge movement, and especially about the relationship between copyright and freedom of expression. At the end, especially when we're talking about the digital realm. When Eduardo said at the beginning the threats that have been faced into the region, Latin America, I would add a complement, the case of copyright.

We have a couple of very bad examples in the region that I really wanted to highlight, and in the case of Argentina and Brazil, for instance, are quite interesting. In the way that these two very important countries into the region doesn't have any special provision over libraries, for instance, related with copyright. So they are in the hall of shame, if we want to put it in those words, of the copyright situation when we are talking about balance and when we're talking about access to knowledge in general.

And there's another issue that I think is important and which is related to what we are talking about now. It's the situation of Latin America when we are talking about international copyright legislation. In this matter, we like to say two things. The first one, it's that Latin America has been facing in the last years a very strong push, especially from the United States, over to have a more strict or strong corporate provisions. And this is especially related to the sign of the FDA, so free trade agreements, which are somehow driven the internal agenda over copyright issues. And suddenly, all the stakeholders which are related with the discussion, even in the national situation or in the regional situation, are not civil organisations, are just private, and there's groups coming from the United States which are not necessarily related with or concerned with about the freedom of expression issues neither access to knowledge.

So I think the second thing that I am going to highlight is related with this and how Latin America has become some part for some commenters the piracy paradise in some part. So this is pushing a lot of important agenda over a lot more restrictive copyright legislation. The discussion over the TTP, right now, for instance, has been a very important thing over the region because Chile, Mexico, and Peru, the three very important countries in the region, which are nowadays part of the negotiations of a treaty which, first of all, nobody knows exactly what is the specific issues that they have been discussing because it's secret; and secondly because the only information that we have is about the leaks of the United States proposal over this in February of 2011. And there's a very, very sudden news when we are seeing that information closely.

So I think it's important to highlight the state's position over these, which is quite different when we're talking about the Internet freedom agenda that the States has, which is a whole different story when you are comparing with the USD. There is a very critical and important point there that I think the States need to highlight. And when we are talking about developing countries, Chile, and within the region, I think it's a very important thing, very important, a huge elephant that is in the room, and we can't leave it like that.

N. ASHTON HART:

I think we increasingly see sort of a scapegoating of content and that there's an increasing use of tools to remove material that relates to other public policy priorities, whether it's IP or speech or the like, and that the techniques that are used are increasingly disruptive in aggregate to the Internet in general, which you know, I think we have a shared interest that the Internet provides the best service for the largest number of people at the least cost, and the more and the more there is a perception that there is risk in providing access to material or that certain countries may or may not allow material to transit their country or that the Domain Name System or parts of the naming system would be used to prevent access to material, it makes the Internet it's disruptive at a fairly fundamental level.

And I think there's my experience in Geneva is certainly that there's really not much understanding amongst policymakers, either the ones who visit Geneva or the ones who are based there, on how the Internet works and what the choices that are made relating to content that sound easy and convenient to accomplish a near term end actually mean in the longer term.

The death of a thousand cuts is a phrase that gets used in this sort of thing. And so I think we all have a job to do to explain better to policymakers where the why the Internet works well, the miracle that it is, the ability to and on almost endlessly to its edges without asking anyone's permission, but that that really that miracle really depends on restraint and on ensuring that acts which are taken for public policy reasons inside a country are not taken in such a way that undermines the overall network and its ability to provide service. Especially given that we are only 40% of the way to connecting everyone. So I think that's my sort of overall concern is there seem to be more and more reasons to interfere with what people can see, find, say, and a lack of awareness of the impacts of continuing down that path.

S. HAMILTON:

Well, I think in my intervention I'm going to concentrate just a little bit on sort of the IP problems that we're facing, but when it comes to open access to scientific knowledge, we are very much in favour of that, and I think that it will become to be recognized as a right of people to be able to access information that they've paid for through their tax dollars, for example.

But when we talk about libraries, I think it's important to remember that every day hundreds of millions of people use public, academic, research, and school libraries to access information. So we are talking about a very large number of people here who can be affected by the frameworks which have been discussed by the two previous speakers. For us, and consequently for our users, we are suffering the effects of the unbalanced copyright frameworks that have just been described. What's happened is that they haven't really been updated for the digital age in a way that enables libraries to do their jobs, the sort of fundamental things we do, preservation of cultural heritage and making that available, access to journal articles and being able to transfer them between libraries to remote and rural areas, for example. Even lending of

materials. The digital age, the copyright frameworks we have now just isn't letting us do that. Instead, we are being pushed more and more into a licensing system, which imposes restrictions on what we can do with our material. It imposes restrictions on what our users can do with the material in terms of maybe not being able to print it, maybe not being able to quote from it, maybe having to come a very long distance into the library to get it, which kind of defeats the purpose of the Internet somewhat.

And that's doubled sometimes with digital rights management, which really locks up what we can do so the consequences of that are not only that librarians can't do their jobs, but in more and more cases we can't choose the information that our community wants based on their needs, and in fact, the choices about what we get are being sort of coming from publishers, large rights holders. Lots of things are bundled up. We get, let's say, lesser quality journals with better ones. The implication is the information that is available is what we can afford to pay for, and of course, that's going to be great if you are in the U.S. in a nice university library, you've got a lot of money, but perhaps less effective if you are in Malawi in a university there.

To sum up, if we don't get a copyright framework that enables us to do our jobs, it's the users that are going to suffer. I am pleased to say we are working on that on WIPO, International Copyright Treaty for Exceptions and Limitations, but in the moment these issues are not perhaps in the foreground, but I think we will all notice in 20 or 30 years' time when your cultural heritage material from your own countries which you think should be available online just isn't there.

A. KOVACS:

I think we had three very strong perspectives here that kind of highlight the very high cost, actually, that current copyright regimes have for access to information. Pranesh, I want to turn to you now, Pranesh Prakash from The Centre for Internet and Society. Why, if we turn it around and look at it from the other side, then, why is openness important? How can openness actually support our rights? What will it do for that?

P. PRAKASH:

The Internet is seen as a global public good. It's seen as a public space. But does it is it currently structured to support that? Right now, we are living in a world of private laws of contracts, private property and technological enforcement rather than public law. Digital rights management and technological protection measures, which Stuart touched upon, which are now being baked into HTML 5, ensure that private enforcement through technologies which do not respect the exceptions contained in copyright laws around the world become the norm.

In India we have exceptions for copyright law, but the DRMs being baked into the Web right now won't allow for them to be used. We are right now in danger of turning the open World Wide Web into walled copyright gardens. We need law to ensure that technologies and contracts cannot override protections provided by the law. And this is something that the technology community, which is currently making the standards, such as HTML 5, have to realise. Another problem, for instance, domain

name seizures for copyright reasons which happened in the U.S. show that there's a fundamental misuse of the DNS system that currently there is no place to address. The Internet Governance Forum should be that place. Yet this year, there were no sessions that actually addressed this issue. Access to knowledge issues were kept to a minimum at the IGF, and I'd like to know why. Many laws around the world make it easy to have copyright infringement to remove legitimate content.

The largest number of Web sites blocked in India is not for national security reasons or communal harmony; it is for copyright reasons. And the problem is that for some reason, copyright is not seen as a free speech issue. So the standards of protection in terms of making sure that the other party is represented in court cases, et cetera, are greatly diminished when it comes to copyright related issues, and complaints are seen as enough to make accusations real.

So what happened in India was one general order was gotten from a court. Under a general order, lots of legitimate websites, which did not host copyrighted content, were locked. It took a long while for the court to actually realise that the order was being misused. But these kinds of misuse of the legal process is still continuing. When you are talking about free flow of information, I'd like to bring to light the case of a friend and a person I respected a great lot, Aaron Swartz, who committed suicide earlier this year because of a witch hunt that was launched against him and a prosecution launched against him for downloading too much from JSTOR. Now, he had legal access to this website, but he just downloaded too many articles from this website, and that was the cause for the witch-hunt that was launched against him.

Denial of service attacks launched by some activists, people who are using the online medium for protests, often get sentences of multiple years; whereas, people picketing on private property or trespass don't. People who are who were involved in the London riots, for instance, and were protesting, they don't get multiple years as sentences. They are still able to engage in political protests and not spend years behind jail; whereas, political protesters of today aren't able to do so, and there's a great problem in this.

So non-proprietary, free open source libre software is important to prevent software that allow for surveillance and prevent the free access of speech. Public domain material have no part in the discussion of Internet Governance anymore; whereas at one point there was a proposal to have separate GLT for public domain materials, which didn't get any traction.

And the one good thing at the end of this dark, dark tunnel is that now cross-border exchange of accessible books, books that are copyrighted but are accessible for persons who are blind, is becoming possible thanks to a new UN Treaty that was concluded in Marrakech earlier this year, and that's pretty much the only good trend that I know of.

A. KOVACS:

If I can just add a small point myself, I think we also increasingly in developing countries see the treatment of copyright offline, for example, in Delhi University, there is a tiny little photocopy shop that has been sued by three big academic publishers for millions by preparing course extracts for students that have extracts of books, not full books.

This is something we never would have seen years ago. It's an outcome of how the enforcement of copyright becomes stricter and stricter and is pushed through more harshly all the time. So I think the effects are much broader than just about the Internet. There are other important issues of course related to openness. Perhaps before we continue, though, is there another comment from the floor? I think we should be able to take one in between if there are any.

C. WILSON:

My name is Chris Wilson. I am from the United States. I work for actually one of the world's major media companies, Time Warner, so I thought I was just simply here to observe today's discussion, but obviously a lot's been side about openness and copyright. I won't belabour some of these points that have been made. I will simply suggest that I believe the argument that copyright protections and openness and freedom of speech, et cetera, are at opposite purposes, I think, is a false dichotomy, quite frankly.

To be sure, there are abuses that occur, and I won't speak to certain countries. I am not privy to what goes on in India on a daily basis, but I can certainly suggest that I believe I know Time Warner and a variety of other major companies that produce some of the world's highest quality content out there, including, you know, something like CNN that is out there, you know, reporting on what takes place across the world, believes in the freedom of speech, believes in free expression, and is not at cross purposes with that.

So I just wanted to throw that out there, that there are other points of view on that work, and there's certainly work to be done with those that, in my line of work, and those in your line of work, and forums like today are important discussions, and I think hopefully they will continue in further IGFs and other venues. But simply wanted to say that we are not at cross purposes, that we are that for all intents and purposes, we actually believe strongly in the same beliefs and freedoms. Sometimes it might come down to implementations, but at its heart, we are on the same playing field.

C. RUIZ:

The fact that there is a lot of child pornography regulation that we are against, that doesn't mean that we are in favour of child pornography. And at the same time the same thing happened with the copyright. The realm of the fundamental rights are obvious all the time intention. There's always a tension between freedom of expression and privacy. There's always a tension between a lot of human rights. The human rights

are not something in communities we can see actually on the table. There's always intentionally movement.

So therefore, the fact that we are facing here, a lot of issues and serious issues, as said recently, around freedom of expression and copyright, that doesn't mean that the companies like Time Warner or others or Disney or whatever doesn't support freedom of expression. The policies that they have been driving and the policies that they have been driving internally in the States and externally via the USDR are damaging freedom of expression, damaging public domain, damaging Internet at the end.

A. KOVACS:

We will move on for now. I am sure we won't settle the debate here today, but I think these were very valuable contributions. I just wanted to point out also behind us or behind me on the screen and in front of you are a number of questions that were collected through the public consultation process that was done in the IGF. I am not sure we will be able to address all of them, but I wanted to turn to Luca Belli from the Dynamic Coalition on net neutrality, and perhaps, Luca, about question number 4, which says what enablers need to be recognized by all policymakers to support the free flow of information on the Internet globally, regionally, and locally? Is network neutrality search an enabler, and why, how does that work?

L. BELLI:

I will also say that I am currently serving as net neutrality expert for Council of Europe, so I have several hats. I work at several in Paris. I would like to report briefly on the workshop on network neutrality we had yesterday that deals explicitly with this topic. Also, I would like to report on this because we managed to reach some draft consensus on network neutrality, which is quite difficult.

First of all, we agreed on the fact that openness and neutrality are essential features of the Internet, and they should they have to be Fostered and ensured to foster the free flow of information. We have agreed that both openness and neutrality are the features that make the Internet a key driver for innovation, and also a great human rights enabler, and that enables also the free flow of information. It fosters creativity. And we have agreed also that at present, there are some traffic management techniques that can jeopardize this open and neutral architecture and then can have negative effects on human rights, and so the second this leads us to the second point of rough consensus that is that net neutrality should not be considered just from a competition perspective, but also from a human rights perspective, because it is a human right issue. It is a consumer rights issue. It is an issue that has obvious consequence on the right to freely impart and receive information within the Internet and through the Internet. It is an issue that has obvious consequences on the capacity of end user to be an active participant of the Internet and share their information on the Internet. And this leads us to the third point of agreement; that is that we need to preserve network neutrality and to frame traffic management techniques according to human rights standards. So some regulatory tool is needed, not a random regulatory tool, but

a good regulation, an evidence based regulation, a regulation that fosters creativity, innovation, and human rights, and then fosters the free flow of information online. It needs to be efficient. And in order to elaborate, this regulation, an open, transparent process should be adopted. And this sort of process has been adopted also to elaborate a model framework that whose elaboration has been initiated within thanks to the Council of Europe at the multistakeholder dialogue on network and human rights and has been developed by the Dynamic Coalition on Network Neutrality that has transposed the IETF standards making process to policymaking to elaborate a standard and how to protect net neutrality in an open manner.

The model will be presented tomorrow morning at the meeting of the Dynamic Coalition and then will be communicated to the committee of ministers at the Council of Europe in December. So if you want, I can explain some basic points, but I will ruin the surprise.

A. KOVACS:

Paul, what Luca mentioned was we need to we need traffic management tools that protect human rights, network neutrality is crucial in that sense. Can we solve that with national frameworks, or do we need global frameworks for these kind of issues?

P. MITCHELL:

First let me say I have very little to disagree with what he just said as far as overall network neutrality issues, but I would divide them into two categories. The first is the social or political net neutrality issues, and the second is commercial. And I think the fix is different between the two. In both cases, you ultimately have a technical fix, and I will get to answering your specific question in a minute, but in both cases you'll have a specific technical fix around defining what types of traffic management tools can be used. But in the commercial case, you are really talking about how an entity chooses to advantage itself versus the consumers or its competition, and that is a competition law issue.

In the former, you are talking about social engineering, restriction of freedom of expression, restriction of access to content, providing economic harm to citizens, depriving them of access to education, to information, and to global discourse. And unfortunately, the fixes to that are not technical. Most of those fixes are in the political realm. And it's, therefore, incumbent upon the companies and the entities that operate the global infrastructure to effectively act in the interest of the broader human rights objectives and interests of society.

And so when you have a net neutrality issues are at large, the principles really need to be widely touted, widely embraced, and widely communicated by all of the actors involved. And increasingly that's happening at least in the developed western world. Not so much in other parts of the world, but hopefully it can be have a spillover effect. Your question was can this be handled from a local perspective or can it be handled globally or locally? And I think the answer really is both. It takes a global pressure and a global idea in order to address the political and the social side. But

on the actual implementation on the ground, it is going to take local regulation and local implementation of networks of traffic management systems and of monitoring systems to enable compliance.

A. KOVACS:

I can see the argumentation of splitting the social political aspects on the one hand and the competition aspects on the other hand from the perspective of businesses, but of course, in this session, I can't help but wonder whether that would have a negative impact on freedom of expression nevertheless.

L. BELLI:

Maybe I wasn't speaking clearly. It does also competition law aspects. What I was saying, it is fundamentally wrong to think that it has only competition law. So we agree on this. We have reached draft consensus. The issue is openness and neutral, non-discriminatory traffic management at the same time facilitates freedom of expression and freedom of innovation. When you facilitate freedom of innovation, you let end users participate in the Internet and share their creativity. The best innovation, the most disruptive innovations on the Internet were produced by end user that one day shared their innovation for free on the Internet, and then it went viral.

A. KOVACS:

Thanks for clarifying that. I guess sometimes what users are concerned about is that the competition law aspects are used to actually throttle in various ways content online, in ways that business might argue don't affect freedom of expression, but users often argue that they do. That was the point I was trying to get at.

L. BELLI:

In this case, if you are interested, we have developed not all but several human rights related aspects of net neutrality in the report of the Dynamic Coalition, which will also be discussed tomorrow morning in the meeting.

A. KOVACS:

I wanted to come to you about intermediary liability. There is a question about that on the list as well, which is very general in terms of what's the effect on freedom of expression, but I think we actually had quite a lot of attention for this over the past few years for a while, and slowly it seems to have moved more to the background of the agenda. Does that mean we've actually made progress on intermediary liability? We don't have to be as concerned anymore?

M. HUTTY:

My name is Malcolm Hutty, LINX, the London Internet Exchanges, also the European providers organisation and the Chairman of a committee. The companies I represent, they are companies. And sometimes they have they are challenged by this

community for not doing more to stand up for human rights. Some of those do quite a lot, actually, I think. Some have particular legal advocacy skills and resources to do so.

Smaller companies are actually vulnerable. But I would like to suggest to this community that companies in some ways are even more vulnerable than a journalist or a campaigner or an individual can be when it comes to freedom of expression violations. Sometimes those who might otherwise seek to infringe human rights and freedom of expression would forebear because they don't want to make the campaigner some sort of celebrity. Companies don't generally have the kind of sympathy, the public sympathy that is needed to make that happen, and so the forbearance doesn't exist in that case.

When the penalty might be a financial penalty, we know that the company has money, which individuals often don't, so there's a good reason to go after the company then as well. When it comes to questions of defamation, the person who is saying something knows why he is saying it. He might know that it's true. The company that is an intermediary doesn't necessarily know that the defamation complaint isn't justified. When it comes to offensive and unpopular speech that is otherwise a legitimate part of discourse, the company may not agree with it. The company may not like it. So they become quite vulnerable to a complaint that says do you really want to be complicit with this?

So I would content that intermediary liability protection is vital if users are going to actually enjoy the human rights and freedom of expression that they've been granted in theory. Now, European law provides some quite good protections, but it's not complete, and in the United Kingdom, we see a clear correlation between those areas where it is weakest and where the behaviour is most challengeable, most potentially problematic.

So for example, the European law protects intermediaries against financial liability in most cases, but does not protect them against being instructed to block access to material. And so we see in the United Kingdom blocking orders being given, and often being given by judges when things being blocked have not had judicial examination as to whether or not it is actually a violation, but it's claimed, oh, it's a copyright violation. We haven't looked at whether it is, but we know that we block copyright infringing sites, so we will do that.

It's not clear that Internet domain registries have the protection that hosting providers have. So we have seen our national domain registry has been required by police to suspend domain names. It's been threatened that if it doesn't do so, that it will have liability for the definitely legal material that is being published if the police allegation is correct, but in circumstances where it has never been justified in court.

So given that we see this correlation, I would like to suggest to you, as a closing remark, that as we come to the looking at the principles that we establish that we may well be establishing on the global level in the next months and years, is it really best to be focusing on general but qualified principles of freedom of expression, which already exist in a general context, and if we establish them again for the Internet, we

risk further qualifying them, or might it be more effective to ensure that users have the practical opportunity to enjoy the rights that they already have by establishing the strongest protections that are achievable for the intermediaries on which they rely to exercise those rights?

FROM THE FLOOR:

Let me start by saying I am going to describe a situation by a local situation that has international connections, so it might take a little more than a minute.

There was a question about intermediary liability legislation in Pakistan. You know about the situation where Facebook and YouTube had been taken down. This is something that a lot of people have talked about. But this led to criminal cases in court. The high courts and others started criminal cases where what is interesting to note here, the person who put up the content wasn't the target of this. It was the businesses and the platform and service providers who became the employees, who became the target of these sort of actions. First of all, good on them not to cow down, number one. That was business.

Number two, what did that result in? Well, somebody went to court and said well, let's try and see if we can sort this out. The court instead turned around and said let's try to look into intermediary liability law. And it started affecting a cybercrime legislation that we have in Pakistan where we have a pretty decent intermediary liability protection clause already built in, and suddenly they come in with this ITU, and this is where I want to talk about irresponsibility probably at the international level, the collision that we had. And ITU model law called HIPCAR. I don't know how many people have actually heard of this model Convention. I heard the Budapest Convention, other things, but I don't know about these other model laws. There are three of them, one for the Caribbean, one for the Pacific, and one for the Sub Saharan region.

It's interesting to see what it does, and I am going to link it with liability. It says that religious crimes are cybercrimes. Blasphemy is a cybercrime. This is an ITU model law. After having said that, it goes on to start defining interesting items, well, search engine providers is a definition. I don't know. It's interesting. Then there is a definition of hosting provider, access providing, caching providers. Goodness, my laptop is it. And hyperlink providers. And what it says about those different providers is that basically liability starts with liability and says, well, you are not liable, et cetera, only if it's criminal so it only gives you criminal protection but all that is gone if there's a court order. Sorry. No criteria. No list of what actually has to be done to prove that basically you were liable.

Just that there's a court order, suddenly you are liable. That's the kind of international best practice that is being sent down to national countries. We had to fight it on the ground. The draft came to us and we were like no, our clause is much better. What's going on? No. This is an international provision, from the ITU. These three model laws are fantastic. We must implement them. And it actually started becoming an aggressive practice. I am happy to tell you we did not follow the ITU laws on that.

FROM THE FLOOR:

Earlier in the week, the Nigerian telecom regulator had a full page advert in one of the leading Nigerian papers actually, more than one and it basically said that anybody who basically operates a cybercafé in Nigeria at the moment has to I mean, normally you are supposed to know your customers; right but has to know their criminal, so know your criminal, KYC. The idea is everybody who walks into a public cafe has to be registered before they can use computers. It's not just write your name and all that. Your name, your address, your identity card, and all. And all this is mostly around the issue of intermediary liability.

And so now, the irony, by the way, is the fact that most of the cybercafés are dead anyway because of the cost of access and the cost of power supply. But this is an example of how the intermediary is liable, and it has not just in terms of the freedom of expression, but also economic, you know, consequences as far as, you know, the issues are concerned.

M. FRANKLIN:

There is only one minute remaining, so I will say one thing. I would like to endorse this and support it whole hearted to have a focus session on human rights. I think it's extremely important. I would like to thank the organisers for pushing it and for advocating it for years. I think this is a real piece of progress. This is an output. Could we please acknowledge this as an output?

Secondly, two other outputs, the Charter of Human Rights and Principles for the Internet that is embedded in the IGF multistakeholder process is out in hard copy old school form, and it stresses this is not a question of human rights or principles; it is a question of human rights and principles. They are delineated, they are distinct, but they are not inseparable.

And the third point is this has been taken very seriously by the Council of Europe in their Guide to Existing Rights of Internet Users, which is being launched tomorrow. So we have the Charter of Human Rights and principles for the Internet in concrete booklet form. Old school still works. The Guide from the Council of Europe. And we have this forum. And I hope we can extend our multistakeholder practice to have sessions in which everybody can speak as freely as possible. I think we've done very well to keep this going this long. Thank you very much for allowing me finally to speak. Thank you.

G. BERGER:

I just wanted to bring to people's attention the Post 2015 Development Agenda process. You may know that Ban Ki moon appointed a high level panel to look at this question, what will replace the MDGs after 2015. The panel included the chair of Indonesia amongst others. And actually, for the first time, really, freedom of expression has been recognized as a critical part of the development agenda by this High Level Panel. For example, they say there that the rule of law, freedom of speech in the media, et cetera, et cetera, help to drive development and have their own intrinsic value. They are both

a means to an end and an end in themselves. And they actually have a special goal, number 10, which says people should enjoy freedom of speech. They elaborate that as saying that they should be vibrant, diverse, independent media.

So this is actually very important development, and it raises the possibility that the MDG process and the WSIS review process may actually find some common ground and some intersection around freedom of expression.

So this is by no means the final at this stage, but I think people should know if they are interested in freedom of expression issues at IGF and on the Internet, they are also being paralleled in some ways in this 2015 MGD review process.

J. LIDDICOAT:

I thought I would wrap up by structuring the summary and reflections back to you in relation to the policy questions that were asked in this session and which I think have been richly discussed.

So for example, the first one is what are and have been the main things at the nexus of the Internet in human rights in the last year, and I think we've seen that there are a huge array of issues from every region, whether it's Latin America, Asia, the African region, Europe and Pacific. The complexity and depth of issues is comprehensive. And some of the key primary points have been in relation to privacy, mass surveillance, free expression, blocking, filtering, network shutdowns, so not only the range of forms of violations, but also those particular groups who are affected, whether those are journalists, human rights defenders, woman's human rights defenders, sexual rights activists. So we are seeing a complexity that this isn't just an issue for only a narrow range of those who are rights holders.

And in terms of the main concerns, and questions about what is working well in promoting human rights and freedom of expression and what are the challenges, I think a number of you have mentioned, a number of speakers have talked about the enormous variety of ways in which governments have responded with legislation. A huge variation in quality, some referring to the Budapest Convention, for example, others with no data protection laws, and we see a huge disparity from your discussions and the types of regulation.

At the same time, a number of you talked about the issues of how to strategize for new regulations where there hasn't been before. Also, in relation to the policy question with access to the Internet as a human right, we've seen, for example, in Europe new case law specifically referring to blocking of entire platforms being an interference with human rights. So new jurisprudence, new case law, new norms, specifically focused on the Internet also emerging.

A number of interventions have also pointed to this conflict between rights, whether it's the conflict of intellectual property and free expression or the rights of disabled users and access to content, and the need for better understanding of how these rights can be balanced against each other. We've also had discussion of how there are new tools emerging for forms of violations we've never seen before, mass surveillance has

been mentioned in relation to that in particular. And fore fronting how as an Internet Governance community has been responded to in a variety of ways.

We also had a high degree, I think, of analysis of human rights issues and whether it's in relation to Africa, Latin America, new forms of defamation, and so on, I think the strategies for responding to those has also been under discussion with some depth.

In terms of the nexus one of the other policy questions was what are the nexus between fundamental rights and standards development? I think this was a Heim that was common in your discussions was how to connect openness in relation to Internet standards with this desire for reasonable limitations online that limitations on rights are permissible and, in fact, they are necessary, but how does this relate to the openness standards, and perhaps some leadership in new areas such as on network neutrality, maybe new ways in which technical standards can be articulated to ensure human rights compliance, human rights by design, if you like, and in some of these issues.

J. HALLENBORG:

In our planning we hoped we would have 20 minutes or half an hour to discuss possible outcomes from this session, possible messages or device from this session as some kind of IGF conclusions or IGF advice to the follow up of this session, but unfortunately, we've run out of time, so I'd like to extend my deep apologies to a handful of people who have prepared already, and you have prepared your advice. Can I please ask you to email to us, and if you feel it's okay, also tweet them. We will see what happens. To everyone, I think, in the room, if you have any ideas on how to bring this discussion on human rights further sort of in the IGF setting, or if the IGF could give any kind of advice to, I don't know, Human Rights Council, maybe, or other places on how to take this issue forward, please don't hesitate. Send them to us, and we will try to integrate them.

(Openness): Human Rights, Freedom of Expression and Free Flow of Information on the Internet Reports from the Workshops

Workshop #55: Online Anonymity, Freedom of Expression & Internet Governance

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop began with an introduction and overview of the workshop's working definition of anonymity and listened to a number of the panellists sharing their perspective.

The workshop was divided into two main sections. The first considered the benefits of anonymity and its relationship with Freedom of Expression. Questions considered

included why users choose to be anonymous instead of using their real name, positive uses of anonymity, the impact of FoE for human rights activists and how it impacts Freedom of Expression, whether anonymity can help to develop, support and explore identity online and a consideration of whether there is any accountability on anonymous sites.

The discussion revealed that users online can be traced, but that anonymity to others on a service is possible. As young people, it is hard to track/trace who others are, so while anonymity may not technically exist, it does exist in their experience. Discussion of positive uses highlighted the confidence that engaging anonymously online can give, particularly for teens the confidence to engage without being judged.

Notions of accountability and exploration of identity online were discussed, as was the tension between being invisible and being anonymous online. It was agreed that visibility is possible being anonymous. In discussing the challenges brought by anonymity questions were considered including how anonymity impacts on behaviour online, the challenges for industry and how these challenges are met as well as a considerate of whether anonymity could restrict the growth of the Internet.

The discussion revealed that challenges can include the abuse of anonymity as well as a false sense of anonymity and the consequences of that. The importance of transparency was reiterated and the need for people to know under what conditions their anonymity could be challenged and the need for confidence and knowledge about what is going to happen with your information. The importance of education and tools to help users protect their own data was flagged up and that being anonymous is only one expression in terms of liberty and freedom and that users must know how to protect their privacy.

Conclusions drawn from the workshop and further comments:

The workshop concluded that there is clear benefit in affording users anonymity online, from the social level and examples given included giving people the chance to discuss taboo topics as well as the physical need and necessity for anonymity for protection. Challenges to online anonymity mentioned that some use it to overcome accountability. It was agreed that education will be key in meeting the challenges. The global youth survey revealed that 86% of respondents felt that it was important to allow people to be anonymous online if they want so education about how to use anonymity well, and protect privacy and information on specific and contextual problems is important.

Reported by: Lucinda Hasell (Fell)

Workshop #98: Protecting Journalists, Bloggers and Media Actors in Digital Age

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

UNESCO, Article 19 and CELE UP (Centre for Studies on Freedom of Expression and Access to Information, Universidad de Palermo) co organized this workshop

to address challenges linked to guaranteeing the rights and safety of journalists, bloggers, citizen journalists and others using digital media to produce news. The workshop, fully attended by around 100 participants from around the world, has widely challenges linked to guaranteeing the rights and safety of journalists, bloggers, citizen journalists and others using digital media to produce news. UNESCO presented its preliminary exploration of a global research on safety of online media actors in a series of thematic areas ranging from illegitimate surveillance, digital attacks to gender perspective and digital literacy and safety training. Article 19 shared its recent policy brief on "The right to blog" which stated that the main protections that apply to journalists should apply to bloggers (right to protect sources, accreditation and guarantee of safety). Panelists from Latin America and Indonesia as well as participates exchanged major challenges of protecting journalists and bloggers in their respective regions such as lack of law and the issue of impunity, new threats posed by digital technology and lack of awareness and education of digital literacy.

Conclusions drawn from the workshop and further comments:

UN Human Rights Committee's new concept defining journalism as "a function shared by a wide range of actors, including professional full time reporters and analysts, as well as bloggers and others who engage in forms of self-publication in print, on the Internet or elsewhere" was agreed and applauded by all participants. And built on this consensus, participants called that main protections that apply to journalists should apply to bloggers (right to protect sources, accreditation and guarantee of safety). For this regard, complexities of the legal frameworks, digital and physical attacks as well their social impacts should be further studied. Debates continue on the self-regulatory approach of developing and adopting code of ethical standards for bloggers.

The session was chaired by Mr Guy Berger, UNESCO Director of freedom of expression and media development. He pointed out that UNESCO tried to give this a holistic approach by pulling together all UN agencies to promote FOE and safety of journalists. The outcome of the session will well contribute to ongoing implementation of UN Action Plan of Safety of Journalists and Issue of Impunity particularly in supporting development of national strategies in the first four key countries.

Reported by: Xianhong Hu

Workshop #99: Charting the Charter: Internet Rights and Principles Online

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This round table session explored the opportunities and challenges for upholding human rights standards on the Internet using the IRP Charter of Human Rights and Principles for the Internet (http://Internetrightsandprinciples.org/site/charter/). In tandem with the session on Disabilities and Indigenous rights this session aimed to:

- address a number of human rights—moving beyond freedom of expression and privacy to consider the IRP Charter provisions for socio economic rights, education, women's rights and rights of the visually impaired in the online environment;
- provide an assessment of the implementation of human rights standards on the Internet to date;
- feed recommendations in to the IRP Coalition initiative to create a final version of the IRP Charter (in terms of substance, process, and uses of the document in practice).

Dixie Hawtin (Global Partners, former co-Chair IRP Coalition): Overview of genesis and writing of the Charter of Human Rights and Principles for the Internet as presented in the booklet form at Bali IGF.

Pranesh Prakash (CIS, India): Disabilities Rights and Issues: What is still lacking is:

1. More thorough monitoring of whether, and if so how existing guidelines for ensuring full Internet access for people with disabilities, are being met.

2. Using F/OSS and open standards platform as primary form of affordable Internet access and content.

3. Notes that have to connect high level principles, and progress made there (e.g. the WIPO Marrakech Treaty) to on the ground needs and make them operable.

Joy Liddicoat (APC): Ways of using the IRP Charter highlights how recent women's rights are in the UN context. Things evolving all the time, new standards emerging, to which the Charter needs to keep speaking and responding to as new forms of technology are also creating new forms of violence. Here the IRP Charter can facilitate and enable more diverse human rights organisations to come into Internet discussions e.g. its provision around right to international order is one that can link into other rights based movement

Michael Nelson (Microsoft): Focus was practical question of how companies respond to Charters and Human Rights principles in light of how MS is promoting Human Rights in its company policies and software R&D around the world. Microsoft is taking concrete steps to comply with UN rights, and ILO Rights and Fundamental Principles at Work.

Carl Frederik Wettermark (Swedish Government): Provided practical suggestions for how documents like the Charter matter for governments:

- Internet governance is a complex and difficult terrain so templates such as the Charter offer an entry point to grasping this complexity;
- concrete outputs such as the Charter play very important role in setting things in motion as governments respond to incoming ideas and documentation as opposed to having time to generate them. A single document that can focus is here constructive.

- more targeted outreach can also start bridging the disconnect between domestic and foreign policy making also only starting to be bridged, nexus where Internet policy making operates;
- commended IRP Coalition on the work and is just starting to be circulated as government officials exchange these inputs for their work.

Marianne Franklin (Goldsmiths/IRP Coalition): Focus on:

1. the classroom and how the IRP Charter can educate at all levels, high school and university in particular as digital generation become aware that online they have rights too;

2. on how the Charter sections on Right to Education, Knowledge and Cultural Diversity need also to take account of access and affordability issues that are not immediately apparent as cash strapped universities sign up to commercial Internet service provisions;

3. specific sections of the IRP Charter, e.g. Rights of Children, Women's Rights have already been effective for outreach, as have the Ten Principles. Still work to do in fleshing out individual sections in response to changing context in which schools and universities go online for teaching and learning; virtual learning environments now the main platform for accessing and acquiring new knowledge.

Conclusions drawn from the workshop and further comments:

A general discussion followed on how the IRP Charter has already been working, and put into practice as well as feedback on the Charter itself: Points covered included:

- using the document in courses opens minds to other IG questions beyond FoE and privacy;
- support from the floor to promote this booklet as a definitive version, albeit one open to further revisions hence the generational naming (Version 1.1);
- questions about "orphan issues" at the IGF and whether these can be addressed through work on the upcoming ICANN Brazil 2014 Summit proposal;
- a number of suggestions about Current version in terms of refinements and next steps including balance between rights and principles in this document;
- ideas about moving with Charter from big ideas to everyday, real life practicalities;
- one other way, and one forged by the Charter is to frame law-making at the national, regional, and even the global level; some criticisms about whether interdependent rights are not in fact contradictory and so self-defeating, hence scepticism about the Charter finding its way into hard law;
- suggestion to advocate that this Charter be included in the International monitoring system on whether states are compliant with the Charter's minimum standards.

Outcomes:

- more targeted outreach to consolidate success of the release of Version 1.1;
- integrate Charter into process of the Universal Periodic Review;
- move forward with generating feedback about the Charter with a view to producing a next version to respond to developments and address some lacunae in the text;
- move forward in promoting the Charter to organisations at ground level who need to have template for linking human rights with Internet governance as Internet access, design, and use become integral to human rights activism, and the latter become a focus online.

Reported by: Marianne Franklin

Workshop #183: Oppression Online: Rights and Restrictions on the Network

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The panel touched on how government action (e.g. blocking and surveillance) and inaction (failure to regulate companies) has affected people's rights to freedom of expression and privacy in countries throughout the world. We talked about the value of multistakeholder engagement in law and policymaking (particularly in Chile) and through fora such as the Freedom Online Coalition. We talked about the need for government accountability and mechanisms for corporate accountability, as well as how international human rights should guide the approach of both to freedom of expression and privacy.

The panel also discussed both the collective responsibility (as governments, corporations or civil society) and the individual responsibility to uphold and promote human rights and ensure we minimize online oppression. An emphasis was played on the important role of whistle-blowers in highlighting the most egregious examples of online oppression. Reference was made to specific national laws including those of Indonesia, the UK and US.

The panel also focused on the various practices that were emerging nationally and trans nationally in the telecommunication and Internet space that enabled the imposition of oppressive and repressive practices by national governments, at times facilitated by the private sector from these developing and emerging markets. One of the panellists cited the example of the regional and national impact by providers, citing the specific example of Etisalat and the monopolies effect in Pakistan and the region which had led to monopolistic anti-competitive effects, reducing the number of service providers, unifying all infrastructure under one telecom provider and voluntarily bearing the costs and effectively de liberalizing the telecom sector thereby enabling and facilitating of filtering, surveillance, monitoring of all traffic and driving up costs

by charging for services contrary to the principles of net neutrality and thus widening the digital divide.

Conclusions drawn from the workshop and further comments:

The panellist also raised the question of the various international forums or groupings where the issues with respect to oppression may be raised, addressed and resolved. Though there was little consensus on whether such issues should be taken to the ITU or the UN there appeared to be broader consensus in making such issues topics for the next IGF and having groupings such as the Freedom Online Coalition address these challenges.

Reported by: David Sullivan, Lisl Brunner, Zahid Jamil, and Michael Harris

Workshop #220: Human Rights Online: Emerging Threats and Opportunities:

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This workshop was a discussion about human rights online as framed by the findings from Freedom House's Freedom on the Net 2013 report. Until several years ago, few countries had laws dealing specifically with ICTs, but that has been changing precipitously. Many governments are introducing new legislation and practices often disguised under the umbrella of cybercrime or protection of children which contain broad provisions that restrict political and social content online.

An increasing number of people have also been arrested for things they're writing online—not only activists, but also everyday Internet users who use various social media platforms. This is the third year straight the report has noted a decline in Internet freedom. Over half of countries surveyed displayed signs of growing surveillance over the past year, and in around half of countries surveyed, a user was arrested or imprisoned for posting political, social, or religious content online.

There were positive trends as well—in 11 countries, a negative law was deterred or positive law was passed as a result of civic mobilization and pressure.

We're seeing these threats becoming stronger and stronger, but at the same time, there's a growing movement of activists who are trying to push back. It's very important to support this growing movement now, since in a few years from now it might be too late, if these negative laws are already passed and being implemented. Right now, while they're still being considered, is a critical time and space to have these discussions and bring about positive change.

With that in mind, this workshop was focused on two main questions:

- – What is the best way to respond to these threats on a global level?
- – What are success stories from individual countries that others can learn from?

In Morocco, there is a growing trend of arresting online activists during street demonstrations and jailing them for offenses such as disrupting public order. This

prevents them from gaining the attention of the international community that would ordinarily occur under laws traditionally aimed at stifling free expression.

In Pakistan, YouTube has been blocked for over a year, but civil society organisations and Internet activists have found new ways for how to reach out to the government, raise awareness, and educate authorities. They have challenged the ban in court, which requested an amicus curiae to submit a brief and educate the judiciary on how to tackle the issue. This was highlighted as a positive example that could be duplicated in countries with independent judiciaries and respect for rule of law. There were also examples cited from Mexico and the Philippines of initiatives to introduce legislation that promotes Internet freedom, which received positive public support and input.

In Indonesia, ordinary Internet users have faced jail time and fines for content transmitted through ICTs. Issues of defamation, particularly as they relate to the online sphere, are of particular concern in Indonesia. The legal precedence used in these cases may not be appropriate, as Internet legal issues are new. NGOs can work hand in hand with users to fight back against these allegations.

The representative from Google argued that the private sector should play a larger role than it is in promoting Internet freedom. Google approaches open access to information as an economic development argument—you need a free and open web for economic development to happen. Issues like restrictive regulation of content, overly broad intermediary liability, widespread censorship, and data localization, not only impact Internet users, but also tech companies, who might be reluctant to invest significant resources in a country where such restrictions are widespread.

Conclusions drawn from the workshop and further comments:

One focal point of the discussion was of who protects bloggers and ordinary Internet users. Professional journalists have unions or media outlets supporting them when they are under threat, but bloggers and everyday Internet users do not. Participants recommended that NGOs work to better include and defend these stakeholders.

In the private sector, when dealing with issues of filtering, censorship, and other restrictions, companies that aren't "typical "Internet companies should do more to push back against these restrictions. Since every business relies on the Internet in one way or another, these issues really do affect everyone. Trade agreements should also do more to advance a free and open Internet.

Civil society groups should make a greater effort to share information and collaborate with each other, not only internationally, but also within their respective countries, in order to fight attempts by governments to increase censorship and surveillance.

Governments frequently want to ban things because they might offend someone— they should look closely at policies and make sure they're in line with international human rights—only then can we have a free and open Internet.

Reported by: Ilana Ullman

Workshop #230: Free Software and Human Rights on the Internet

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

Now the Internet could act as a major base of distribution of the free software. It is also necessary to remind that it is not just "free" software, but also software which is called—"open source" software, when the basic version is developed and open for improvements or changes to others free of charge. In terms of free software there are several dangers which should be considered: there is no malware protection which could possible lead to personal data thefts and quite often free software includes viruses deep inside the source code which leads to the PC being integrated into global virus networks without user's permissions and notifications. There were many incidents with the free software stealing personal data and forming special data bases for the further activities like spam and illegal actions. It is important to mention open source software as quite irresponsible mechanism for the free software distribution. Typically there is always first basic version of the software which might follow some Internet Governance rules, and after that software is open for editing by others all around the world. However anyone can make changes in the software, it is easy to find the malware in the source code. But there is also absence of any rules which guarantee that second and other further versions of that software will follow the Internet Governance rules and will not break laws within the pornographic data implementation or distribution etc. Open source software is a great mechanism for the further development of the software but at the same time there are no policies and regulations against inappropriate content included etc. Usually users of the software agree to use it as it is and authors do not responsible for the software they only follow the rules of free distribution of the further developed version (which is included into the open source licenses).

There are also no rules for the open source software and free software to provide functionality for persons with disabilities and this topic is quite important for the development of universal rules for software distribution. Dr. Norbert Bollow believes that trustworthy privacy protection is possible only when there is a strong community that is empowered to check and fix any security related bugs in the software that you're using for processing your private data including communications. That is a very key benefit of using Free Software.

Conclusions drawn from the workshop and further comments:

1. Outlined distinction between free and open source software, use of term "libre" (from French).
2. Legal regulation of human rights issues must be divided into 3 levels: intergovernmental, national, and community level.
3. Need to streamline regulations on national level to provide a legal and judicial defense for producers and users of the free software.

4. Key point is protection of the free software as a factor of development, especially in the small island developing states.

5. Strong need for increasing legal and information culture of free software activists.

6. We should continue dialogue on the issue within framework of the multistakeholder environment of the Internet Governance Forum.

7. Open data approach appears as a key point of dealing with the issue on governmental level.

8. Private sector and other stakeholder group approaching close points of view on the issue in multistakeholder dialogue.

9. Free software could help in realization of all basic human rights, as in the Internet freedom of expression and right to access information could be recognized as basic human rights.

10. We still in need of the basic instrument of international protection of human rights on the Internet with specific relation of the issue of the free and open source software.

Reported by: Andrey A. Shcherbovich

Workshop #231: Addressing Impacts & Remedies of Network Disruptions

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

We see many governments shutting down networks across the world, to suppress protests; restrict activists' ability to organize, access information, and inform the rest of the world; and calm unrest or preserve public order. Governments also justify network shutdowns for national security or anti-terrorism reasons. The most recent of which was on September 26th this year in Sudan, during such time as up to 200 protesters were killed. But the human rights impact of network shutdowns is significant: in addition to disrupting the ability to organize and protest, network shutdowns prevent people from accessing necessary information in emergency situations, can interfere with the delivery of emergency services, and cause significant economic losses. They are to be avoided at all costs. Telecom network operators are generally the ones tasked by the government to enact shutdowns (in most countries).

The Telecom Industry Dialogue has created a set of principles, based on the UN Guiding Principles on Business and Human Rights, to guide telecom network operators in responding to requests from governments to take action that harms users' human rights. Telecom companies expressed their need to balance a desire to push back against government demands with the safety and security of their staff in the country. They are creating a policy to deal with government requests and to formalize that process. The Industry Dialogue is asking companies to provide examples of cases where they have complied with governments. They will also be issuing some form of

transparency (report?). The ability for a government to shut down the national network depends in part on structural features of the network: if network operators are required to route through a single point, this gives the government a single place to go to demand network shutdown. Reforming the licensing and regulatory framework for telecom to remove these requirements is essential. Remedy is the third pillar of the Ruggie Framework, and civil society actors believe its key that the Industry Dialogue begins to establish grievance mechanisms and makes good on human rights violations that occur as a result of telecom activities. Civil society actors also talked about blackout resilient technologies including speak2 tweet, and forms mesh networking as a response to government/corporate shutdowns.

Conclusions drawn from the workshop and further comments:

All panellists, including the representative of the Telecom sector, unanimously agreed that network shutdowns were disproportionate restrictions on free expression and were never justified. Efforts to enable users to circumvent network shutdowns must be tailored to local context and take into account existing infrastructure, resources, and safety concerns. Civil society around the world dealing with network shutdowns should coordinate and share information about the human rights, public safety, and economic arguments against shutdowns, to better enable them to advocate with their own governments.

Reported by: Emma Llanso (CDT) and Brett Solomon (Access)

Workshop #276: Rights Issues for Disadvantaged Groups

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

This workshop set out to address particular challenges for disadvantaged groups in enjoying a "people centred, inclusive and development oriented information society" on the Internet. And it proposed ways of meeting these challenges in support of universal access, effective use, and specialized services for disadvantaged populations that include: the physically disabled, non-technical and oral cultures, and the digitally disadvantaged within rural and remote communities.

Conclusions drawn from the workshop and further comments:

Five participants were asked to make brief introductory statements indicating the context and circumstances for their own groups, focusing on specific cases and examples of how disability and/or marginalization affect access and use of the Internet.

Issues discussed and the roles of stakeholders mentioned in the opening statements included:

- importance of open access to information to government data;
- Last mile delivery;
- barriers (cost, cultural);

- accessible design barriers in design, accessible technologies;
- need to break down and eliminate these barriers and highlighting;
- need for accessibility and inclusiveness, availability and awareness
- discrimination from a legal perspective;
- gap between substance of the law and reality in the design;
- at the state level there is a public private divide, where digital by default not yet feasible;
- at the international level, there is a need for focal groups to develop and enshrine the rights to accessibility technology and technological change;
- rights of marginalized, vulnerable groups;
- access to information—how to be safe and responsible online;
- education, training in how to be safe and responsible at the same time—an important component to access;
- national strategy of inclusion of use of strategies for vulnerable and marginalized groups with ICTs;
- many experiences of marginalization are shared among different groups—encapsulated by the notion of inter-sectionality;
- gender is an important component when discussing access, openness, technology, usage, and who is affected. For example women with disabilities face double discrimination;
- need to factor gender and sexual minorities, sexual rights activities;
- sexual and reproductive rights (safe and legal abortion);
- Safe sex education content;
- LGBT rights.

The roles of important stakeholders identified as part of the solution included:

libraries front and centre;

- cooperation among the technical community and businesses (the private sector);
- designers– accessibility and creativity not mutually exclusive;
- policy makers at various levels, businesses, designers, and lawmakers;
- activists.

Following these initial interventions the moderator asked the panellists to pose questions for the audience, designed to get the audience to participate at a substantive level. The panellists asked:

- what are some tangible measures to bring about change in accessibility design?
- how to design access and inclusion?

– what are some tools, platforms, and incentives to allow people to access?

– what can we do in addition to accessibility design?

– for indigenous communities, what happens after access?

– are market incentives as way forward in universal design?

Following these initial interventions the audience, together with the panellists, explored additional factors, issues to consider, and covered the following areas:

– vulnerability of oral communities and indigenous communities;

– selective accessibility;

– language barriers;

– need to get away from individual characteristics of disability that puts the onus on individual the user and embrace "Universal Access";

– disability is not a niche issue at the design and use levels;

– need to Ingrain inclusive legal frameworks into the regulation of technology

– Internet Governance should support physical infrastructure (as well as design of accessibility technologies);

– how does policy affects people with disabilities?

– what are some success factors and challenges?

– need for national strategy—to coordinate between ministries

Conclusions drawn from the workshop and further comments:

The workshop drew the following the conclusions:

– defined and broadened the understanding of disadvantaged groups as well as informed the definition of inclusiveness to include: gender and sexual minorities, indigenous populations, oral communities, the homeless, youth, remote participants, and the elderly;

– identified the critically important role of end users to be involved from the "ground up "in discussions, research, and design of accessibility technology and policy in order to best identify tangible problems and solutions, and to identify the needs;

– the notion of inter-sectionality (or "Joined up thinking") that problems and solutions intersect among marginalized groups can help identify broad problems in ICTs addressing the needs of marginalized groups;

– there is an urgent need for coordination between policy makers, ministries, designers, users, and effected populations. And Internet Governance can help in coordinating this, as well as NGOs and research groups, technical community, existing institutions—specifically libraries, and disadvantaged end users as the most important stakeholders;

– to make access and inclusiveness a default.

Reported by: Robert Bodle/Stuart Hamilton

Workshop #285: State Surveillance Online: Which Principles and Safeguards?

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The workshop explored strategies and ideas form different stakeholders to ensure the application of human rights to online surveillance. The focus of the session was on the Necessary and Proportionate Principles (http://www.necessaryandproportionate. net/) (N&P) which have been signed by over 280 civil society organisations.

Sweden is currently analysing how the N&P principles map out with existing surveillance laws in the country. The results of this assessment were presented by Carl Bildt at the 2013 Seoul Conference on Cyberspace: the country will endorse at least 7 of the principles. Support by multiple stakeholders for the N&P principles will offer a stronger basis of advocacy towards governments to improve the application of human rights to surveillance activities. Grass roots actors can use them to assert their rights.

ISPs are subject to public policy and legal requirements. Interception requirements are a national matter (e.g. data retention), but they should follow principles of proportionality, due process, etc. ISPs have obligations towards both the government and their customers. The principle of network integrity is essential for network operations.

A side event at the 24th Human Rights Council demonstrated great interest from governments and non-governmental stakeholders in the principles. The Council's Universal Period Review process is an avenue that is being explored to address surveillance measures by member states. Pervasive surveillance has harmed trust, and by extension innovation and creativity. Do Not Track in browsers has been a technological response explored to address users' privacy concerns, but code is not a sufficient response. Technical solutions must be paired with policy settings to ensure human rights compliance it is not either or.

UNESCO is strongly committed to Internet users' rights. All stakeholders have responsibilities to respect human rights standards, including governments, companies and civil society. UNESCO is promoting an inclusive framework of "Internet Universality", which stresses the importance of Internet openness for technical, social and economic development. The N&P principles are also relying on the UN Ruggie Framework, which relates to responsibility of the business sector regarding human rights. Google is taking steps to restore users' trust. That includes transparency reports on national security requirements. Google is currently challenging the FISA court to be able to be more transparent on this issue.

Brazil has proposed to host a new Internet governance event in 2014. The event could bring the N&P principles into perspective. In some countries, while no laws explicitly condone surveillance, it is implicit that users' activities are monitored by government agencies across the world. In Venezuela, the government gathers private information on human rights defenders and publish them publicly to discredit them.

The Council of Europe has developed soft law on data protection, surveillance and freedom of expression. A Declaration on surveillance was issued by their Committee

of Ministers in June 2013. The organisation sets standards for human rights and the rule of law.

Conclusions drawn from the workshop and further comments:

Privacy is a fundamental human right, and is central to the maintenance of democratic societies. It is essential to human dignity and it reinforces other rights, such as freedom of expression and information, and freedom of association, and is recognised under international human rights law.

Activities that restrict the right to privacy, including communications surveillance, can only be justified when they are prescribed by law, they are necessary to achieve a legitimate aim, and are proportionate to the aim pursued.

The Necessary and Proportionate Principles (http://www.necessaryandproportionate. net/) are an extremely useful set of guidelines that should be considered by states as they assess or propose new surveillance mechanisms. An implementation guide will be issued to provide further guidance to states to ensure human rights compliance.

Reported by: Nicolas Seidler & Brett Solomon

Workshop #308: Privacy and Innovation

Brief substantive summary of the workshop and presentation of the main issues that were raised during the discussions:

The aim of the workshop was to rethink privacy as an area of opportunity and innovation from the angle of user trends, policymaking and industry development. The success of new innovative services and applications with multimedia messages that disappear after receipt and mounting trends in user strategies to navigate safely and anonymously online, all suggest that a paradigm shift is on its way. This shift entails a new balance in which privacy is thought of as an area that can be invested and innovated in by governments, industry and users.

It also entails a shift in focus where protection of privacy rather than being described solely as an area of protection or as an obstacle to innovation and sharing, can be viewed as the foundation for the evolution of digital media business models and innovative policymaking that more critically understand digital media as an evolving architecture of human social relations, and privacy as a new basic market demand. The workshop included the youth perspective with 5 young panellists developing their ideas on how we might innovate in a new privacy model based on their concepts of privacy as a more personalised nuanced concept including issues of control and trust. It included an industry perspective that described some of the industry strategies to preserve user trust; limitations of dichotomies in the privacy debate, which were mentioned as obstacles to a practical debate; as well as the need to create 'conversations' between stakeholders in the debate. The workshop also included the policy perspective where policymakers' adjustment to new digital challenges and opportunities demands a mind-set that thinks innovatively about not only privacy

policymaking but also innovation policies in order to balance innovation in big data with innovation in privacy.

Conclusions drawn from the workshop and further comments:

It was generally agreed in the workshop that privacy is an important area to invest in and a 'human right' of crucial significance today although the very content of the concept of privacy may vary in various cultural contexts. Users are increasingly asking for transparency and control of their contexts of interaction. There is a rise of privacy consumer advocacy movements (a new type of 'green movements') that need to be addressed and included in business development and policymaking. Privacy was defined by youth panellists (confirmed by the academic angle) broadly as a personally nuanced concept, where issues of personal choice and control and 'trust' are of key significance. It was clear from the discussion that 'trust' has been shaken due to recent revelations and needs to be rebuilt.

Strategies to rebuild 'trust' include new innovative technological privacy solutions, a broader business model and innovation in privacy regulations and policymaking. It was generally agreed that there is a need to rethink privacy as an area of opportunity and innovation in policymaking and business development. It was pointed out that we need to address the current imbalance between big data innovation and innovation in privacy (new technologies, policies etc.). Privacy self-management, transparency and user awareness were mentioned as tools, but there was also a general concern regarding the individual users' ability to foresee future data correlations and privacy consequences. 'Conversations' between stakeholders were mentioned as key to reaching practical solutions. And in order to start these conversations we need to move beyond traditional 'dichotomies' that limits discussions between the different stakeholders in the privacy debate.

Reported by: Gry Hasselbalch Lapenta

Main Session: Emerging Issues—Internet Surveillance

25 October 2013
Speakers:

Moderators:
Anne Rachel Inne, Chief Operations Officer, AFRINIC

Jovan Kurbalija, Founding Director, DiploFoundation

Panel Discussants:
Jari Arkko, Finland, IETF

Ross LaJeunesse, USA, Google

Valeria Betancourt, Ecuador, APC

Johann Hallenborg, Swedish Government

Commenters:
Bertrand de la Chapelle, France, Internet & Jurisdiction project

Megi Margiyono, Indonesia, Civil Society

Ron Dilbert, Canada

Nick Ashton Hart, Computer & Communications Industry Association (CCIA)

M. KUMMER:

We have had a process when the mandate of the IGF was renewed to look at IGF improvements. There was a special Working Group set up and the Working Group made recommendations and one of the recommendations was that each situation should address some policy questions that would help shape the discussion, and we would also ask to reach out to the community and we did so. We asked for public input and we got the input and these policy questions we received are available on the IGF website, and they will be made available on the screen. But for better comprehension, I will read them out and our moderators will bear them in mind.

On Internet surveillance, the first question was the need to prevent mass surveillance carried out in the guise of targeted surveillance. The second question was balancing cybersecurity and privacy. The third question, principles of open Internet/net neutrality.

Fourth question: One of the emerging issues is on Internet regulation. Regulation versus self-regulation where the Internet is concerned. How can countries that have questions on Internet regulation versus self-regulation be aided to work on a level playing field that assist the best industry practices being adopted, best practices that make the Internet and thus countries and institutions safer from harm.

Fifth question: Better channels of cooperation between stakeholders especially in areas such as cybersecurity. Sixth, agreement on fundamental minimum principles for Internet Governance and multistakeholder cooperation. 7, priorities for the IGF, the Internet community, and multistakeholder governance post 2015.

S. SANTOSA:

10 years ago I was the permanent Secretary of the Ministry of Tourism and Culture. At that time we had Indonesian tourism. One thing that surprised me at that time was when a question was asked the foreign tourists' about what actually was the strength of the Indonesian tourism. They said the people. And then following the second question, what is it about Indonesian people that you mostly like? They say the smile. So at the time, I just realized that Indonesia is a country with the highest smile per capita in the world. And you prove already the last six days and you can find the Indonesian people with a smile.

A. INNE:

My name is Anne Rachel Inne, the Chief Operations Officer the AfriNIC, the Internet registry for the African region, so we're happy to be here. I will let Jovan introduce himself later on when he takes the floor.

We're happy to be here with you today to moderate this session on emerging issues. As panellists we will have this morning Scott Busby, the Director of Office of Multilateral and Global Affairs in the Bureau of Democracy, Rights and Labor at the United States State Department. Then we will have Ross LaJeunesse. He's the global head, free expression and international policy. The then we're having Jari Arkko, who is

an expert on Internet architecture with Ericsson Research, and also the Chair of the Internet Engineering Task Force, which is IETF.

And then we have Johann Hallenborg from the Swedish Government. And our last and not least panellist will be Joana Varon. I'll pass to Jovan now. We actually will have commentators. When we finish presentations here, we'll come down to the floor so that everybody will be seated and we'll hopefully have a more convivial atmosphere than talking down to you there.

We'll have commenters from the floor, Bertrand de La Chapelle, the head of Internet and jurisdiction process in France. We will have Megi Margioyono from Civil Society. Nick Ashton Hart from CCIA from Switzerland, and Ambassador Fonseca from Brazil. So thank you very much for joining us all and I'll pass on to Jovan now.

J. KURBALIJA:
I'm the Director of DiploFoundation, a Swiss Foundation working on inclusive and effective diplomacy and global governance. First of all, I would like to thank Raul Echeberria and the group that he led which propose this topic to be discussed at the emerging session. And as we know, this topic has already emerged on the various diplomatic agendas worldwide. Therefore it is quite important issues to be addressed during the Internet Governance Forum.

It also is the proof of the relevance of the Internet Governance Forum in talking about issues which are of high importance for international community in general and Internet community in particular. Markus already outlined the main questions that were discussed in the preparation for the session and they will be some sort of architecture of our session.

We will tackle these questions in five main baskets and we'll organise five main baskets in 20 minutes time slot. The first basket will be on the question of infrastructure and basic functionality of the Internet, and we'll have expertise in each basket, both on the floor and in the room. The second basket will deal with the human rights issues, question of privacy protection and the other human rights issues related to the Internet surveillance. The third basket will focus on security and the situations when surveillance is justified and under what conditions. Fourth basket will deal with data protection and the economic model. And fifth, the last basket, will wrap up the discussion within the general framework of Internet Governance Forum which is ethics. We will address the question of trust on the Internet and impact of Internet surveillance on trust.

The underlying issues which will be appearing in our discussion are issues of the law enforcement procedures and international law. Therefore, this is a general infrastructure and we plan to proceed with 20 minutes dedicated to each basket after we hear from our panellists introductory remarks, which they will also relate to these five main issues. I think this is the general entry I would like to invite Scott Busby to provide his introductory remarks on the question of Internet surveillance. Scott, please.

S. BUSBY:

Well, I'm very happy to be here as all of us from the United States Government are. We had some drama in our country with our Government shutdown, which put in doubt whether or not we would be able to come here. And I'm pleased to say that even had the shutdown continued through this week, we had approval from the White House and other senior officials in our Government for us to attend the IGF because we recognize how important this Forum is to our own policy, as well as the overall policies relating to the Internet.

The United States comes to the Internet Governance Forum every year to stand by our commitment to an open, interoperable and secure Internet. We recognize the importance of the issue of surveillance to the international community, and are grateful for this opportunity to engage with all of you here today on it.

As President Obama has said, the United States welcomes a discussion about privacy and security, and we are right now intensively having that discussion in the United States, as well with all of you in the international community. We know that many of you, as well as many people in the world, have questions and concerns stemming from the recent reports about alleged U.S. intelligence practices, and we look forward to engaging with you today on them.

When it comes to those practices, I can say that the United States gathers intelligence of the type gathered by all nations. All governments are involved in efforts to protect their countries from real threats and harm, and all Governments collect information concerning such threats. As we undertake those practices, we remain committed to protecting the American people, as well as our friends in the international community, and those friends include not only Governments, but the private sector and Civil Society.

This commitment relies on robust intelligence capabilities to identify threats to our National interests, and to advance our foreign policy, which includes our commitment to human rights. At the same time, we also acknowledge that such intelligence efforts must be fully informed by our international commitments, our democratic principles, our respect for human rights, and the privacy concerns of people around the world.

Consistent with the terms of open debate and the democratic process, President Obama has initiated an effort to review and reform our intelligence practices, and ensure that they are appropriate in light of our commitments and our principles. In terms of reform, the President has already ordered the Director of National Intelligence to declassify and make public as much information as possible about certain sensitive intelligence collection programmes undertaken under the authority of the Foreign Intelligence Surveillance Act, otherwise known as FISA. Numerous documents including decisions of the Foreign Intelligence Surveillance Court have been released as part of this effort.

Furthermore, the President has appointed a group of outside experts to advise him on how, in light of advancements in technology, the United States can employ its techni-

cal collection capabilities in a way that optimally protects our national security, and advances our foreign policy, while taking into account other policy considerations, such as our commitment to privacy and to civil liberties. This group has begun its work and is expected to produce its recommendations by the end of this year. We look forward to those recommendations. Consistent with our normal practice of not commenting on specific allegations of intelligence activities, I cannot say more than this about such allegations. But I can say a few things generally about our commitment to human rights and to an open Internet.

First, I would like to emphasize that the United States does not use intelligence collection for the purpose of repressing the citizens of any country for any reason, including their political, religious, or other beliefs. Thus, for instance, we do not use our intelligence capabilities to persecute anyone for ideas that they express online. Let me also assure you that the United States takes privacy seriously, both that of Americans and of individuals around the world. That commitment to privacy is reaffirmed in the President's international strategy for cyberspace, which states that, quote; individuals should be protected from arbitrary or unlawful State interference with their privacy when they use the Internet, close quote.

As President Obama has recently said, America's not interested in spying on ordinary people. Our intelligence is focused, above all, on finding the information that's necessary to protect our people, and in many cases protect our allies, close quote. Furthermore, the United States will continue to uphold its longstanding commitments to defend and advance human rights in our diplomacy. This includes preserving the consensus reflected in Human Rights Council Resolution 20/8, that the same rights people have online also apply offline. Sorry, rights that apply offline also apply online.

United States will also stay actively engaged in the Freedom Online Coalition, a group of 21 governments that works with civil society and the private sector in a multistakeholder approach to support the ability of individuals to exercise their Human Rights and fundamental freedoms online. As several people have suggested over the course of this week, this Coalition may be a very good forum in which to continue the discussion on balancing the need for security with human rights, and to identify an appropriate way ahead on these tough issues.

I will be hosting the next ministerial meeting of the Coalition on April 28th and 29th in Tallinn. We will also continue to advance Internet freedom through our programmes. Since 2008, the United States has committed over $100 million to Internet freedom programmes around the world. We intend to maintain that robust level of support for such programmes. On Internet governance, the United States remains steadfast in our support for a multistakeholder model that supports international trade and commerce, strengthens International security and fosters free expression and innovation. We strongly believe that proposals to centralize control over the Internet through a top down intergovernmental approach which is slow the pace of innovation and economic development and could lead to unprecedented control over what people say and do online. Such proposals play into the hands of repressive regimes that wish to legitimize inappropriate state control of content.

We also believe the current multistakeholder system should be strengthened and sustained, particularly through broader multistakeholder participation from the developing world. Through our programmes, we have sought to make such participation possible.

We are aware that some governments seek to take advantage of the debate initiated by the recent disclosures to draw attention away from their repression of their citizens, or the need for democratic reforms in their countries. The acts of these governments include for example arresting opponents for what they say or intimidating them into silence and stealing intellectual property for the benefit of their economies. We therefore want to emphasize how important it is not to let governments that do not share a commitment to human rights and fairness to exploit the current debate to their benefit. We should not allow them to gloss over the very important differences between their Internet monitoring activities and those of countries like the United States that conduct intelligence activities to enable responsible state craft. We hope that the discussion today will reflect the fact that the issue of surveillance is a global one and will take into account the views and practices of everyone around the world. We intend to listen closely so that we can take account the many comments and recommendations from you and ensure that they are incorporated into our own governmental deliberations. Thank you.

J. KURBALIJA:
Our discussions will result in useful insights for the process that you indicated started in the United States and I will say reflections are going on all over the world as we will hear from the other interventions. Our next speaker is Ross LaJeunesse from Google, and we'll hear something more about the business perspective.

R. LaJEUNESSE:
Hi, I'm Ross LaJeunesse from Google, and it is a sincere pleasure to be here. There's been obviously a lot of discussion and debate about this issue, and that is of course a very good thing, and it's very necessary. But in order to have a discussion about this, a discussion based on reality and based on facts, I just want to start by providing a few clarifications so that we're all operating from the same understanding.

The first is that Google does not provide direct access for any government to our data, our servers, our infrastructure and it never has. And you can use any term you like to try and describe that accusation, a back door, a side door, a trap door, anything like it, but the fact of the matter is that we simply don't do it.

We also don't accept large, blanket like government requests for user data. We are subject to the law, so when we receive a government request for user data, we look at each and every one of them very carefully. We have a team of lawyers at Google whose sole purpose is to do exactly that. They ensure that the request is valid, is legal, follows due process, and is as limited in scope as possible. And very often, we push back, and we sometimes refuse to comply. And you can see this if you go to our transparency

report online, which lists the number of government requests we receive, how many of them we comply with, and we do that around the world wherever we have services.

Now, on the issue of transparency, we believe this is a critical element to the debate. And we're not newcomers to this issue. We've published our first transparency report. We're the first country, first company, in the world to do so about three years ago, because we recognized long before the Snowden revelations that this is a critical part of our responsibility to our users.

Every 6 months we release an updated transparency report that is better and more granular and I'm glad to see that now many companies are doing the same. We're continuing this work by working with NGOs around the world to publish National transparency reports and we've released one in Estonia this year and we've highlighted another in Hong Kong and that work will continue.

So transparency of course isn't a cure all but we really believe you can't have a meaningful debate on the path forward, you can't have a debate on this issue, if you don't have the facts, which is why we're suing the U.S. Government right now to get them to reveal more information about the number of national security requests and demands that they make on companies, and we're also on a separate track supporting key legislation in the United States Congress sponsored by Senator Franken and another bill by Representative Lofgren to do the same thing.

Now, I want to emphasize that it would be much easier for us and much easier for any company to simply comply with government requests for user data. But we don't. And we don't do that because we're a company built on the idea that if you put your user first, everything else will follow. We don't do that because we take our responsibility to our users very seriously, and that's both a matter of principle and a matter of good business.

We're very aware that if our users don't trust us, they won't use our products, and they'll go somewhere else. So again, this debate is good and absolutely necessary, but I also want to echo a point made by Scott and made by Mike Harris at the Index on Censorship, which is this: I'm all for holding the United States Government and Western countries to the highest of standards. We need to do that. But I don't want us to do that at the expense of not focusing on other countries, countries where their surveillance programmes are just as bad or worse. Countries where journalists are beaten, bloggers are imprisoned and activists are killed.

The Expression Online Initiative just released a very important report on Azerbaijan where we held last year's IGF and how horrible things have gotten there over the past year. So I'm all for this discussion about the alleged hypocrisy of the United States and Western Governments but let's not do so in a way that discounts or damages the ability of those Governments to continue their otherwise excellent work which they've long done in supporting Internet and journalist freedom, in supporting human rights around the world, and let's not attack them to the point where it undercuts their very important support for the multistakeholder model of Internet governance. Thanks very much.

J. ARKKO:

Thank you for the opportunity to talk, and also this is my first IGF and I really enjoyed all the discussions this week so thank you all for that, on this topic and many other topics. And then onto this topic so obviously, the Internet community, all of us here, care deeply about how much we trust the commonly used Internet services and products that all these services are based on so the reports about large scale monitoring obviously disturb us.

Interception of targeted individuals and intelligence activities has of course been well known but I think many people are concerned about the scale. And if Internet technology itself is vulnerable to wholesale monitoring, that is also a big concern, and we take that very seriously at the IETF, as the people at least partially in charge of technical aspects of the Internet. But I wanted to put these events in perspective. Maybe you can consider this talk as the "do not panic" message. These are hard times but we can also work on the problem, and we should.

The first observation that I would make is that surveillance is probably a wider problem in the world than what you would believe just by reading the most recent newspaper headlines. If you live in a glass house, be careful of throwing stones, and if it weren't true before, I'm sure there are many intelligence agencies in the world that have a bad case of NSA envy today. Secondly, surveillance is not a new issue. Even we at the IETF have had to deal with some issues around that historically. In 1994, we articulated the view that encryption is an important tool to protect the privacy of communications, but at the time, big parts of the world considered encryption a dangerous tool and wanted to limit its availability.

In 2002 we decided that the IETF standard protocols must include appropriate strong security mechanisms. At the time various nations wanted to employ weaker security mechanisms. Now we are facing a new situation and once again Internet technology needs to evolve to match today's challenges. We need to deprecate the encryptions that are considered weak and that is by the way something we do all the time with new information from research community and others. We also need to consider a bigger update to the security of the Internet. On Tuesday I talked about the by default security model. Maybe that's something we can pursue but technology alone is obviously not a solution. Even if we had a perfect communications security system, you would still need to trust the entity you're communicating with.

If the peer leaks your conversation it was not helpful. So let me talk a little bit about some of the other areas of work where some things might be useful. First, network operations and build out. We've seen some proposals to build more Internet exchange points and add more connectivity. Those are excellent things for many reasons. They will keep traffic more local. They will increase speed, lower costs and enable local Internet businesses to grow but an Internet that is more densely connected is a good thing.

Second, the open source community. Open source solutions are useful to assure ourselves about the reliability of our tools, whatever they might be. On some areas it

may be that we should actually consider doing more than we have than so far so let us all support additional efforts in this area. And there's more. Research community and analysis of security vulnerabilities, the attention on the matter will surely make it possible to have political and legal discussions. Maybe the transparency we just talked about, that's a good thing.

Finally, I wanted to say that I really do wish that we keep the ideals of the Internet clear in all of our minds, and not compromise them. We still need a global and open Internet, one where we can all work together across borders, with us not fragmenting the Internet and we still need an Internet that is open to innovation and new applications without asking for anybody's permission to create those conversations. And we still need an Internet that is managed and expanded. Thank you.

J. HALLENBORG:

I work with the Department of International law and Human Rights at the Foreign Ministry in Stockholm. Thank you very much for inviting us and me to this panel. We're happy to accept. We've been engaging with the IGF for many years, and we continue to really support this important institution. And the reason why we're engaging is partly because we believe that the integration of a human rights perspective in the discussions on Internet and Internet's future is crucial. So that is part of the reasons why we're engaging so much in the IGF.

So the ultimate goal is actually to make sure that the promise on securing human rights online as well as offline is realized. We cannot forget that last year, we had an affirmation by consensus in the UN in the Resolution 28 that human rights, they do apply in the offline environment, as well as offline. This was also something that the entire community agreed to. The Resolution was put forward by Sweden, the U.S., Brazil, Tunisia, Turkey, and Nigeria, and it received support by 87 co-sponsors, and then adoption by consensus. We need to remember that this is a great success, and we need to make this reality.

Governments have a duty to respect and protect human rights. This is a central part of our obligations. And security is needed to secure individuals' rights and freedoms and also ultimately it is to protect the open and democratic societies in which we live. But it's important to remember that there is no trade-off between human rights and security. It is not about balancing. It is about securing the respect for human rights, but doing it in a way that is secure.

In providing security, the governments will address several aspects. One important aspect is certainly to protect rights and freedoms of individuals from abuse of others. But equally important is to ensure the state itself does not violate rights and freedoms, in other words setting the limits for state power. This is why the rule of law is so critically important. The Constitutional framework includes rules on legality, transparency and accountability and provides the fundamentals for what the state can do, to what extent it can utilize its powers in order to secure the wellbeing of people.

In providing security, access to electronic communication has become an important tool for law enforcement agencies to combat crime, and for security agencies to improve security to the public. Swedish legislation makes a distinct separation between surveillance of electronic communication by law enforcement agencies on the one hand, and intelligence collection by security agencies on the other. This separation is critical since the operational mandates and objectives for law enforcement and security agencies are indeed very different. We are now at the point in time where trust in the Internet is challenged. Therefore, to governments all over the world, it's crucial to strengthen the relationship with civil society and the trust with people. Governments simply cannot afford to lose legitimacy.

But to strengthen trust, we must reinforce the principles of rule of law, transparency, and also respect for human rights. This is done through a deeper dialogue with all stakeholders. Therefore, initiatives that come out of the civil society are important, and should be taken seriously.

The necessary and proportionate principles, they represent such an important initiative, and it deserves attention from us. Therefore, in recent months, we have arranged two consultations in Geneva and in New York with the International Civil Society Steering Committee and other governments on these issues and principles. And as a result, foreign Minister Carl Bildt at the recent Seoul Conference on Cyberspace last week presented several fundamental principles that should apply to maintain respect for human rights when carrying out surveillance of electronic communications and these seven principles, they are about legality, legitimate aim, necessity and adequacy, proportionality, judicial authority, transparency and public oversight.

This is now the foundation where we would like to continue the discussions with all. We welcome a continued deeper dialogue with all stakeholders, and we're willing to engage with you. One such example is the work in the Freedom Online Coalition in which we will continue to engage deeply.

J. VARON:

What I want to highlight here is that the emerging details of the U.S. National Security Agency, mass surveillance programmes have painted a picture of pervasive mass cross border surveillance of unprecedented reach and scope, and a scope that's far wider than any reason that could be related to the enforcement of national security, nothing to do with real threats or harms.

The scope of approved surveillance was broad as it involved tapping communications of the President of countries like Brazil, which could be considered a friendly nation, and as wide as it assessed sensitive strategic business communications, such as communications from our Royal company. This scenario is not only unacceptable for leaders of states but for all human rights defenders. It doesn't matter if this data was used or not. The simple collection of our data and our metadata already represents a complete disrespect to the privacy rights from citizens from all over the world and a disrespect of the provisions internationally agreed on international conventions and treaties addressing fundamental human rights.

And it's also a bit hypocritical as all this surveillance was performed by countries that used to pose themselves as defenders for an open and free Internet, and I'm not saying that in order to promote any polarization between different countries that could be posed as good or evil, but I'm saying that to highlight the need that every country shall assume that we still need to work a lot in order to ensure that human rights are protected online and offline. Significant changes are indeed needed. The scenario that we live now is the scenario in which trust among governments and in the major ICT and telecom companies is completely broken but it's time to move forward and I agree with the table here, and we need to think about solutions and engage on how to implement them.

As a response to this scenario, I'm happy to see that Brazil has been proactive and has been taking actions in many different levels, as a Brazilian, I'm happy with that. International scenario we have declared urgency to approve Marco Civil, our Civil Rights based framework for the Internet. Inspired by principles suggested through a multistakeholder mechanism incorporated by or promoted by our Internet Steering Committee, Marco Civil, as it's written today, became a model in terms of both content and process, as it was developed through a wide inclusive process of online and offline consultations and resulted in a draft that protects privacy, freedom of expression, and other digital rights. I think we could all learn about this process to think in international scenario, as well.

Also in the national scenario thinking about long term solutions, Brazil is now promoting incentives for research, development, and innovation of our ICT sector. And particularly for building a mail service with encryption by design. But of course, the Internet is global and is meant to remain global, and we would not address this issue only with national policies. So what I want to highlight here is that the actions taken at the international scenario. So besides delivering a very strong statement at the UN General Assembly, which highlighted all the principles from CGI.br and all the principles that are now drafted in Marco Civil and which are committed to human rights, our President now has proposed for us to engage in a multistakeholder fashion, and to develop a Summit, a Summit that in my view shall be bounded by the principles addressed by the President in her statement at the UN General Assembly.

And this could be an opportunity to address all those issues, and I believe that these issues on surveillance should be addressed in both ways, changing the way the companies are operating in order to ensure transparency, but also protection of these users, for instance, by promoting encryption by design, but on the other hand, states should review their practices. It's good that the U.S. is willing to reform its intelligence practices, so I take this opportunity to ask the U.S. Government to refer and analyse the International Principles on the Application of Human Rights to Communications Surveillance which have been endorsed to date by over 280 international organisations, and represent an attempt to highlight and address some of these concerns.

These principles provide a framework in which to assess whether surveillance laws and practices are consistent with human rights standards in the current digital environment. As Johann has related, they focus on legality, legitimate aim, necessity,

adequacy, proportionality, competent judicial authority, and due process. They also consider user notification, transparency, and public oversight. I welcome the initiative from the Swedish Government to consider these principles, and invite other governments from all over the world to do the same. As I've mentioned, it's time to reassess our practices in order to be sure they're drawing respect for human rights with a deep dialogue with all the States that care for the Internet. Thank you.

J. KURBALIJA:

Thank you panellists for the initial intervention and I think the underlying point is that we can recognize and all panellists recognize the severity of the problem and the need for some action and solution as soon as possible, because it is affecting activities of governments, business sector and all Internet users, and there were a few underlying and interesting points that could trigger some discussion in your reflections.

As Scott mentioned, there is a need to observe international law and the existing rules. There is a need to achieve certain balancing acts between the security and human rights but we had later on slightly different view from Johann had it's possible to have a win-win solution and not necessarily to create the balancing act and that could be an interesting point of discussion between about balancing act between security and human rights. Ross rightly indicated the need for evidence based policy making, moving from the general reflections to evidence based on the concrete issues, and transparency. Jari highlighted the importance of not only technological but also policy solutions. Technology is not enough.

Johann also indicated the importance of rule of law, institutional separation between electronic communication agency, if I'm correct, and intelligence agencies. Therefore, this is one aspect that we should tackle today, procedural checks and balances as a structural design that could help us to avoid this situation in the future. And Joana listed an excellent summary on human rights, question of necessary and proportional reaction, and the question of using existing international legal tools. And this is important. We have existing international tool that could be applied to this field, including International Covenant on the Civil and Political Rights, and it was clearly indicated throughout the discussion and it is position of all major players, including the United States, that existing international rules should be observed.

B. FONSECA FILHO:

I'd like to start by doing something that usually we do in intergovernmental setting at the UN. For example, I served at the UN a few years ago, and we used to initiate our talk by saying we align our statement with the statement that was delivered before by some regional group or some larger setting so I'd like maybe to innovate in the context of IGF, and say that I'd like to align my statement with the one that was delivered by Joana Varon on behalf of civil society because I think she expressed in a very clear way most of the things I was prepared to say, and so she made my life much easier, so I'd like to align my statement to what she has expressed and also to a large extent as well to what has been stated by the representative of Sweden, we share also

the view that it is not inconsistent to pursue human rights dimension and examine the surveillance context and the disclosures in the context of enhancing the human rights dimension. It's not inconsistent with the fact that we all and some of us we are very firmly committed to human rights.

We are not diverting the discussion. We are not ignoring that this discussion could serve the purposes which are not our own, but at the same time, we do not think it is it would be a good thing to, because of this, to ignore the situation, try to improve on the situation we have. So the seven principles that were spelled out by Minister Carl Bildt at the Seoul Conference also I'd say very much express the kind of approach we'd like to take in that regard.

Having said that, and referring to the speech that was delivered by our President at the United Nations, at the opening of the general debate of this year's United Nations General Assembly, I'd like to highlight that the protection of Human Rights, privacy, freedom of expression women's rights, and it's those two specific manifestations, are at the core of the concern of President Dilma. She has clearly indicated that from the Brazilian perspective, there is a clear need that at the international level we should devise and launch a process that would lead us as international community to achieve principles and norms that would guide use and operation of Internet. And these should be guided by a vision inspired by the multistakeholderism approach, and also be firmly grounded on human rights and other principles she spelled out.

So we see no inconsistency in pursuing these, and not taking into account the larger picture that we want to be very careful about. And in that sense, it is very important as has been highlighted by Joana, that we view the Summit, we intend to hold in Brazil, as a follow up of the speech that was presented by President Dilma and of course we came to this setting, our Minister of Communication came here, and he was mandated by the President to further discussion and collect views, and I would say that without deviating from our main subject, that the Summit in Brazil today will also incorporate other dimensions of discussion, not only focusing on principles and norms, but this is indeed one of the very clear parameters for us for the meeting that will enable to engage in other aspects of the discussion as a result of the consultations we have held here.

But the clear focus on the necessity as international community working in a multistakeholder environment to develop principles and norms is clearly one of the main objectives we have in mind. And if I can just clarify one point that has been the object of some misunderstanding in the course of this meeting, when President Dilma delivered her speech at the UN, she referred to a multilateral framework, civil framework, with the support, full support and full involvement of civil society, private sector and other stakeholders, and later on when we came to this meeting, our Minister was in contact with her, and as a result of the information he provided, she made clear that she meant what she really meant was referring to multistakeholder, not only multilateral.

And I was just reviewing the news from Brazil, and I saw that yesterday, President Dilma referred again to this, and again she used the word "multilateral", so I know this in the heads of many people will maybe lead to a confusing reflection on the situation, and say: Well, Brazil is a swing state. Doesn't know if it wants to be multilateral, multistakeholder, or what is the situation. What I would say, that even, first of all, President Dilma, she has interpreted what she has said, and we maintain there's no contradiction what she said in those circumstances. From the point of your government, and this is a very important thing that has been discussed here in some panels that we should be very careful about the concept, the language we use.

Sometimes from the point of view of government, when the word "multilateral" is used, what is meant primarily is that this is, we use in opposition to unilateral, more than meaning it's something to be done on a purely intergovernmental setting. I think this was the meaning she wanted to convey when she delivered the speech at the UN, that we want a framework that would be indeed done by many parties, not only reflecting the view of one single party or a restricted group of parties. And she explained that this certainly does not convey the idea of excluding any stakeholder, so I would just maybe, and I apologize for taking so much time, but to clarify that we need maybe not to pay too much attention to particular statement on a particular setting, responding to a journalist that made some question, but having into account the larger picture, and the larger picture, the President interpreted as meaning "multistakeholder".

And when she mentioned the civil framework as a reference for her speech at the United Nations, she used the word, as Joana has spelled out; this was developed in a multistakeholder setting. The principles developed by the Commission are a multistakeholder way are clearly inspired President Dilma's speech, so when she was referring that we need international level such an instrument, clearly there is a linkage to the multistakeholder dimension, even if there is not the word there. So I just want to caution that sometimes from the part of Government, at that level of leader's maybe we should not be too much vigilant about any particular word, but see the larger picture and what the real intent is.

So I just wanted to take this opportunity to thank all stakeholders we have been meeting in the course of this IGF on the part of government, civil society, and private sector. We have seen an overwhelming support for the idea to develop, to go in the direction that was proposed by President Dilma, but also building on contributions that will add to the process, and it was very stimulating for us to see that there is a willingness to mobilize different stakeholders, to come forward with proposals, to be involved in the preparation for this meeting that we intend to be truly multistakeholder from its outset from the agenda setting, from the kind of outcomes. And we see it as a contribution to the processes that are existing processes. We wanted to be respectful of the existing process and not compete or overlap or supersede any of the existing processes that exist. And maybe a final word that is Brazil is a very firm defendant of human rights. We have been as was spelled out at the core group that

drafted these landmarks human rights Council Resolution, which gave this very clear message that human rights offline should be also respected online.

We are ready to uphold human rights in many settings, and in settings that would be global, that would be constructive, that would lead to stimulate countries and provide for positive incentives for human rights to be upheld on a worldwide basis.

S. CHATURVEDI:

There are two questions from Peter Hellman, and we have interaction as well, so that's a wonderful thing. Peter has a question for the U.S. representative, and he wants to know: Does defending U.S. foreign policy interests include surveillance of the phones of heads of governments, of countries that are friends of the USA?

And there is a question for the representative from Google: There have been reports that U.S. cloud business can expect loss of business from non U.S. customers in the coming 3 years to the tune of about 30 billion U.S. dollars and that the overall negative impact for the IT industry over the next three years could be up to 180 billion U.S. dollars because of a loss of trust. What do you intend to do to restore that trust so that people feel that they can trust cloud providers to keep their data private and secure? The tweet also relates to the same theme of proportionate and necessary steps that governments can take on the theme of surveillance Vis a Vis security.

B. DE LA CHAPELLE:

Again I'm Bertrand de la Chapelle, the Director of the Internet and Jurisdiction Project. And following the discussion before, I wanted to highlight that this debate on surveillance actually can be placed in a larger framework of issues and I'd like to tackle quickly three. The first word is "sovereignty."

What we're talking about here among others things is the exercise of sovereignty in the digital age. The traditional exercise of sovereignty is on the national territory. And the advent of the Internet is introducing an incredible new capacity for national decisions for better or worse to have a trans boundary impact on other citizens of other countries. The fact that operators are based in one country allows by definition in any country the authorities of that country to exercise sovereignty on those operators and impact decisions that have consequences for actors on another territory.

This is a potential extraterritorial extension of sovereignty, and it reduces and balances among the different countries depending on the number of actors located on their soil. But the reverse is true, as well. Following what has been named the recent events and the revelation of the Snowden affair, a large number of actors and countries in particular have taken positions in reaction in order to defend their sovereignty and have pushed forward for instance the notion of data sovereignty, requiring or intending to require the location of the data regarding their citizens on the territory.

This is a reintroduction potentially of physical frontiers in a certain way, in a technical infrastructure that was intended from the onset as cross border architecture, not necessarily a completely borderless but a cross border architecture. This is a challenge

because the traditional notion of the international system is based on the separation of sovereignties and most international organisations are based on the principle of non-interference in the affairs of some other country. The current situation is challenging this, and is putting in front of governments an incredible challenge, which is: How do you cooperate to manage shared online spaces? That's the first point. This is a new type of challenge.

The second word that I would like to highlight, and this goes to what Joana was mentioning, is the notion of due process, of fair process, or any kind of element that ensures that the procedures for issues related to surveillance but also to law enforcement related to freedom of expression, privacy and so on, any kind of process that deals with human rights and the rights of citizens and Internet users have to be done according to a set of rules that are fair and en sure due process.

This is particularly difficult when you deal with trans-border relations. When something is done in one country across the Internet and you have to obtain data, take down content; have to ask for the removal of a website. There is currently a lack of procedures to handle this and fair process mechanisms to handle the relationship between states, platforms, end users in a fair process manner across borders. And this question is reflection also of what happens here in this debate on surveillance because what we've been talking about is the implementation fair process, oversight, and that's the main issue. Because principles in themselves are not sufficient to ensure the protection of human rights. They are necessary but not sufficient. If the procedures are not appropriate, if the National frameworks are not sufficiently protective, it is not enough. And even when the framework is present, the actual implementation of the framework may be faulty sometimes. And oversight is an important element.

Finally, the third word that I would like to use is the law of unintended consequences. The trend that we're seeing today, in reaction to the recent events and the debate on surveillance, is a very troublesome one for everybody. The notion that in reaction and by legitimate concern regarding the protection of their citizens, governments are thinking about establishing rules regarding so called data sovereignty is something that we should explore with extreme caution. There are extreme technical challenges to do this, and there is a great likelihood that if you want to sort in the databases of large global corporations which users are from one given country or located in one given country, you might end up having to do a larger breach of privacy than the protection you want to establish, or the things you want to correct.

And the second element, and this was very present in a meeting that we organised in Delhi in the Internet jurisdiction project where the industry in India, not the foreign companies, the industry in India, was explicitly saying to the government, be careful what you wish for., because if the principle of data sovereignty is pushed too far you're harming the potential of the local industry to be an actor, a major actor, in the global cloud business.

So without elaborating, the challenge is we are in a situation where because there is no sufficient international frameworks for discussion, among the different stake-

holders on those issues of sovereignty in the digital age, and due process, we run the risk of having a large number of uncoordinated actions by different governments and different private actors that will look perfectly natural as a first step, but what was a commutative effect will be harmful to everyone, which leads me to this my conclusion which is this meeting of the IGF has proved beyond doubt the benefit of addressing those issues in a multistakeholder format.

The fact that the whole environment has triggered an event that is likely to take place in Brazil is providing an opportunity to address some of those issues, and to probably hold a little on some of the National decisions that are under discussions until there is a certainty that the commutative effect is not harmful. The Brazil meeting will be important. There are other processes. The meeting of the Freedom Online Coalition has been mentioned. There's been a great effort and I'm sure somebody in the audience will refer to on a set of principles called necessary and proportionate. There are not enough but that will certainly be part of the discussion.

And I want to highlight a final element regarding the Council of Europe recommendation two years ago that established the principle of no trans boundary harm, i.e., the responsibility of states from the decisions at the national level that may have an impact across borders. So those elements are aspects that require a lot of caution in the individual actions that the different governments are contemplating to make sure that they're collectively for the benefit of an open and unified Internet.

J. ARKKO:

Apologies for being forced to leave. I had another commitment in another room in a moment. And of course, much of the discussion has been at the different level not so much about the infrastructure perhaps or the technical things. I wanted to highlight a couple of things I've heard in the discussion so far. I really wholeheartedly agree with Ross about a fact based approach to this. This is really crucial. The other thing that is important that was highlighted by many people, or almost everyone, is transparency, and the rule of law. Those are very good things, and worthwhile to work towards.

And then I kind of wanted to return also to the important principle question, and many of you had these points, as well, to look after human rights, multistakeholder model, decentralized nature of the Internet, in particular the multistakeholder model is really key for us to have an open, well-functioning Internet that balances the different concerns, and I with pleasure noted the comments from Ambassador Fonseca Filho and others on how important the multistakeholder model is and there's consensus at least here on multistakeholder being the way forward. And I think it was Johann who commented also that the Internet needs to stay global. That really is true.

Sort of the only thing that I gathered from all of the discussions so far that kind of relates to infrastructure or technical things was this possible demand for keeping data local and I just wanted to raise an issue from the technical community perspective that sometimes we may have conflicting desires or requirements, and we need to be careful what we wish for. I think a blanket requirement for data to be local within a country would probably harm innovation in the Internet. Because if I'm a small

enterprise that comes up with a great idea, and I will invite users from all over the world, I don't necessarily immediately have an ability to build out facilities all over the place. I need to be able to innovate without too much burden.

And this is just one example of the kinds of things that we may run into, but we need to be careful about setting too many demands on how the network actually runs. The management and build out needs to be possible still, and cheap. That's a key, and the innovation needs to continue. So those were the short remarks that I have at the moment.

J. KURBALIJA:

You gave us quite comprehensive overview of the infrastructure and technical aspects of the Internet, and a few warnings that we don't go too far with some prescriptions but more guiding principles, and nudging towards useful solution and leave everything as to develop more spontaneously.

S. CHATURVEDI:

There's a question from Monika Arnett, who is a freelance reporter and a journalist from Germany. And her question is to U.S. and Sweden representatives. She wishes to know: do the more mighty technical tools oblige us to fundamentally reconsider intelligence legislation? Because we otherwise face a state within the State which blinds public trust, oversight, erodes democratic control, and starts to possibly blackmail those elected to govern.

N. ASHTON HART:

The Computer and Communications Industry Association is made up of many of the Internet's more successful business to consumer companies, so of course we have a strong interest in this, though I would say that our comments stand on their own and our members including Google, who are here, have made their own statements, and you shouldn't conflate the two.

I think fundamentally we're facing a problem that is not technical or an Internet problem even though the Internet has made the tools of the Internet has made it possible and many aspects cannot be solved by legislating, especially at the national level, about the Internet, such as Johann put on hosting. We have a paradigm where we're common digital citizens but also common digital foreigners, by which I mean that in the analogue past, our nationally protected rights of privacy were protected because each country could only post, frankly, so many cultural attaches in their foreign embassies before countries would say: No, that's too many spies. You have to get out.

So you could only spy in the analogue world frankly on a fairly limited number of non-nationals. Unfortunately now that situation is inverted and it is now the lack of any legal prohibition on countries spying on other countries' nationals means that we're all in some way fair game for an almost unlimited amount of surveillance by countries, except the one we live in.

And so in previous debates about ACTA in Europe, SOPA, PIPA in the United States, we saw a strong reaction against using the Internet in a way that was harmful to the Internet itself, to solve a specific issue for the benefit for stakeholder or stakeholders, and in a way we can argue we have the same dynamic here where technology is being employed by security services to facilitate information gathering with few limits, especially on non-nationals, thanks to technology, yet at the same time, the Internet relays on trust. Without trust, people simply will use services less. They will say less. They will fear more.

And right now, we have a debate that is largely focused I think on negative incentives, characterized by a lack of trust, an increase of suspicion, and a fairly continuous stream of revelations which I think we all realize will continue for quite some time. It's understandable that this would generate a lot of unhappiness.

But I think it also obscures a few fundamental things that we share in common, which is that we all would want to trust the online world more rather than less for social and for commercial purposes, that the further development and spread of the Internet, for those who have yet to go online, which is more than half the human family, is a shared goal, so efforts which make that more expensive or more difficult are not welcome. That legitimate law enforcement efforts as relates to crime of whatever nature, that societies decide need to be interdicted, is a reasonable activity. That fundamental transparency in government operations is important even if there is a tension about the relative level of transparency in some respects of government activity.

We want our national constitutional protections of rights to privacy and the like to have real meaning, online and offline. We want to enjoy the internationally protected human rights that are pretty universally accepted, even if they're not always universally observed as we would like.

These are profound common shared needs, and perhaps we can find a way to use them as a basis for a constructive conversation about the role of security services and law enforcement online as it relates in particular to the everyday lives of individuals especially those who are not employed by the government or in government service. The debate we have right now, I don't think leads to a positive end for the Internet community, and especially for the Internet. But as a community, we have the knowledge and the incentive to work to change that debate. I hope that can be another shared interest that we can build on, recognizing of course that criticism of government behaviour is a fundamental right of all, and there must be room for such criticism.

But to return to my original point governments have a responsibility not to allow surveillance of their nationals to get out of control and ironically in a digital age, for those national protections to mean anything, that responsibility really cannot end at your national border because if it does, the result counter intuitively is that if everyone but you is spying on your nationals, how can you say that your national constitutional protections have meaning name? They have even less meaning because you have no idea who knows what and is doing what in relation to you. In that vein I think the explanations we've heard from Ambassador Fonseca of the Brazilian initiative are

welcome. A conversation about what we share, the beliefs we share, is not something we should fear. It's I think essential if we're to meet this conundrum of an analogue past meeting a digital future in terms of surveillance.

J. KURBALIJA:

We'll try to tap this enormous expertise in the room, experience, expertise and knowledge and we will like to ask you for your comments and questions. I think there is one person in the room who comes from the organisation that can help us to address these balancing acts in the surveillance issues. We already heard about human rights aspect, security aspect, and data protection. And Council of Europe is organisation which has under its one roof three conventions and three institutional mechanisms for covering cybersecurity, data protection, human rights. I don't know if somebody from Council of Europe, Jan Malinowski, is here. Could you give us a quick remark, a few points, how to address this balancing act between different aspects? It has been underlying theme throughout the discussion, please.

J. MALINOWSKI:

The Council of Europe approach I think mirrors in many respects the different dimensions that have been mentioned here already, and I wouldn't go into that. I think that in substantive terms, what Johann Hallenborg has said is valid and it does exemplify the different responses of the Council of Europe. But the Council of Europe approach I think can be described as multistakeholder. One has to listen in order to deliver good governance, one has to listen to the different voices and leave whoever is responsible for something to take the decisions, but taking into account everything that others have to say.

The Council of Europe response is multidisciplinary. There are different issues that need to be expressed in one topic and we see there are issues relating to national security, to privacy, to freedom of expression, to crime, to rule of law. All of them need to be taken into account, and that requires a broad vision.

There are in the Council of Europe multiple responses. There are in addition to dialogue, there are responses that go through the intergovernmental negotiation line, with soft law, with recommendations, Bertrand de la Chapelle mentioned some of them. There are a host of others that would apply to this and there is hard law. There is international Treaty law as well. We have the Cybercrime Convention that's been mentioned. We have the Data Protection Convention and above all we have the European Convention on Human Rights that encompasses all of it. It goes all the range from freedom of expression to others.

And we have multiple accountability responses, as well. We have political accountability. We have legal accountability in the court. We have discussions in the specialized committees, in the Data Protection Committee, in the Cybercrime Committee and so on. In connection with the Snowden case in particular, the Council of Europe does not have a response or has not given or attempted to give a response at this stage but there are two things that I would like to draw your attention to in that respect.

Already from the '70s, the European Court of Human Rights has made it clear that a system of mass surveillance can undermine or destroy democracy under the cloak of protecting it. I think that's a very important statement. As I said, it relates to cases well before Snowden, well before the Internet. And the other aspect which is very relevant to the Snowden affair is that the Council of Europe cares about whistle-blowers. Whistle-blowers who disclose information in the public interest should be protected, and I think that the discussions that we are having demonstrate that Snowden has made revelations and disclosures that are in the public interest. Thank you very much.

J. KURBALIJA:

Thank you for addressing this main dilemma if you have in the same room people from cyber security, data collection community and human rights community, what is the way to address the question of inter-surveillance? And we will be facing it more and more, that inter-professional dialogue.

K. FATTAL:

My name is Khaled Fattal, Chairman of the Multilingual Internet Group. The issue that I see in front of us here is not about alleged or not alleged. It's really goes to the core and to the values of what multistakeholderism stands for. Many who attend ICANN would remember that I took the lead on making this a topic that needs to be addressed by ICANN, by the international community during the ICANN Durban. Raising the issue that unless we deal squarely with the issue of surveillance, we are not giving the true value of how damaging it is to multistakeholderism.

This is like a cancer scare to the trust of the multistakeholderism we all believe in. We believe many of us believe in multistakeholderism from an altruistic point of view, and we believe in privacy, freedom online. I'm a Syrian American, and nobody needs to lecture me on the importance of democracy and privacy and freedom of expression. But when the values are being challenged of what this stands for, I think it's time to come to terms with greater acknowledgment of what damage has been done, and how to fix it is required.

In emerging markets, we're embarking on major events in emerging markets. This is the subject matter that people want to talk about at many levels of society. And unless we deal with it very, very squarely, very at a high priority level, we will not be able to diffuse the situation, because so far all I see is an attempt to diffuse, that people get it off their chest. The values of what we stand for are really what are at stake. I'll just close with this one remark: The war against terror was angled at our values versus theirs. The war against terrorism is our values versus theirs.

What does it say that in pushing towards a free and open Internet, we discover we are spying on the rest of the world? It's again going back to the values. Please take note; a cancer scare does not get treated with an aspirin. It needs an acknowledgment of what had happened, and a desire and a genuine desire and process put in place to show this is being addressed and fixed, rather than just being an attempt to diffuse.

This is my recommendation, because all of us who believe in this do not want to see this multistakeholderism damaged. I will close with that remark.

J. KURBALIJA:

Thank you, Khaled, contributing to the fifth basket on ethics and trust, importance of trust and values in addressing Internet surveillance and we will try to organise our discussion along these main five lines. Please could you introduce yourself, Sir?

R. YISHENG:

I'm from the Foreign Ministry of China. I was going to introduce myself in my mother tongue Chinese because I believe we have interpretation in the room so please put on your earphones.

Let me start by making my intervention in English while you are getting your earphones. I have a couple of points to make. Number one, we all have consensus on the common values of the universality or universal value of human rights. On the other hand, that we would also like to stress that human rights concept is an integral concept, it's a whole concept that we should not neglect the other parts or elements of human rights, which is to say that we have two sets of rights, civil political rights, economic, social and cultural rights, and in fact the right to development.

On the other hand, also there is a check and balance of rights. We have rights. On the other hand, we have our obligations, responsibilities. Our obligation, our responsibilities to the society, to respect the rights of others. This is the first point I want to make. The second point is on Internet. I think that we have so many elements, so many factors that we need to look at. There is at least in my view that we have many elements that we need to look at. For example, the right to access. I think this is a very important issue for many countries, the developing countries in particular.

I'm glad that you're getting your earphones so that I can switch back to my mother tongue language, Chinese. Since all of you have earphones right now, I'm going to switch back to my mother tongue. Over the past two days, few days, IGF discussed many important issues in relation to Internet development including the stability of Internet, the resource allocation issues of the Internet, and the Internet crime issues, spam e mails, as well as how to enhance the trust of the public to Internet.

Meanwhile today, the issues we're discussing and issues we discuss over the past few days is that some individual country carrying out large-scale surveillance over other countries, like other delegations of other countries, we are very surprised, very much concerned over this issue. We believe massive surveillance no matter over the individual citizens or other politicians of other countries is an infringement of sovereignty, national interest, and privacies of other countries, and also it poses as a threat to the safe operation, secure operation, of Internet operation.

Meanwhile, this conduct seriously damaged the public trust of Internet. Last but not least, I'd like to say to discuss the principle of Internet governance, several points are extremely important, such as transparency, inclusiveness, participatory principles,

and cooperation. And so on and so forth. Therefore, we're very much in favour of the points made by the Brazilian Ambassador, the governance of Internet is something that we have to work very hard on the basis of multistakeholder, no matter be it the government or Internet companies, academic circle, civil society, no part should be excluded from this process. We believe all people should participate. If you exclude any stakeholder in the course of Internet governance, it's not good.

J. KURBALIJA:

Thank you for your patience with our technical facilities and readiness to address us in English, and I think you reiterated quite a few important principles for our discussion, and elements of trust, human rights, in comprehensive way, question of sovereignty and I think we have quite a few interesting points. We have intervention here.

S. CHATURVEDI:

My name is Subi Chaturvedi, and I teach communication and new media technology at a University in India. It's a women's college, and we run a Foundation called media for change. The issues that we primarily look at are how the Internet and new media technologies can empower developing countries. I thank Raul once again for organising this session because we're looking at some of the most important questions that go to the heart of the matter. At the core of the Internet is trust.

The fact that we can trust this wonderful empowering technology which is immensely and increasingly private, personal and confidential. I do want to raise a couple of points here. When we start talking about situations such as these, I'm reminded of a story and we all grew up reading Sherlock Holmes and one of the stories was about why the dog didn't bark.

And this was about how we've decided to keep quiet at moments such as these, and when we are faced with uncomfortable situations, we decide to take positions. This is an important moment, and I can't agree more with what Khaled had to say. This is about trust but this is also about working in a space which is collaborative and I do not believe that cybersecurity and concerns around sovereignty can exist in isolation without the consideration for individual rights of states and citizens.

And I do want to reiterate that this journey from being the slave to the citizen has been a long one, and when we come to this point, of data collection by governments for what purpose, by whom, and for how long, and where is it going to be kept? When we create honey pots such as these, these are questions that we worry about, not just from the human rights perspective. And I come from India. We have laws to protect children and women, and vulnerable communities in particular and we have just had two 18 year old girls go to jail for updating a status, because they decided to voice their dissent.

And this is all for our own good, which is what I hear increasingly more often from Governments across the world, but I do want to say that two wrongs don't make a right, but what we have with us is a wonderful process which is bottoms up, inclusive and multistakeholder. Yes, there might be problems in the current system but that

does not mean that we privilege one stakeholder which is largely the government and most of us do not know then when these conversations take place, whether our voices would be heard.

Democracy is a wonderful thing and a participatory democracy is an even better one but it's not the same as multistakeholderism. I think we've got a solution. We have a platform. Let's acknowledge this, let's take it from here, and let's keep working with this platform. But let us work to reinforce the system that we have in multistakeholderism. I think that is the only way forward.

FROM THE FLOOR:

My very brief question is for Mr. Scott Busby. I was really pleased to hear a changed statement or a changed tone from the U.S. Government, and I would hope and I believe that it is a reflection of the changed mind-set within the U.S. Government towards surveillance, and human rights and privacy. And if that's indeed the case, I would like to ask you that at the centre of this whole at the centre of these developments is a man called Snowden, whom Mr. Obama has referred to as a traitor. Is that still the position? Or has that position changed? Is this changed tone from the U.S. reflective also of the position on Snowden?

Because it's an important Human Rights issue. Snowden as a cause and Snowden as an individual, I'm talking about Snowden as an individual, what does the U.S. Government want to do with him? That's my very brief question and I would like that answer.

J. SCHULZ:

My name is Jimmy Schulz and I was a member of the German Parliament until Tuesday and the Committee for Internal and Home Affairs. And I've been taking care of the issue since it occurred. It was said the whole thing of surveillance is not new. It was said that others do that, too. That's true. That doesn't make it better, and that's no excuse. A question to Google: You said you don't give direct access, which sounds a little bit like Keith Alexander said in last year's Defcon; we don't spy on every American. That doesn't mean we don't give direct access. Is there any indirect access? Because you've talked about legal interception, are you forced by any law not to tell us everything? That's a question to Google.

To the U.S. Representative: Keith Alexander said earlier this year those who encrypt are treated as potential terrorists, wherefore I am a potential terrorist. Do you think I am a potential terrorist? And you also said some countries are taking advantage of the situation. Does this apply to Germany? Because I think the whole thing is an earthquake in our relationship. Friends don't do that. And you said you're taking recommendations. I give you something that is not a recommendation: Stop surveillance now. But to be more coming to the point, I think we have to take three steps. First of all, I expect and I think we need complete transparency, complete transparency which means you have to tell us everything, and everyone has to be open on that issue. Second, what we need are international contracts that friends don't spy on friends.

And, third and this is a thing we really should do is encrypt all our communication so surveillance won't work.

E. LUCERO:

So I'm with the Brazilian Government. I think we are dealing with a situation now that requires clarity in terms of what we need to address in the future, so as we avoid that it will ever happen again. I mean, the unprecedented mass surveillance and unauthorized monitoring of communications of millions of citizens worldwide by one intelligence Agency of one single country has naturally revealed something. First, I agree that it reveals we do not have a technological gap to fill in. This is an ethical and a political question. We have an institutional gap clearly. Because the only way that we will avoid there to happen again is if we agree in a set of principles and norms, and an institutional framework that would on the one hand recognize legitimate multistakeholder processes, and on the other hand, create an ethical ground for every actor to behave in the future in a way that will not damage human rights and privacy of any citizen in the world based on any grounds.

In particular, when it comes to national security, I believe this argument does not stand for it any longer since you may hardly conceive a situation in which normal Brazilian citizens or companies or authorities are violated in their privacy. Is that done in the name of national security? And how come? Does that mean that there is a suspicion that millions of Brazilian citizens and Brazilian companies and authorities are somehow involved with terrorism or any other activity that may be harmful to national security of other countries? As a Brazilian citizen and as a Brazilian public servant, to me, these are questions that are still to be answered. And the only thing we can proceed with this in order to create a new vision is to get together all the stakeholders and think deeply about how to make sure that we will agree on a minimum core set of rules and principles that will become the norm, and that will be observed from now on, so that this situation will not repeat itself. Thank you.

M. MARGIYONO:

As I am an Information Technology lawyer, so my comments will be on the legal aspects. I think our discussions should move forward, not just track a debate whether the surveillance are accepted or not accepted, but on how to make Internet still free and open despite surveillance activities. One of the issues is striking the balance of rights, the rights of security and the rights of privacy and freedom of expressions. However, to make globally accepted set of standards, principles, and rule to striking the balance of those rights seems difficult, because despite Human Rights is accepted as universal rights, but the applications of human rights differs from places to places.

Also on the threat of security issues also different from countries to countries. Freedom of expression in the U.S. is regarded as quote, unquote, the most important right, because protected under First Amendment, but privacy in the U.S. is not clearly whether it's protected under U.S. Constitution. At least it's not written on the U.S. Constitution, despite there are some interpretations that privacy is constitutional right

in the U.S. On the contrary, in European countries, privacy is most important and there are some sets of limitations of the applications of freedom of expression. We know there are margins of appreciations that apply and applications of the freedom of expressions in European countries.

In Asia, privacy and freedom of expression seems not a strong right, and not strongly protected. Government of Asia like Indonesia pay more attention on security than freedom of expression, also privacy. Some say that privacy doesn't have cultural rules in Asia like Indonesia. So regarding to the matter of facts, it seems difficult to set up a globally accepted rule to striking the balance of these rights.

However, democratic on the surveillance activity is very important. Maybe the surveillance activity has to be commissioned by parliament to make sure the surveillance technology is not abused by government. It's important because technology of surveillance has been proved to be abused by some Governments of Emirates Arab Union and Bahrain. According to a report, surveillance technology provided by a United Kingdom company named Gamma Group International is misused to monitor journalists, bloggers and activists in those countries. That is also a report that militia use surveillance technology to monitor the activities of opposition parties prior to the general election last year.

And Indonesia just signed a contract with Gamma Group International on September this year and we should make sure that Indonesian Government doesn't use this surveillance technology to monitor the opposition activities on the election next year.

J. KURBALIJA:

For our next speakers while they're queuing, a few ideas I can think of. One is this question of balancing act and we just heard that balancing act is not the same in Europe, Asia, United States and other places, between security and privacy. Second point, we have the rules on privacy protection and international Government on civil and political rules, and as I've already indicated, there is a question how to apply it, what are the mechanisms.

R. ECHEBERRIA:

My name is Raul Echeberria. I'm the CEO of LACNIC. I think that some consensus seems to be emerging from the discussion. One thing is that it seems that all of us agree that massive surveillance is something bad. It is something that should not be done, no matter who does it and no matter what are the motivations for doing it. There is also a kind of consensus that some kind of investigations should be permitted using technology but that this kind of use of technology should be done based on the respect of human rights given the due process warranted to everybody.

And I have heard many people speaking, using almost the same words about principles, and that any use of technologies for this kind of purpose should be done in the framework of certain principles so here is my question for all of the panellists, because it seems that the speech of the representative of the Swedish Government was very interesting, and it seems to me that they are applying this concept. So my question

for all the panellists is: Could be what the Swedish Government is doing a basis for continuing to develop this concept and trying to get a solution in the future? I'm not expecting to have a full agreement today about the principles. But probably we can get a kind of common view in this session about that this is the path forward.

M. SHEARS:

My name is Matthew Shears with the Centre for Technology and Democracy. A couple of comments on what we've heard so far. Let's not trivialize this discussion. I've heard others are worse, NSA envy, alleged hypocrisy. When we use the sentence "others are worse," that's no justification for our own mass surveillance. When we say NSA envy, that's pretty serious stuff, because there are countries out there who are exactly saying that, this is not a joke. And it is hypocrisy. It's not alleged so let's be clear on this.

Second, thank you to the representative from the Government of Sweden for saying there is no balancing act. We've waited a long time for someone to say, there is no balancing act. Respecting human rights increases security, diminishing human rights diminishes security.

Three, Frank La Rue, to paraphrase him, I'm sure very poorly, says that mass surveillance not only makes a mockery of human rights, but threatens the very foundations of our societies and the rule of law. Let's remember that. It's very important. And finally, I don't know about everybody else here, but I have not lost my trust in the Internet. Let's stop saying that. I've lost my trust in the institutions that use the Internet for the purposes of undermining my fundamental rights.

P. WONG:

I am Pindar Wong from Hong Kong. Hong Kong has been where Snowden chose to make his revelations. My question really was a question is about forgiveness. Partly because as a long time Internet participant, I think what's been demonstrated is spying on an open network or surveillance on a network are low hanging fruit. We really shouldn't be surprised. What we are surprised on about is the scale. So I'll echo what Jimmy Schulz's intervention in terms of full disclosure. Those of us who have kids know that kids make mistakes, and although the Internet is in its adolescence, looking forward clearly there's been a mistake that has been made. So a starting point really is that full disclosure. It may be naive to ask it. I'm not saying who discloses to whom, but it is a basis of recognizing that you've made a mistake, coming clean, and then going forward.

But what is that going forward? What is that vision? I don't agree with the previous intervention by the CTD guy. There is no balancing act. At least I have a very clear vision of the future that we wish to build, and I think I would suggest that whilst there's a temptation to fall within our national boundaries, to go back to what I would call a pre Internet era, let's not forget the opportunity before us, the opportunity to really build trade. And let us view things in positive terms. The next 1.5 billion people perhaps will be coming on the Internet through their mobile phones, making

payment over that mobile network. So let's not also look at the issue of routing money over the Internet. So trade, money, these are all very important issues and those issues if we have a vision of our future, I would hope we can find forgiveness because I'm not surprised of the surveillance, I'm surprised about the scale but let's find mechanisms to re-establish trust and let's look at how we can do so through the old '70s concept: Peace through trade. Thank you.

M. GURSTEIN:

Mike Gurstein from the Community Informatics Network from Canada. It's a global network. About a month ago I wrote a blog post arguing or pointing out that the Internet was in fact a two way system, and that the National Security Agency while drawing information from the Internet, was also fully capable of putting information into the Internet, and having significant impacts in many of the places, if not most of the places, where it was drawing information from. In the meantime, we've had confirmation of that, direct confirmation, one being the fact that Mr. Cheney's heart pacer was made hacker proof because of fears that using the Internet, it was possible to interfere with his pacemaker and assassinate him in that way. That came out recently.

The second was the use of the Internet and Internet surveillance as a direct input into the drone wars that's being conducted in various parts of the world as guidance systems and as direction systems for these drone wars. I guess my observation, it's not really a question, is that I think we're dealing with something far more serious than simply surveillance. I think we're dealing with the potential for the active intervention in spurious and potentially dangerous ways into whatever elements of the Internet that we use for whatever purposes that we choose to in our daily lives, including our banking, our health records, our internal organisational communications, our financial communications, and so on and so forth, so that whatever response that's developed into the issues of surveillance also have to take into account the issues of aggressive and offensive actions by those who are in a position to undertake this kind of surveillance.

W. DE NATRIS:

I'm here on behalf of NLIGF and reporting back on discussions we had which were relevant. I think one of the main things that came up in the two panels that we did is that Internet is becoming more and more a part of our lives and isn't it time to start acting towards the Internet as if it is normal and not something which is far away from us and unseeable. So in other words if that is true, then what goes on in regular life also goes for Internet life so that would mean there's a triangle of economic development on the one side and the other side is security and the last part is freedom. So in other words, if you treat it like that, then economic development becomes possible, and the Internet becomes safer because there are so many best practices we heard of that it's about time that we stop talking and start to act upon those best practices. And I won't recall which ones they are but they're in the transcripts. You heard some excellent ones.

And some things that really came forward are that if Governments want the Internet to be safer, then start showing leadership through showing the best practice. So we did a head count saying who actually orders software off the shelf, or who says, I wanted to have this, this or these qualities before you can sell it to me? And only the commercial parties showed their hands saying, we're doing these sort of demands on software and all the governments were looking, what are we talking about? So in other words if you want leadership on security for the Internet, then start showing it yourself by demanding security before you buy something from the Internet.

And the last comment I would like to make is that we tried to envision how large this table should be if you want to have all parties discussing Internet governance, and we probably have a table as long as this hall up and down and still not enough. And about 50% of the people know each other and still they're responsible for making the same products. So how do you get these sorts of people at the table? Maybe never. But let's start with software developers, because they're hardly here in the IGF discussion, they're hardly ever there so governments can show leadership in security by bringing the right people to the room in your country or regionally or internationally, and start discussing security with the right people, because that's the only way to make the Internet more secure.

And that was one of the comments made by the IETF, which I think made some excellent comments during this IGF, and I was happy to hear them.

J. LAPRISE:

I'm a Professor at Northwestern University. As a scholar and historian, I'm surprised so many States are so surprised by the scope of the NSA surveillance, and I'd just like to offer to those States that perhaps you better take a better look at your intelligence gathering entities in your own countries, because they're either demonstrating incompetence in terms of not seeing the history of intelligence gathering or they know about it and are not saying anything, in which case they're guilty of collusion. Either way you have a few problems to remedy in your own countries for your own intelligence organisations.

N. BOLLOW:

My name is Norbert Bollow, speaking in personal capacity right now as a human being who cares about my human rights. I start by echoing some remarks that have been made. We should not try to balance human rights and security. We need security that protects our Human Rights, our ability to fully experience our human rights. We already have a good set of international human rights standards. What we need is the ability to effectively enforce them. This requires, as it has been said, full transparency. And I think it requires an international Treaty of sorts to deal with these widespread trans-border human rights violations that we have experienced.

And perhaps most importantly, we need to get serious about looking at the technical side of metadata encryption. This is much more difficult technically than encrypting communications content. I am absolutely convinced it can be done, but it requires

a fundamental rethinking of the architecture that we use for communicating via the Internet, so I propose the creation of a dynamic coalition of metadata privacy protection. Thank you.

M. HUTTY:

My name is Malcolm Hutty. I work for the London Internet Exchange, and my comments are informed by this, but I'm speaking entirely on my own behalf. I think we've heard a great deal of "can't" about the surveillance issue. It is plainly and always has been the proper purpose of intelligence agencies to gather information about foreign countries, and their activities, insofar as they affect the essential national business and the proper business of security services to identify and do something about those that would cause us harm. What has changed however is that it is now being said that these proper purposes can only be purr sized if the intelligence and security agencies essentially know everything about everyone. This has never been previous approach of anything except totalitarian societies. And if the heads of intelligence and security services cannot be persuaded their mission can be pursued in other fashion I hope that the political leaders will understand that the reaction that's being built around the world here shows that it's worth more than the beliefs of the appropriate way to pursue their mission on the part of those authorities. It is undermining our friends and allies.

Secondly and finally, the activity that work to undermine the protective security mechanisms, in particular undermining fundamental encryption standards, do not merely help the intelligence and security agencies identify those that would do us harm, but generally advance the interests of those who would penetrate information systems and undermine those who would protect them. Fundamentally this is a poor trade-off for the national security interests. I would urge you to consider the consequences to business, as well as to citizens, of making flaws generally available as they are becoming generally available to those that would penetrate information systems whether they are states or not state actors. This is an owned goal.

P. PRAKASH:

I work with the Centre for The Internet Society in India and with the Yale Information Society project. While issues of human rights privacy and surveillance will be dealt with at the National level, and there are some indications that in some cases they are being dealt and reforms will be attempted at least, we need to agree that privacy is a right that belongs not just to the citizens of one country or another, but no one country should be able to deny me the right of being human that privacy is indeed a human right and a country can't escape its international human rights obligations by saying that we are safeguarding the privacy of our own citizens and only our own citizens.

Second point I wanted to make is that mass surveillance at the level of Internet infrastructure and architecture as is being done by countries like our friends in the West and India, are contrary to the UDHR and ICCPR and its non-targeted, non-proportionate, non-reasonable nature makes it an arbitrary or unlawful interference

in the enjoyment of privacy, that this is contained in itself in International Human Rights Doctrine that mass surveillance of the sort that we are seeing today, especially at the level of the Internet infrastructure, just is not legal.

F. AMALIA:

My name is Furiani Amalia. I'm from Indonesia. During the last few days we have heard and listened to many challenges that portrayed by multistakeholders in the Internet field. However, we also come up with the common views that trust and cooperation are important issues that we should address. We have a problem of trust there but we cannot stop just right there. So we need to think what IGF as a forum that involves many various multistakeholders worldwide. That we need to think what IGF could offer in the future, what IGF can do in the future in leading the role of setting out the principles or norms that are agreeable by all stakeholders, because in this multistakeholder forum, it's not only to speak up what your interests are. It's not only a forum to tell everybody else what your concerns are but we need to understand what other interests are so therefore IGF should be a bridge for all stakeholders to be a forum where everybody can understand each other.

A. AZPURUA:

I come from Venezuela as part of ISOC Ambassadors Programme. My country is a relatively small country with human rights problems makes completely no sense in making the decision if you have human rights problems or challenges as they like to be said here. It doesn't make any sense distinguishing if they're online or offline so I would like to put my perspective on many of the subjects we've been talking in this IGF from the perspective of small countries that are not frequently represented in this forum or that their issues are not usually commented too much. It's a little sad when governments defend their actions by saying that they only target foreigners as if they were not subject to human rights, and the international Declaration of Human Rights.

I'm also really sad to see that the U.S. who had a very strong agenda in pushing it throughout the world now lacks the moral authority to keep doing that. I think it's time for other countries to step up if they decide not to change their policies. Mass surveillance and other advanced persistent threats that are more targeted are being used not only by big governments, also by small ones. In the case of these governments, usually the controls and oversights are even weaker than in the famous case we've all been discussing. So it would be of much help for countries like mine to actually know what's getting into our countries, because most of this technology doesn't come from our own industries or our own tech industries. It comes from developed nations or nations with stronger IT industries. So more controls and transparency in those important experts would definitely help activists like myself.

So as I said I'm not a lawyer. I'm just an activist with a tech background. And for me, it's obviously clear that mass surveillance should be treated as a huge human rights transgression. So I hope that in the meantime, we learn to use encryption correctly

to protect ourselves, our colleagues, and our work. I hope that for next IGF or next meetings of this kind we'll see a lot more PGP fingerprint keys on business cards so that we could start to share the knowledge on how to communicate effectively and securely. Thank you.

S. CHATURVEDI:

Yes, we have a question, there's one from Twitter that talks about what government can do another from the same team about ethics and trust, and this is a question to European governments. Sweden, as a representative of Europe regarding the individual Snowden issue who has done a great service to the global public in making this information accessible, do European countries consider him to be a whistle-blower who needs to be protected? Or is he to be considered a traitor who should not receive protection? Would any European country, any member of the Council of Europe, now be willing to grant Snowden asylum?

J. KURBALIJA:

I think there was quite high level of consensus of both problems and main issues and controversies, and here are a few points. There is agreement about the severity of the problems. I think it was equalled in all intervention comments. And also highlighted that there is a question of trust, fundamental trust, is an underlying element for the success in the future development of the Internet.

Second point, I think we agreed that there are existing rules in international law that cover this issue, and there is Article 17 of the International Covenant on Political and Civil Rights saying clearly that no one should be suggested to arbitrarily or unlawful interference with his privacy and so on. The international law exists. As we know, international law is sometimes not easily applicable and then we come to the next point which was raised in many comments from Bertrand, how to apply international law. What are the procedures? And here the key words were: Checks and balances, introduce checks and balances, careful transparency, use due process, observe the rule of the law, and have institutional division as Johann from Sweden mentioned between different players in this field.

That will be the main challenge, and one can argue that maybe some new reporting mechanism of existing conventions should be introduced, or it should be introduced in universal periodical review in the work of the UN Council of Human Rights. We're speaking about the way how to implement existing rules. There are quite a few different views about possibility of having win-win solution or balancing act. We should act and we should aim for win-win solution by achieving Human Rights protection through more security. But we should be equally ready to have some balancing acts, because it is reality of political life. What are the next steps? First, we are waiting for the results of the review process in the United States. In the meantime, there are quite a few international initiatives in the UN Human Rights Council, and it will be moving on especially on the issues on protection of privacy and data protection.

And we should start exploring some national models like Swedish model for tackling these issues and these delicate balances between security, human rights and data protection and it was clear from all interventions the topic is extremely important and the IGF should find ways and means to continue discussion including proposal to create a dynamic coalition dealing with these issues. I think there is one important issue that I should address; it's the liability and responsibility of technology providers. Technology providers should ensure that the technology they provide not be misused by government so there should be any legal remedy if the technology used to suppress or to monitor the activity of activists or journalists. So there is the contract between the technology providers and government should be cover an article saying that the government only use this technology for legitimate purposes, not misuse.

S. BUSBY:

I'm not sure I'll be able to answer them all, but I'll do my best. First of all I want to thank my Fellow panellists, commentators as well as the audience for all of your many thoughtful comments and questions. The United States Government is here in force. There are over 10 of us here. On the heels of a Government shutdown, mind you, which there was travel restrictions on virtually every U.S. Government Agency, and I hope that demonstrates to all of you not only the seriousness with which we take the IGF, but the seriousness with which we take this issue. We intend to take back your comments, your questions, to report back to our senior leadership on what we've heard here, with the goal of ensuring that those views are taken account of in the deliberations that are now taking place in the United States.

Second of all, to Khaled who first made this point but the woman from India, as well, about the seriousness or potential lack of seriousness with which we take this issue, I don't think that President Obama and the rest of the U.S. Government is not taking this issue seriously, is trying to deflect. The President has taken extraordinary action in setting up this review Board of independent experts to give him their best advice on how the U.S. should move ahead on this issue. As I just mentioned, the U.S. Government has come here in force knowing this issue was going to be at the heart of the discussions at this IGF and willing to engage with you, to hear you out, on this issue. So we take very seriously this issue.

With regards to transparency, which several commentators mentioned, the President has already ordered that as much transparency about what the NSA has been doing, the judicial orders relating to the NSA activities, that those be released, and indeed, you can find those online. If anyone wants to know the site where they can be found, I'd be happy to send that to them. On Edward Snowden, I don't have anything to say on that beyond what President Obama has already said, so I would refer the questioner to what President Obama has said.

On China, on our intervention from a colleague from China, I would simply ask anyone who has questions about the human rights situation in China and the human rights situation in the United States to look at any independent Human Rights report on these issues, and draw their own conclusions. One of the best reports I think is

the Freedom on the Net report issued by Freedom House. We have Freedom House here. There are copies of that report here. That report is critical of the United States, I would mind you. It's not often that a government official refers people to a report that's critical of the United States. I would urge people to look at that report, and draw their own conclusions.

To the Indonesian representative, the lawyer here, who asked about privacy in the United States, so interesting story here in the United States, for good or worse, we have a very old Constitution in the United States, older than most countries, and the concept of privacy actually postdates the creation of our Constitution. So, yes, the concept of privacy is covered by our Constitution, but it's covered through legal interpretations of that Constitution by our Supreme Court. And there are a slew of decisions in the last century that essentially create this concept of privacy and indeed it is now considered a Constitutional right.

And lastly, there were several questions about the NSA and sort of the NSA out of control, being a state within a state. I would just urge folks to look at what the President has said. The NSA and these activities are subject to judicial review. They are subject to legislative review, and the NSA finally is subject to the command and control of our Commander in Chief, namely, the President of the United States. So the President has said what he intends to do in this area. He has empowered a review panel to look at these issues, and we will be considering the recommendations of that review panel going forward.

R. LAJEUNESSE:

I want to echo Scott's sentiments that I've enjoyed today's panel, and particularly enjoy hearing questions from all of you. And so I've taken a couple notes. I don't think I was as thorough as you were, Scott.

But to Jimmy's question, I appreciated that very much, about direct access versus access. It's a very good point. When I meant we don't provide direct access, what I meant is that we really don't provide access to the infrastructure. I was trying to draw distinction between that and the process I outlined that when we get a legal request from the government, we look at it thoroughly, and so it is possible for the U.S. Government to get user data, but only through that process that I outlined in my remarks. So thank you for that clarification.

There was a comment or question from a remote participant about user trust. And that is something that we are very focused on. It really is what drives everything we do at Google, so we're incredibly concerned about the impact of users' trust on us from the Snowden revelations. It drives everything we do. It's why we spend the resources that we do on our security infrastructure, on our encryption, with search encrypted by design and Gmail being encrypted and I would make the point that I feel the cloud is certainly more secure than alternative models as Bertrand characterized it, data sovereignty, and data localization. The cloud is much more secure than that model.

But this issue of user trust drives much more than our security infrastructure and our technology. It drives the work we do on Internet governance, our membership, our founding membership in GNI, which is a third party which audits the practices of companies. It drives our development of things like Project Shield, which allows independent news sites and similar sites to take advantage of Google's own security infrastructure for those sites that have been subject to DDoS attacks and the like, and it drives our sponsorship of civil society and our work which we do really in each and every country in which we have an office on free expression from issues like intermediary liability in Thailand and India, to even more challenging situations in parts of Southeast Asia.

Finally, to Matthew's intervention from CDT, as Matthew well knows, we are a strong partner of CDT for pushing for greater transparency in the United States, and we see I think very clearly eye to eye on that and so I wanted to clarify Matthew's point. When I said that others are doing it too I thought I made it fairly clear about five or six times in my comments but I'm happy to say it again, I'm not trying to excuse or trivialize in any way the revelations that have come about, about U.S. surveillance but I am making the point that this is not just a U.S. issue. That this is happening everywhere around the world and I think it would be unwise of us to focus solely on the U.S. surveillance programme, and not focus on the very real challenges that are occurring everywhere else around the world. So that was my point and I thank Matthew for giving me the opportunity to clarify that. And I think as I'm checking my notes, that was it. But someone correct me if I'm wrong.

J. HALLENBORG:

A couple of points from me, as well. There was a question about the powerful tools and resources if that has prompted any change in our society and any legislation. And the answer in my country is: Yes, it certainly has because that has created an all new way of looking at this, of course. And around 10 years ago, discussions intensified in my country on how to find the right legislative framework for this, an area which largely was unregulated before, and so after long negotiations, a draft law was presented. It was thrown out of Parliament, wasn't approved, back to government. Again the second draft wasn't approved, because of the Parliament felt that the protections for privacy were not good enough.

And the third draft eventually was approved in 2009. This law applies equally to everyone, every citizen. There was a question about not making a difference between different nationalities. It applies equally to Swedes and non Swedes. And it includes a fair amount of special mechanisms to protect individuals' privacy. Amongst other things, it includes a special court which takes a decision in every case of signals surveillance. This law is now being put to the test in the European Court of Human Rights. It's being challenged, and we welcome this of course. We welcome to hear if the court in Strasbourg finds it lives up to the standards of the European Convention on Human Rights. There was a comment on Article 17 of the ICCPR. It is true, it establishes the fundamental right to respect for private life, which is I believe the

accurate wording. We believe there may very well be reasons to look at Article 17 and see how we can increase our understanding of how Article 17 should be interpreted.

There are a number of different ways to do that, and we're currently engaging in Geneva and in New York to find ways of promoting the best way forward. Finally, a few comments were made on the Swedish model. I'm not sure I really know what that would be, but if it refers to the fundamental principles that my Minister outlined last week, we are more than happy to discuss on the basis of those the way to go forward. And indeed, those principles are integrated in our law and in our framework, so in a way, it will I suppose it does represent the Swedish model.

Finally, I am not representing any other country than may own country here on this panel, so I am not in a position to speak on behalf of Council of Europe Member States or European Union Member States when it comes to Edward Snowden. I can just conclude that his human rights should be respected, period, regardless of the label that you give him.

J. VARON:

I just would like to make some remarks for us to include the comments on Mr. Bollow in this panel report because I believe it's an important Human Rights issue and we're only here debating surveillance because of them. And I'd like to ask Scott and the U.S. Government to give further thoughts about this. That it seems penalties for whistle-blowers are getting worse and worse, and I'm not referring only to Snowden.

A person who leaked the information about the war in Iraq is in jail with a 35 year sentence after remaining for three years without a sentence and according to notes from The Guardian that I quote here, 'Manning's three and a half decades jail term is unprecedentedly long for someone convicted of leaking U.S. government documents. Compare, for example, the ten years received by Charles Graner, the most severely punished of those held responsible for the Abu Ghraib torture in Iraq'. So the jail is not only talking in Russia. These people had normal importance for the countries we believe today are being severely punished and in a dilemma between being traitor to a nation and providing openness and important information to the world, I think that most of people here with good faith and will would go for traitor. So that's it.

B. FONSECA FILHO:

And very briefly much has been said and I don't have much to add, just also in reaction to what was proposed and the question that was formulated by Raul Echeberria from LACNIC, I would like to comment that the Swedish model, not the Swedish model, but the points that were raised by your Minister of External Relations at the civil conference really provide a very good basis for our work in regard to the issue of privacy in relation to security, which is of course one of the focus areas and core areas of the speech our President delivered at the United Nations. So we'd be comfortable in working within this framework.

But just to recall that we have proposed and the President has proposed we should aim at having a larger set of principles, and taking into account a huge amount of work

that has already been done in that regard within different contexts, it has been mentioned the Council of Europe, we could refer to our OECD so we have a different set of principles but of limited in scope of participation so we are aiming at something of global nature that would encapsulate the core norms and agreed principles that should guide us through. And just reiterate the invitation and the call for participation in the Brazilian meeting to be held next year. And if you allow me just a very brief comment in regard to this, I was referring before to the kind of misunderstandings that sometimes occur, and the President has termed this meeting as a "Summit," and it must be understood that from the point of view of Government, what we are aiming at is at a very high level event that would wishfully be able to make kind of decision that could impact on the work we are doing.

So this is the meaning of saying a "Summit". It should not be interpreted as meaning it's something exclusively for Governments. I think this is the kind of conceptual difference that sometimes must be spelled out. When we say "Summit"," we mean a meeting that will be will have authority enough to make decisions. And at the same time, the President clearly also spelled out that she would expect Civil Society, private society, all stakeholders to be represented, and I would dare to say on an equal level as regard any decision making process that might be might take place at that point, which we aim of course at some kind of consensus. So this is just very briefly to reiterate something I said before, and to specify that as we go back, our President is due in the next few days to make an announcement on the basis of everything we heard and the very important inputs we have received and ideas that were presented here. I would not at this point like to anticipate anything the President will say. I think sometimes we like to interpret what she has meant. I think it's as a disciplined civil servant I would prefer the President herself to spell out.

Of course, this will not be a decision or anything made in isolation but fully taking into account the multistakeholder aspect we want. But as the host of the meeting, I think it would be the President's prerogative to decide for example on the Summit aspect or not and this is something we will invite all to be there, and again the announcement to be made in next few days.

B. DE LA CHAPELLE:

I wanted to reaffirm one element that after this panel, it is clear that the answer to excessive surveillance cannot be the proliferation of national frameworks establishing data sovereignty but rather increased oversight and increased due process respect and assessment of the impact of trans boundary action or impact assessment for any National measures that has a trans boundary action.

N. ASHTON HART:

Thank you also for inviting me to speak in general. One thing that struck me here is that I think we have many different national approaches to surveillance and the protection of individuals in relation to it, but very little have I found published that actually spells out and contrasts the different choices countries have made, and the

reasons why they have made them. I know in Latin America, recent very serious human rights violations by security services in living memory have made this issue particularly sensitive in that region, for example, and in Switzerland I know we had a similar scandal in the '90s that has greatly changed the way surveillance is conducted by Switzerland and we've heard a bit about the Swedish protections.

Perhaps it would be useful to have more clarity and be able to compare different systems and understand the choices that they made, and I would say also, the Inter-parliamentary Union in Geneva, the home of the world's Parliaments, perhaps should discuss this issue to see if the world's parliaments can share information, understand each other better, and perhaps that would help.

R. YISHENG:

Thank you very much, Mr. Chairman, for giving me the floor for the second time. I'll be very brief. First of all, I'd like to clarify. This morning we discussed issues on surveillance, so the Chinese Delegation while making the point quoted a well-known case, but I don't know why the U.S. speaker is so sensitive to our intervention. He's not here. If he's here, he has to explain to us why he's so sensitive to that. Secondly, the Human Rights condition situation in China is well known by the Chinese. The Chinese has every right to explain that. Other country has no right to comment on China's Human Rights. The universality of Internet in China, we have almost 600 million netizens in China, much more than the population of the U.S. We have more than 300 millions of users of social media. It's almost the same population of U.S.

Every day, people are posting things on microblogs, blogs. More than 200 million people are doing that. Therefore, Chinese also enjoy a full freedom of speech, but any information shall not infringe the society. You have to abide the basic code of conduct, moral conduct, and also you are not allowed to spread any information that will harm National Security. Also, you are not allowed to spread groundless rumours online. Last but not least, let me say one thing: Every year, the U.S. Government publishes a human rights situation or status of more than 200 countries in the world. He recommends us to read that. However, he neglected one thing: The U.S. Government never published human rights status report of its own country, but the Chinese Government has done that for the U.S. Government, and for free. China's state Council's information office publishes annual report of U.S. human rights status. You're welcome to access. All the information is collected publicly from the U.S. media.

A. COMNINOS:

I'm from the Internet. It seems people in this room are concerned about eaves dropping so I would just like to point out if you registered online to attend the IGF, you have leaked your personal information including date of birth, ID number or passport number, and residential address, e mail address, full name. So defences against these types of things really do start at home. You can see it on the APC website, APC.org.

FROM THE FLOOR:

I'm from Brazil. Everyone is still under the perplexity of the size and the rich of American intelligence and many are making decisions in the heart of emotion and it's this that worries me. Decisions that are taken so passionately, decisions under the scenario generally do not so passionate and generally are hurting our hearts. I do definitely not want to give away any right in exchange for security. That's all.

A. INNE:

So what we're going to do right now, I think we're going to have Jovan remained us a little bit some of the points that were raised here in answering if you remember some of the questions that we had that Markus read that the session was also supposed to address.

And I would like to simply say that I think this session is one that is again Building Bridges. This is the start of discussions and I know that I've seen a few Tweets where people are saying we're not satisfied because there aren't really answers. And I don't think anybody expected really that we would have answers here this morning.

But at least conversations have started. You know, the start of a bridge is being built as Ambassador Fonseca said, one of our next meetings will be in Brazil, and that could be a place where at least some general principles could be agreed upon, and then it will be up to all of us to actually just like the other general and global principles that we have, to make sure that we adhere to those.

J. KURBALIJA:

With the risk of confronting Twitter community which is not a wise thing to do, I have to admit that there were quite a few answers and quite a few useful insights. We heard about experiences within Brazil, quite a few suggestions. There is agreement that there are international rules that cover these issues, and quite a few concrete suggestions how we can implement these rules, through due process checks and balances.

Therefore, I would say that I personally feel quite comfortable with advancement of our discussion, much more than expected before the session. And as you know, these problems are complex and they're so called big problems. You don't have a quick fix. There are many aspects, security, human rights, ethical, business that should be addressed. Markus gave us seven questions at the beginning of the session which were questions posed through the public consultation. And we answered all of those questions, and even added quite a few more questions. Therefore, we will be having an interesting discussion. And if I can conclude with one point with a famous quote, don't waste a crisis. It seems we're not going to waste this crisis and that at least based on your inputs and panellist inputs, there is a serious determination and responsibility to do something useful for Internet as a whole, and for humanity, first of all to avoid the situation like this one with NSA case, but also to prevent similar situations happening worldwide.

Therefore, there is an opportunity that we shouldn't miss, and I think quite a few players around the world are moving in that direction, to create space, ideas, and proposals that could make Internet even more powerful tool for enabling of the social and economic development worldwide.

M. KUMMER:

Let me just add a quick word: I think the discussion, A, was certainly very interesting. This is a sensitive issue on top of the agenda. And I think again, the IGF proved its value and its worth, and this kind of discussion clearly is best held in a multistakeholder setting.

S. SANTOSA:

If I may value this session, it's really the top of the top session of the IGF 2013. If you look at the response from the floor and also they say all the ideas.

As a piece of information, Indonesia is also aware of the positive impact of Internet as a means of economic development. However, it has become increasingly concerned over the impact of access of information and has demonstrated an interest in increasing its control of offensive online content, particularly pornographic and anti-Islam online content. The government regulates such content through legal and regulatory framework and through partnership with the ISP, Internet service provider and also the Internet cafe. Meanwhile the telecommunication 99 also prohibits the wiretapping of communication necessary for obtaining evidence for criminal investigation.

So ladies and gentlemen, this is my first IGF engagement, with more especially in Bali 2013 from 109 countries so let us wait for our next IGF 2014, wherever it will be held. With that statement I would like to conclude this meeting and again thank you for excellent moderating, and thank you also to our panellists and all participants for this valuable discussion. I hope you enjoy your stay in Bali, Indonesia. For those of you who will leave before the Closing Ceremony, I wish you have a pleasant and safe trip back home.

Open Microphone Session

25 October 2013
Lead Facilitators:
Chris Disspain, CEO, auDA and Susan Chalmers, Policy Lead, InternetNZ

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The following is the output of the real time captioning taken during the Eighth Meeting of the IGF, in Bali, Indonesia. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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C. DISSPAIN:

So thank you all for making the effort to come. We are going to start the open mic session. The idea is that you come to a microphone and there are a number dotted around the room and you can talk about anything at all you want to talk about in respect to the IGF. And if that doesn't work, you can talk about anything you want to talk about at all.

So who wants to be the first person? You can talk about anything that's happened this week. You can talk about a workshop that you were in when you learned something. You can ask questions. You can talk about main sessions. You can talk about the IGF itself. You can give some feedback on how this week has gone and whether you thought the facilities were good and the organisation was great and was the main room too big and all of that stuff. It's truly, truly an open mic session. You can talk about anything.

H. ALMIRAAT:

My name is Hisham Almiraat. I am Director of Global Voices Advocacy, also known as ADVOCS. I have had a wonderful opportunity throughout the week, and I've made a lot of contacts and networked with a lot of likeminded activists. My main frustration, though, has to do with the fact that a lot of civil society organisations, so called civil society. I came to the conclusion a lot of them are masqueraded as civil

society, but they represent most of the time private interest groups or are sponsored by their own government. Most of civil society organisations I know come from Morocco I am Moroccan national don't have the resources to fly all the way to Bali, but they still can send emails.

Most of the time it has to do with the way they are financed, they find resources to send people to wonderful venues like these ones. So I can speak of one group, since I am a Moroccan national. There are supposed to be two Morocco delegates here in Bali, but I struggle to find them. I don't know if they are in the room. They must have checked their high tide bulletin, must be at the beach.

To read one statement from one civil society organisation based in Morocco. It's Mamfakinch. That's the name of this organisation. So on September 17th, Mr. Ali Anouzla, a journalist, and the Arabic language editor of Lakome.com, a popular online publication, and also a journalist known for his critical reporting of the highest political figures in Morocco was arrested after he published a link to an article in the Spanish paper EL PAIS, which contained a link to a video attributed to Al Qaeda.

He was held without charge for a little over a week before being formally accused of "material assistance to a terrorist group, advocating terrorism, and initiating a terrorist act." He is now being held in a prison in Casablanca with convicted terrorists pending his trial. This case has sparked an unprecedented campaign of support, both nationally and internationally. Now his site and several mirrors of his site have been reportedly blocked in Morocco. His arrest and the apparent ISP level filtering of his site and those of his supporters mark a major setback for freedom of expression in Morocco, which has, in recent years, prided itself in recent years has made strides increasing Internet access to its citizens and pulling back online censorship. The February 20 movement, the country's version of the so called Arab Spring, operated mostly online and mostly freely. More recently, the convicted paedophile led to a massive online campaign that enforced the monarch to rescind his pardon, an unprecedented move in Morocco's history.

So Mamfakinch condemns this. We consider the charges to be unfounded under international law and call for immediate release and for charges against him to be dropped. We also call for Morocco to lift all ISP filtering and online censorship in the country.

S. ABOU ZAHRA:

My name is Shadi Abou Zahra. I've been asked through the Dynamic Coalition on Accessibility and Disability to just give an update on the report. I want to report that from our perspective, this has been one of the best IGFs so far in terms of accessibility. We really want to appreciate the host country for all the work they're doing, particularly on a fairly short turnaround, I think, this year in particular. Also the IGF Secretariat and all the work that they've put in and the effort. So we're really seeing a lot of progress, a lot of improvements in terms of accessibility and inclusion of the IGF.

There have been issues, particularly with the connectivity and the remote participation, this year. Unfortunately, even though the bandwidth has been pretty good, it was more technical issues. We will report on this in our report and also update our guidelines for future IGFs, but we really wanted to thank the host country for their work.

L. DUO:

My name is Liu Duo, and I come from the Ministry of Information and Communication from Republic of China, People's Republic of China. First of all, on behalf of the Chinese delegation, I would like to thank the host country, Indonesian government for your thoughtful arrangement for this IGF conference, and I thank the particular organisation of IGF Secretariat. I'd like to make a few observations regarding this conference. First of all, at this conference, a multistakeholder cooperation for Internet governance has been the consensus. We come to realise we need government, international organisations, civil society, and private sector.

However, we need to have clear cut roles and responsibilities of all parties. The goal is for the public interest, for the safety and stability of Internet across worlds, but not for just one individual country or for a few individual countries. Secondly, all parties have come to realise the importance of changing the governance mechanism. The massive surveillance over the Internet that has come to the attention of the international community may just be the abuse of power for Internet technology and management by individual companies on the surface of it. But the root cause is there is a big gap in the management of Internet at the moment.

As the Brazilian delegate said, it is time for us to look for a new direction and to deliver on the principles of multilateral, democratic, and transparent established by WSIS Summit. Thirdly, it is important for us to establish consensus in the Internet governance principles. We uphold the protection of human rights and the freedom of speech. This is the consensus across the globe. At the same time, we must realise that principles such as development and multilateralism are equally important to the development of Internet. We welcome the proposal of Brazil to host Internet Summit in April 2014. It is a conviction that this Summit will make new contributions to the development and governance of Internet.

J. PRENDERGAST:

First off, I do want to start off by thanking the organisers, the Secretariat and the Balinese delegation. I thought the meeting ran fairly well. The security was excellent. Plenty of food and coffee. I think that's an improvement over last year, certainly something people appreciate. The bandwidth issues, while not perfect, I think were a vast improvement over years past as well, so that's to be congratulated.

The other thing I wanted to talk about is sort of the uniqueness and different formats for sessions. I moderated a flash session that was extremely interactive. We only had 30, 35 minutes, but we had probably like 25 youth speak, which is something I think that was unique amongst all the other panels out there. The kids walked out of the

room very excited, very energetic compared to some of the earlier sessions that they were in. So encourage the continued use of those types of formats. I hope more panellists will try and use them in theirs because as an audience participant, it certainly makes it a much more worthwhile experience. Thank you.

P. WONG:

This is my first IGF. I have been an IGF sceptic for many years. I am glad I am no longer an IGF sceptic given the dynamics I have seen this week. Congratulations on a great event. Just like the flash session, I think in terms of looking at format going forward, one thing you may consider is keeping presentations to a minimum, just maybe one or two minutes. That was the problem that we had in our session. There's so much expertise in the room that if I may, if you can try and find mechanisms to encourage dialogue, that will be great, because again, there's so much talent here, it would be a pity not to tap into that. Practical suggestion, again, is making sure that everyone's read the papers before coming because, again, just looking at titles and turning up to the session may not always sort of result in the best kind of interaction.

C. DISSPAIN:

And just so you know, the thing about long presentations is a thing we say every year to everyone. We say please don't make long presentations; this is supposed to be interactive. And every year some people make long presentations, but I completely agree with you.

N. BOLLOW:

I would like to react to the thought that so called civil society organisations are perhaps not what many people think of when they hear civil society, and what I would suggest in response to that is to create a new stakeholder category, multi/other, because if we sort of established standards for what is civil, these standards should not have the effect of somebody being denied. Everybody should be able to be allowed to voice their concerns, but maybe not everybody should call themselves civil society. Right now, if you don't fit anywhere else, you get reduced as civil society. That might not be the best approach. Thank you.

O. CAVALLI:

Thank you for giving me this opportunity. My name is Olga Cavalli, a representative of the Government of Argentina, and I would like to thank the host. I think it's been a great meeting, a great place to host this meeting. I would like to thank the IGF Secretariat for all their work. I would like to thank all the colleagues that invited me to moderate or to talk in their workshops, and also those colleagues that worked with me in organising the access meeting the access main session, Focus Session. I would like also to announce, as a university teacher, that we are organising for the sixth year the South School of Internet Governance, this time for the first time in the Caribbean, Trinidad and Tobago, in the frame of the 25th anniversary of the Telecommunications Union. The call for applications for fellowship will be open very soon

in our webpage, governmentalInternet.org, so we will welcome candidates from Latin America and from the Caribbean, and we have trained more than 300 people so far in these six years, so we are very happy with this new Caribbean stage of the project.

S. CHALMERS:

Olga, before you go, I just wanted to ask you a question. I was wondering, I'm curious because I was wondering or to any other government representative in the room why governments come to the IGF and what the value is from a government perspective.

O. CAVALLI:

Well, it's a good question. I must say I am kind of a multistakeholder person, not governmental person. I am also a university teacher. I am also active in our Internet Society chapter in Argentina, I am the Secretariat. And I am also active, a board member of the National Centre of Engineers, and there I have created a commission for women and engineers. So I have several activities. I cannot say myself that I am a fully governmental person.

So I find the beauty of this meeting for being multistakeholder and for being equal footing. I think that's unique, and that's the fantastic beauty of the IGF. And I have been so privileged to be in all the eighth IGFs, and I was privileged to be representing my country in Tunis in 2005. So I think that governments come to the IGF, those governments that are willing to come, trying to understand this new model of interaction. But I think that multistakeholderism already happens. If you think of all the projects that happen in all the countries, like fibre into rural areas or doing IXPs or cooperating creating local content, those are multistakeholder projects. Those are somehow a partnership in between the government and between private companies, academia, and technical community. So we shouldn't fear for multistakeholder because we already have it in our lives. And technology is blending all that. So I think that governments come here to share experiences, to learn, and to participate in equal footing in this beautiful meeting. Thank you for the question.

FROM THE FLOOR:

Thank you. I am Mr. Aziz from Morocco and reading the statement on behalf of 20 civil society leaders from 18 different countries from the Freedom House delegation. The 2013 IGF provided a valuable space for the members of our group to engage with other stakeholder groups through the Focus Sessions and also through side meetings and consultations with representatives of governments, businesses, the technical community, multilateral bodies, and civil society organisations from all over the world. We urge all stakeholders to continue to engage and participate in future IGFs to strengthen the Forum's multistakeholder process and to uphold the principles of openness, transparency, and inclusiveness.

Without the IGF, there is no comparative venue for civil society to directly raise its perspective and concerns with leaders in government, the private sector, and the technical community. We share the sentiment with the vast majority of IGF participants that the Internet Governance process can and should be improved but stress

the importance of upholding and strengthen the multistakeholder approach to ensure that the Internet remains open, global, secure, and resilient. In calling for more efforts to promote, protect, and advocate for human rights online, our group has underscored three broad principles and recommendations.

First, all laws, policies, regulations, terms of service, user agreements, and other measures to govern the Internet must adhere to international standards of human rights, including but not limited to Article 19 of the UN Declaration of Human Rights, guaranteeing the right to freedom of expression; Article 12, guaranteeing the right to privacy; Article 20, guaranteeing the right to free association. As an important step, states and other stakeholders must look to Human Rights Council Resolution 28, adopted by consensus in July 2012, affirming "that the same right that people have offline must also be protected online, in particular, freedom of expression,: and pledging to explore further, "how the Internet can be an important tool for development and for exercise in human rights."

This applies to ending illicit online surveillance by any government. To be legitimate and lawful, any surveillance must be limited, targeted, used to deter or investigate criminalized activity and subject to independent judicial oversight. Second, consistency across the many spaces for discussion around Internet governance issues, including those spaces clustered around regional, sub regional, national, linguistic, and other groupings is crucial to ensure the principles of openness, transparency, and inclusiveness are upheld in all venues. This is not multistakeholderism for multistakeholderism sake, but rather, recognizing the need to represent all voices, perspectives, and interests in setting standards, norms, and policies that affect the Internet, both locally and globally.

The term "multistakeholder" is often used and applied to the wide range of events, groups, and processes. Various international organisations as well as national governments must make it a top priority to replace lip service to multistakeholderism with genuine efforts to bring all stakeholders to the table on equal footing. Third and last, transparency and accountability. Transparency and accountability are the crucial next steps in the Internet governance discussion and need to be fully implemented by all stakeholder groups. Businesses are beginning to recognize transparency reports are serving their users and their corporate social responsibilities as well as their bottom line interests. Governments likewise should ensure that their policies and practices are fully transparent as a means of preserving their legitimacy, credibility, and more authority with their own citizens and the international community.

In instances of content censorship, surveillance, shutting down, or deliberate slowing down of networks or other methods of Internet control, these two stakeholder groups must work independently and together to divulge details about these measures and have them open to public debate. In addition, government should institute strict controls on the expert of surveillance and filtering technologies to regimes that have failed to demonstrate a commitment to upholding human rights while the private sector should take a closer look at some of their own practices in this domain.

In some countries, bloggers, activists, and other Internet users are subject to beatings, imprisonment, and even murder when they post information critical to the authorities. We thank the Government of Indonesia for its warm hospitality and dedicated efforts in successfully hosting the Eighth Annual meeting of the Global IGF. Despite the confusion during the summer over whether the event would be held in Bali, we were able to convene our delegation of civil society advocates, activists, and academics from more than 18 countries. However, three of our colleagues had to cancel their attendance owing to visa issues. The letter granting certain registered participants permission to obtain visas upon arrival in Indonesia came too late, was rejected by airline officials, and was not extended to participants from all countries. For future IGFs, it would be preferable to announce the visa on arrival special procedure well in advance and officially notify the appropriate channels.

M. KULTAMAA:

My name is Mervi Kultamaa from the Foreign Ministry of Finland, and basically, I wanted to reply with a question of why governments come to the IGF meetings. But first let me share my appreciation for this year's IGF and what a marvellous job the Secretariat does with such scarce resources. But from a foreign policy perspective and from my personal perspective, why I come to the IGF meetings. I am interested in discussing about how the present multistakeholder Internet governance model can be further developed and strengthened. This is my first point. And the second topic of interest is how Internet can be harnessed for the benefit of developing countries, especially the least developed countries, and I am glad that development stays as cross cutting issue in each IGF meeting.

And the third question relates to human rights, which we have discussed in length also in this year's IGF, and how the respect for human rights and freedom of expression apply on the Internet sphere. And I think IGF really provides a marvellous opportunity, basically the only opportunity that we have globally, to interact with peers, but also with all stakeholders on these issues, and this year's debates were, in particular, very constructive with the Brazilian initiative, and we look forward to the follow up to that.

A point of concern that I wanted to share with all is the IGF funding, since the IGF is currently functioning on half of the budget that it really needs. And one of the problems is that there has been no possibility to hire a new Executive Coordinator. Now there is a positive development in this regard that two foundations are to be established to accept small donations. So I hope that all stakeholders put their money where their mouth is and really reflect on possibilities to help and to fund the IGF to make it stable and to make sure that we can come here to enjoy the discussions also in the future.

M. RAHMAN:

I am representing Shikkhok.com, an education platform, and this year we got ISIF 2013 Award. As IGF, as a global platform, we are facing a lot of challenges, but I'd

like to highlight one of the challenges that we are facing is we are all the content in the Internet is mostly in English. How we can address the local people with the local content. In this context, we are working with the local language, Bengali, to distribute education material to the blind people, poor people, remote people who don't have access or cannot even go outside of their room or house or go to the city to get the education resources.

So I think IGF is doing a wonderful job, but IGF I think IGF needs to address these local challenges, the local people. Although through IGF we got a lot of connectivity in the rural area, we got excellent connectivity, but what will we do with this connectivity if we do not have any good content, if we do not have any resources in local language? Because our local people cannot understand English. They cannot even understand how the Facebook is working. So IGF I think IGF also needs to add this besides the other issues, needs to add this about this local languages or local minor people. I think Indonesia, like a lot of islands there; local people cannot interact in the English language. So this is the big challenges for the local people like us. So I look forward how we can work together to address this problem.

J. MIAKE:

My name is Jackson from Vanuatu, Pacific Island country. I do acknowledge the organisers of this IGF. Actually, this is my first IGF. I am really delighted and happy what's been discussed throughout the week. I come from government policy development kind of work, and while we continue to talk about multistakeholder, developing countries do depend a lot on the government for basic services as well as infrastructure, et cetera.

As government, we do have continuous battle with civil society, which we are yet to define what it is, but to keep things going. And from my view, our responsibility as the government is to keep and to ensure that services reach our citizens, taking into consideration that we do have competing priorities, such as climate change, global warming, infrastructure, health, education, et cetera. Government has an important role in the multistakeholder model setting to ensure citizens contribute to the policy development process. And something that we've found that's been very helpful in this multistakeholder environment is involving everyone in our decision making and ensuring everyone has a role within the multistakeholder.

Just referring to the question why governments attend IGF. Personally, for me, and for my personal view, I think governments should be taking the lead in the multistakeholder model setting to protect the interest of our citizens with continuous dialogue with the civil society. And overall, our role is to develop policies that encourage investment and growth of ICTs and telecommunications as well as other sectors, doing this in an open, transparent, and accountable manner. And finally, my additional comment is to reach multistakeholder cooperation and to preach that we must keep working together with developing countries like the Pacific region, and we need capacity building and support, and we need to join hands to deliver projects in small island states.

N. BOLLOW:

Norbert Bollow, civil society. I want to respond to the question that has been raised, what is civil society, and to do so, I want to quote from a document that speaks to this, which has very sill credibility. It is the Council of Europe's code of good practice for civil participation in the decision making process from 2009, and it says that well, it talks about something called NGOs, and it defines it to refer to organised civil society, including voluntary groups, non-profit organisations, associations, foundations, charities, as well as geographic or interspace community and advocacy groups. The core activities of NGOs are focused on values of social justice, human rights, democracy, and the rule of law. In these areas, the purpose of NGOs is to promote causes and improve the lives of people

S. TAMANIKAIWAIMARO:

Sala Tamanikaiwaimaro. For the transcripts, I am from Fiji and speaking on my own behalf. I would just like to say one of the core things about Internet Governance Forum for me and one of my wish lists throughout the years has always been effective meaningful discussion. Numerous issues that have been percolating throughout the week, it's all the more critical. Whether it's increasing the number of countries represented within the GAC within ICANN or whether it's increasing participation from underserved regions, of the 193 countries, at least 90 of those countries are from developing regions, and most of them aren't here or at least represented.

Having said that, it doesn't take away the need for dialogue and continued and sustained dialogue. But just to add to that, I want to be officially on the record that I don't think that multilateralism is a solution to enhanced cooperation. Because if you take an analogy where parents who try to legislate children's behaviour, it just makes them rebel all the more. But what we can certainly do as a community and again, I am speaking just on my own behalf what we can certainly do as a community is celebrate at least the more than ten years of practical examples of enhanced cooperation. But what we certainly cannot dismiss is the need for increasing accountability and transparency, particularly in relation to the critical and conflicting issues that people are not comfortable to discuss and be prepared to dialogue.

B. ADONGO:

My name is Bernard Adongo, and I am from Kenya. This is my first IGF, and I wouldn't be participating if I wasn't if I didn't receive an award FIRE Award. It is done by AfriNIC. It has been just it's been I would really like to express my gratitude to be able to be part of this. It has really, really opened my eyes, and I think it is a testament to IGF that you can involve people who are really working at the very fringes, because what I do, I own a company where we do custom engagement. We help businesses engage with their customers where we bridge we use SMS and we use the Internet to bridge everything together. And I think in a lot of the developing countries, a lot of people consume Internet through SMS. And I think it is kind of sort of genius to be able to involve people from other at the very fringes. I was with other award recipients and grant recipients, and I realised that they are all working at the very, very fringes

of something you might not call mainstream Internet. So I think it was really a good experience for me.

The other thing is even some of my fellows have mentioned when it's involving new stakeholders, it is important to bring meaning in organising the way their sessions are going to be so that they make more impact and they are able to benefit more from basically the whole system. Otherwise, it was I have really enjoyed the sessions. It has widened my mind. It has grown my scope. And I am so grateful for the Seed Alliance, AfriNIC, and IGF in total.

V. RADUNOVIC:

My name is Vladimir Radunovic from DiploFoundation. I wanted to convey three messages that I have been asked to, two from the workshops and one is a personal message. The first one refers to capacity building. Today we had a capacity building workshop, and there was a general feeling that throughout the IGF, especially the main sessions, high level sessions, a lot of representatives of the governments and private sector, also the others, kept using very frequently capacity building, capacity building, capacity building, but however, our feeling was that this has become a bumper sticker, a word which has been used without too much follow up on that.

And in our discussion, we wanted to of in size that capacity building is far more than just a training or just bringing people to IGF, which is all relevant, but it is a complex process which involves in situ training, online training, tutoring and mentoring, training for trainers, evaluation of trainings, community building, fellowships, policy immersion, and opportunities for newcomers to dive into the process. This is a complex process. It requires a lot of fundamental support for the organisations that are doing capacity building, including finances, to be able to understand these efforts for the IGF, and this comes as an invitation, especially for governments and the private sector to support capacity building more than they just talk about it. The second message comes from the workshop on e-participation, where we explore the opportunities and limits or, as our friend, Bernard would say, not problems but challenges of remote participation. Firstly, to thank to the IGF Secretariat and all the crew for really giving their best for the e-participation to work. But then also emphasizing that without a bigger support from the whole IGF and, again, all the stakeholders to support e-participation as a fundamental process, again, not just a service of the IGF, but a process between the two events of evolving people into the process is a must.

And maybe to support this, we are not talking only about remote participation, but also social media and the other. There are recent statistics I think from this morning about the Twitter feeds basically says that it was 25,000 people that tweeted IGF 13 hashtags within these couple of days tweeted or retweeted and that these tweets managed to get to about 10 million different followers on Twitter. So IGF was found around, and we need to capitalize on the strengths of the social media and e-participation. And the last very short message by Deidre from St. Lucia, asked me besides all the stakeholders, mentioned users, users, users.

W. DE NATRIS:

My name is Wout de Natris, and it may be confusing, but I am speaking as a personal role at the moment. But I would like to give some observations just that I have seen in the past few days. I think the first is that I am very happy to see that the things changed here, that you are just up front and there is no longer the big forum because that was very exclusive for everybody else in the room, I think. The second thing is that over the years that I have been to the IGF that the most interactive workshops where the moderator disassociated themselves or himself or herself from the panel. So in other words, very direct interaction by moving through the room, one on one questions and comments, and then you get a great discussion and debate, and usually with good results because you really hear the things you want to hear. So started this morning with 40 questions, and then sort of answering half of them, which may also not be constructive. But that's what I saw.

I think on topics we heard in some workshops that there are a lot of associations or companies who are not here because they just did not show up at the IGF or they don't know that it exists. Perhaps it's possible to do some serious stock taking over the coming months to see who we would want to have here next year. So what we heard, for example, is that we missed the software vendors here because and the developers, we missed them here. We missed law enforcement here. We talk about them, but there's no response from the room in most workshops. So there has to be something in the topics next year that makes it interesting for them to come, but also it is a possibility, then, to discuss with them and the problems that some people seem to be having.

I think the other one I think that may be a thing for the IGF to do and I am going to give the example on IP version 6 here. I was at a meeting last week, and it's a very personal reflection, but I heard we are not doing IP version 6 because the manager of a big company says I can't handle the people that are going to call through the call centre. And then I thought it can't be true that you are writing some sort of a manual for the call centre and not talking to the CEO saying it's about time you start doing IP version 6. So in other words, do we talk to the right people in some sessions? And could there be people at the high level, people present here, to make them understand why it is important to change IP version 6 or do more work on spam or more on cybercrime, but that they understand why that topic is on the agenda and not just the lower level civil servants that go to the workshop and then you talk to the same level and we go home and we've discussed it nicely.

So that's maybe something that we could think about, is it possible to do a little in depth session for people who don't understand it or are at a level to make differences. And the last one is that I'm very happy that all the presentation of the IETF, the Internet Engineering Task Force, are here because I think they did a really great job at being here, presenting, telling the world what they were doing, and how they could interact in the future. And as a last one before I give my compliments, that when I tweeted where I'm going, tomorrow I am leaving to IGF, and then someone who follows me on Twitter that I don't personally know said yeah, thanks, I know your passport number, your birth date, all your names because the database has been hac-

ked and it's on the Internet. So in other words, if we talk cybersecurity, cybercrime, et cetera, et cetera, at the IGF, let's protect our own website as a community and protect the personal data of the people that participate here.

M. LEVY:

I am going to take it back to points from the previous gentleman who brought up the subject of IPv6. My name is Martin Levy. I am from a company that has focused on IPv6 for years and years and years, and I am going to tell you a wonderfully positive story from this IGF. The local hosts and the local network operations centre that is operating the Wi-Fi and the network here has provided you all with both IP version 4 and IP version 6 networking, and the massive devices here have used IPv6 quite successfully.

I am going to ignore the little hiccup on the Wi-Fi a few days ago. We'll just continue. But the percentages of traffic have been in the region of 20% to 30%, where the general populace of the IGF attendees, predominantly non geeks, have been using their predominantly out of the box standard laptops or smartphones or tablets and have successfully pumped quite a lot of IPv6 traffic in and out of this venue. The other thing is I got the tour of the network operations centre, and I want to provide a shout out to the techies that are sitting back there running everything, all local and wonderfully smart. They gave me a quick run-down. Everything done with standard hardware, available off the shelf, standard connections to their local Indonesian telecoms, no special work done whatsoever to deliver IPv6 within the four walls of this convention centre.

So for those people that still go back and either talk to their local universities, to their local governments, to service providers, and still have an issue with v6, that shouldn't be the case in 2013, and this is as great an example as any that IPv6 can be delivered to the masses without a problem. And the final shout out is thank you for the infinite amounts of tea and coffee that have been provided. This is a vast improvement. Thank you.

N. NWAKANMA:

Thank you. My name is Nnenna, and I am speaking on my personal behalf. I want to just make four quick sentences. The first sentence is that the video quality, the quality of the video of the Opening Ceremony was not very good. We couldn't exploit it well from the media perspective. The second is I would like to put it to the MAG and the organisers that we should plan IGF with an intention to make the physical participants smaller than the participants. I think if we have it in mind that we have more participants outside of the IGF venue that will help our planning.

On that, I've been tracking the e-participation itself, and I would like to say that there is a lower level of e-participation this year, but this is not necessarily due to the lower quality in the e-participation technical details and platform, but in the time difference. There is a huge time difference between Bali, Indonesia, and most of America, Africa, and Europe. And that explains the low level of engagement from

people participating online. And I would like to still continue my last sentence on e-participation and say that in Baku and I do recall in Nairobi with the help of Diplo, we had a social media team, and that social media team was very effective. I was actually hoping that we would have a better social media team here, and I am a bit disappointed on that end.

I am one of those people who were tweeting, but unfortunately, I could not tweet in French. So I am hoping that by next year we will have a multilingual social media team that will help chat more, engage more, and get more meaningful and valuable input from remote and even online participation. Why do we need these people and in different languages? Because people look at things different ways. I didn't have people tweeting gossip about IGF because we are so engaged. So we need people to tweet content. We also need people to tweet people. And that is what makes remote participation very interesting. I hope we will be able to pull this off by next year. I will be happy to contribute in my individual capacity from my Twitter handle, which has at least now 5,000 followers.

M. SHEARS:

I'd just like to say what a fantastic job this has been that's been done by everybody. Considering the various states of lack of clarity as to what was going to happen with the IGF, I think I really would like to say my appreciation, and I'd really like to call out the Secretariat because I can only imagine–Chengetai, if you can just get up for a second, please. I know you will get this in the next session, but honestly, the Secretariat. Having experienced the workings of the MAG first hand, I appreciate the work the MAG does. This has not been an easy task this time around, and it's been a fantastic event. The best way for me to illustrate that is to say that it was a terrible decision whether I go to one of three workshops or a Focus Session, and when I am in that particular type of situation, I know this has been a success.

The only thing I would say going forward is if we can start the review process as soon as the IGF is over. I know that's a lot of work for the MAG. I am sure there are many of us here who would like to help with that. But starting the planning and the review for next year at an earlier basis. We have big issues to address, still have to address funding, still have to address outputs, so let's get started on that then build on the success.

I. AIZU:

My name is Izumi. I am from Tokyo, civil society. I am a member of the Multistakeholder Advisory Group. I asked my friend to stay because in addition to efforts by the Secretariat, I'd like to really thank and commend the works of the local host team. One of them taking care of the Webcast, the Wi-Fi connection, despite the lower budget than they wanted. And we really had a good environment in which we could really spend our focus on substantive discussions.

I organised one workshop about the power of the Internet to deal with the disaster and climate change. Valance was a hidden hero on this effort in Indonesia, together with the colleagues working since 2004 about how to cope with the disasters, afterwards

using the technology. And I was pleased because I ran a similar session last year in Baku, but this year we saw an increase of people, and half of them participated are from Indonesia, and half of them, again, are the first time comers to the IGF. So I would like to invite more comments as Pindar has mentioned, as being a first time participants, because your input here now is very, very taken seriously and to improve furthermore of the quality of the IGFs to come. Really, you should really guide us.

With that, I saw several developments or new actions being discussed here by different people I met for the first time or a few times in the world, and I'd like to just share one such a thing from my friend who just had to leave last night, Anne Benfar, who we discussed to open up following the summer school there. Would you like to have some Asia Pacific regional summer school? Down the road, next year, June or mid-June, likely in Hong Kong. We would like to reach out to the youngsters more about how significant these will be in the years to come. Last but not least, perhaps, in addition to asking the question to government why you come here, I'd like to also ask some governments why you are not here. I just heard that from my friends that some governments are seeing this as not really legitimate international governmental meetings or IGF not being sort of international organisation in such status. So I think we should convey more of the serious participation of the governments together with the private sector, technical community, and civil society, makes the legitimacy more or our legitimacy more so they can go outside the box. You may be aware there are not too many governments from the region who are participating. That's a pity. And so we'd like to really focus on this for the next IGFs.

O. CREPIN LEBLOND:

Thank you very much. Olivier, Chair of the At Large Advisory Committee in ICANN. I have a few personal comments I would like to share with everyone here.

The first one is that I've thoroughly enjoyed this IGF. The maturity of the discussion has increased so much over the years that it's it really is showing now the fact that it's coming into the deep part of the discussions, and I think that we do have some discussions that are reaching a point where we're reaching conclusions, and that's a good thing. And certainly the level of engagement has increased an enormous amount.

That said there are a few concerns that I have, certainly with regards to the theoretical aspects of some of the discussions, the minutes of multistakeholderism, the principles of capacity building. A little bit like my colleague and friend, Vladimir Radunovic from DiploFoundation, capacity building is extremely important. Let's just stop talking about the principles of capacity building but actually going to implementation of capacity building, and that requires funding, and funding is the big elephant in the room here. There is not enough funding for capacity building to bring people to locations like here to be able to discuss things face to face.

Remote participation is great, but being able to meet with like-minded people in the corridors of the room, corridors of the centre, outside, is something that you cannot experience by having remote participation. So there needs to be funding from all sorts of organisations. Especially I would ask the private sector. There are millions of com-

panies out there that don't even know that this forum exists and that the discussions that start here eventually give rise to discussions that will affect the Internet and the Internet business model as we know it. There are very few funders, very few sponsors that actually bring people over to these fora, and that's really deplorable, and I hope that they will there will be more funders effectively for them. In fact, some of the volunteers that come here are so determined that they take several days to come here. I would just like to note one person, Budoir Shunday, at the back of the room; he has taken three days to get here.

I think all people who really want to be here have come here. But there are a lot of people outside these walls who really wanted to come here but were not funded to come here, and that's really, really deplorable. One of the problems I see is the coverage of the press. There is not enough press coverage in the mainstream media around the world. I just looked at the BBC website. The technology page talks about Twitter. IPO talks about Amazon reducing its losses and about all sorts of other things, but it doesn't talk about the Internet Governance Forum. Oh, yes, it certainly talks about the new gTLDs, the four new gTLDs that are IDNs, international domain names that have been released, and that's an excellent thing, but as far as the Forum is concerned, it's very, very difficult to find information. So of course, you cannot blame companies for not knowing that this even exists if they cannot read about it in the mainstream media.

So that's really the few points, and I do hope that this last point is heard by the media so that we're actually able to go and reach more people out there because this is really something that will affect them ultimately.

P. WILSON:

Paul Wilson from APNIC, as the IP address registry for the Asia Pacific. We are really excited about this IGF event in our region, the second IGF only in Asia, first in East Asia. We were really keen to see the event well attended, well supported, and successful, and I think it has been. It seems that it may not have been the biggest IGF, but it's certainly been a great success.

The local Multistakeholder Organizing Committee does deserve a huge round of thanks. I am sure they will get plenty, but I just want to give credit to the fact that they did organise themselves as a fully multistakeholder committee. They put all the work required to have this event happen. With some hitches that I think most of us were probably aware of along the way. So really a huge effort and I am very glad that in the Asia region we were able to pull this off. I think and hope that this event will help to launch and to maintain a higher level of Asian participation in the IGF because I think certainly by population and by absolute numbers our participation from the Asia Pacific region has been a little below the others.

One of the things that we did spend some time on in the lead up to this region was the regional Asia Pacific IGF meeting, which was also a pretty successful one in terms of its numbers and all of its measures. It also is organised by a multistakeholder Korean Internet Governance Alliance, a fantastic effort by them. I'd like to mention

that at that recent Korea meeting, we were able to announce the next Asia Pacific regional IGF meeting, which is going to be happening in Hyderabad, India, dates to be announced early likely in August 2014. And so I hope to see Asian friends, Asia Pacific friends, and others converging on Hyderabad next year for that meeting.

And I would also like to put in a plug for the Regional IGF Multistakeholder Steering Group, as we call it. You can find the details on our IGF Asia website for the regional IGF, and the Multistakeholder Steering Group is open for absolutely anyone who is interested to join and to participate in the planning preparations for that meeting.

P. WONG:

I guess you have seen Paul in action. Izumi was saying comments back from a first time IGF attendee. My attendance here is because of Paul and his attendance at a conference. As I said earlier, I was an IGF sceptic, and in the APRICOT meeting, he said look, you've got to really understand what this is about. You have to come and be here. So why don't you try and organise a few sessions. So with Adam's help, with Paul's guidance, and with other support members, I organised a session on an Asia Pacific issue at the APR IGF, and then issue here with the trade issue, which introduced.

The problem is follows, which is in terms of pitch, that I had to get other trade bodies interested in the IGF was, well, if you don't make decisions, why is it important? And I think I can answer that and the reason I am no longer an IGF sceptic, having come here and organised these sessions, is I think you have something very, very special here. You have a sense of community. In other words, that sense of community has actually been established over many years of everyone coming to these meetings, and what you have is really trust building. And so whilst I see Paul's sort of initial call for having more commercial participation, the real thing here is that there was flexibility in the system to gather people around for an event that no one could have foreseen. Right? The Hong Kong Snowden disclosures. And then to have this flexibility within this arena to actually be able to address that. That's incredibly valuable. Why? Because no one could have predicted it.

So organisation wise, it's very clear, you run a tight ship. Congratulations. But the real value, although my earlier intervention was that you've got great intellect in the room, you've got great people in the room. What I think is really important is raising trust. That is extremely valuable because there's no other venue that is what you guys have determined is you've defined what it means to be multistakeholder and multistakeholder principles. Don't undersell that. What you've got is extremely valuable. The community you have is extremely valuable. And I think that's worth stating.

C. DISSPAIN:

Pindar, thank you, and I agree with you 100%. I've lost track of whether it was last year or the year before, we had an example of a number of governments coming to the IGF with a particular model that they were proposing and actually being prepared to sit up on the stage and have that model discussed by the room and taken to pieces

effectively by the people in the room. And this morning I think you saw another government being prepared to actually sit up on the stage and talk about something about which I'm not surprised I would be uncomfortable talking with them. The fact that they would do it, do it in this environment, is critical and it's what makes the IGF thing so valuable.

P. WONG:

Just to build on that, the reason why the trust issue because we are in such a new domain, we are all going to make mistakes. My earlier point being here, massive surveillance, clearly that's a mistake. But with trust, you can build in what I would call forgiveness. In other words, okay, we all made a mistake. Full disclosure. Let's figure out what's going on, let's fix it, and let's move forward. Friends make mistakes. Married people make mistakes. They get into arguments all the time. But the strength of the relationship to move it forward is really based on, I would hope, a positive vision of the future and the implicit trust that we'll get through this. And I think that's the trust that you have built here is significant, it's meaningful, and I think it's extremely valuable, so congratulations on that.

M. UDUMA:

My name is Mary Uduma, and I am from Nigeria. This is not my first IGF. But I will say that my interaction here throughout the period has been very, very positive, productive, and engaging. IGF afforded me the opportunity to meet great minds; great people, and make friends. It has given me the opportunity to interact with others and share and exchange knowledge. There are positive outcomes, but I have some worries in terms of what happens after this talk. We are building bridges, enhancing multistakeholder cooperation for growth and sustainable development. That aspect, growth and sustainable development, it brings me to the fact that to the point that I am from a continent or environment that affordability, availability, and sustainability are still challenges when it comes to Internet. Yes, we are talking about remote participation. It's when you have access that you can participate remotely. It's when it is affordable that you can participate remotely. And when it is available you can participate remotely.

I did not attend all the workshops. I know that the event has its theme, and maybe the subthemes were woven around that. But I don't know whether there were workshops that were devoted to this, but I must comment the W3C for the new alliance, Alliance for Affordable Internet, I hope that we all will be part of it and make sure that Internet is affordable, is available for those of us that are coming from the developing countries.

I will say that there should be a workshop on how to make Internet work in the developing countries, especially the least developed. And some of our governments, just like one of the speakers have said that they don't see what is in there for them. It's not a treaty making process. It's not a process that will help anybody or be enforced by any person. So they don't come as such. But in my environment, it's the government that

moves the workings. They are the ones when they lend their weight in any process, it works. So that's what we should consider as well. But I must say that the organisers have done a great job for us. We had a lot of food, a lot of fun. So thank you for this, and we hope that more developing countries will come and Internet will be made more affordable, available, and accessible for the developing countries.

S. ABOU ZAHRA:

Yeah, just a very brief clarification about it wasn't actually W3C. It's the World Wide Web Foundation. It's very similar. It's confusing. They were both initiated by Tim Berners Lee. The W3C, the World Wide Web Consortium, is the technical body, and the Web Foundation is what works with the Alliance that was mentioned.

S. EKPE:

My name is Sonigitu Ekpe from Nigeria. This is my first time. I really thank the Indonesia government for the wonderful treatment they have given to us. And my appreciation goes to DiploFoundation. They credited the awareness of IGC through their online learning, I knew about the IG. I had to say today I am here. I give God the glory for also giving me the enablement. Basically, those people that have been trained should be able to have a track to know who they are impacting. And there is also a need to make government who is using these resources for their daily businesses to participate fully.

Also, the companies who are involved are expected to do a whole lot of funding, either by establishing a foundation to support the IGF. My third issue goes to the civil society. We need a platform that could really define a regional integration at the international, at the national, so that there will be transparency and accountability at all levels. For instance, if we are talking about multistakeholderism, how do they organise the structure of the international platform? That's my question for the civil society. Thank you.

S. BASHARA:

I am Sebastian Bashara, French, and a member of the ICANN's board who has been selected by users. I am also a member of the governing body of APNIC. So what I wanted to say, the first thing was that our Chinese friends have utilized the opportunity to speak in their native language during the meetings, and so I think that we need to support that and encourage all people to use their native languages. There are several different languages. This gives us the impression that we're more international, less English speaking heavy.

One of the previous speakers thanked the organisers and said that the organisation was excellent. I wanted to say that the sun was warming us outside, there was warm, cordial welcoming on the inside of the buildings, and we had excellent meetings. They were really fabulous. And I think the Lord has helped us to have such great meetings.

The third point that I wanted to make is that there have been a lot of sessions focusing on multistakeholderism and different actors. I hope that at some point there will be

a summary of that. It seemed to me that this discussion split off into all different possible areas, the role of technical advisor, the role of governments, the role of civil society, and everyone, really. I hope that we can get some sort of synthesis, some sort of summary of this. That would be very useful. And just one last word. Thank you again to all of the organisers for this conference.

P. WONG:

I just wanted to share with you in terms of, again, having more commercial participation at the IGF, the experience of this IGF when we invited the W3C Web payments chair, again, the W3C, and World Wide Web Consortium. I guess feedback was a little surprise that a lot of members in this group weren't aware that they are trying to build payment into the core of the Web. This is especially important for routing money on the Internet. But to give an example of the reward, again, W3C chair came, we found out about this wonderful IT event at Addis Ababa at the end of this year, which is, again, part of the celebration of the founding of the African Union. They are planning their technology plan 50 years ahead.

The example here is not just information, not just building trust, but also serendipitous events that we could not have planned for that. That's exactly the audience where, again, they don't necessarily you have opportunities for new technical development. So these are the reasons that I will be taking back with me why it's important to come here, not just the information, not just building trust, but also it also makes good business sense. Thank you.

D. MILOSHEVIC:

My name is Desiree Miloshevic. This is my eighth IGF, and they have all been very different, and I am very proud that I have been able to come to all of them so far. And I think I agree with some of what's been said previously, that we have a great community here. There's a lot of trust that is being built within this platform. But I think more importantly, it is important to say that it has been a very inspirational platform for a lot of academics, and events that have been as pre events to the IGF. And further outreach should be done to the academic community to come and harness all the rich discussions that we have had in many workshops and public policy debates.

One thing that I do remember from the main session on the access and diversity, when we discussed WSIS 10 plus at the millennium digital goal of the MDGs was the fact that best practices. And before I forget, go back home, I'd like to say that it might be a good suggestion to have some of the organisations like the Internet Society, Diplo, and so on to come up with a half a day or a suggestion how to better deal with sharing of best practices among regional and national levels. Lastly, this has proved it has been an inspirational platform; we now have this Brazil meeting as an additive process to the IGF, so thank you for working on that.

S. TAMANIKAIWAIMARO:

Actually, we facilitated a workshop at this IGF on MS, multistakeholder selection processes, in terms of increasing accountability and transparency in which critical

leaders of critical stakeholders were represented. And one of the common threads that they mentioned was that there needs to be clear criteria and particularly greater clarity in terms of definitions and that sort of thing.

One of the other things also is the issue of legitimacy, competency, geographical diversity, inclusiveness and democratization, and youth. And one of the things that came up, certainly, was the different communities have their own established norms, the technical community, the business constituency, where they agree who the focal point is. But in moving forward, if we are to enhance multistakeholder cooperation, we cannot sugar coat the issues and we need to address in very clear and tangible ways within the different sectors how this is going to play out.

M. KUMMER:

And I tend to agree. I think it was really a very good meeting in true IGF tradition, the best IGF ever. We have always improved and learned from previous meetings. Of course there was room for improvement, but I very much appreciated Pindar's comments as a first comer, that we really managed to build a climate of trust, and trust is extremely important, especially at the time when many say the circle of trust has been broken, so we really have to work hard to re-establish that trust, and I think the fact that there is such a platform and you can have these discussions is extremely it's invaluable. It would not I think it would not have been able to take place anywhere else.

And also the maturity of the discussions, we have witnessed that over the years. I remember the first meeting we had in Athens, one of his analogies with the Indian weddings, boy meets girl, arranged marriages, not yet ready to talk to each other, they are very shy. But gradually, I think we have grown to get to know each other (audio interference) We have learned to talk to each other, and really, a discussion, the one we had this morning would have been unthinkable five, six years ago, I think.

Now, of course, there is room for improvement, and thank you for your comments. And one thing, today we end the meeting and the planning for the next meeting has to start tomorrow, and we said we had a MAG meeting yesterday. We will start the review process, as Matthew had suggested. We'll start with online discussions. We will ask, obviously, for community input. We will have a meeting next February, then, a physical meeting.

But yes, I think we have improved the sessions, but again, we can do better. The colleague from Nigeria asked the question: What next? And what is in it for governments from developing countries? It is not a treaty conference. No, it was never intended to be a treaty conference, but we took up a challenge we learned at a treaty conference when many representatives from developing countries said they had a problem with spam, so we organised a session with experts around the table on how to deal with spam.

Now, that is not a treaty, but you can learn something, and there will be links to papers where you can actually find something to websites, to specialized bodies, the London Action Plan and so on, where there are practical solutions. As one participant

mentioned I think it was Desiree the idea may be to have pre events, technical training before the IGF, came up as a suggestion. We have we didn't build in these pre events to begin with. They just sort of mushroomed, and there are now many of this academic type, the giganet, and the idea of having a technical training event could be an excellent addition to the IGF, that we don't discuss policy but we mix policy with technical training.

And it's also a very positive development that we have seen more and more really highly specialized engineers attending the IGF. This time for the first time we had the Chairman of the Internet Engineering Task Force. They are techies, deep down in the plumbing of the Internet. They don't talk politics. But they began to realise that actually this is important for them to talk to policymakers, to make sure they don't make the wrong laws or make wrong regulation that will actually have a negatively impact on the Internet. So this is an extremely positive development, I think. And yes, there are many suggestions of organising the sessions. We talked about giving better having more impact, more tangible outputs. We tried, and I would be the first to admit we're not yet there. We tried to organise the sessions in a way that would allow us to reach conclusions, but on some of these issues, it is extremely difficult to reach conclusions. Questions of principles on multistakeholder, there are widely divergent opinions on Internet Governance principles, but we had great discussion on these issues, and we can continue the discussion.

The same on the role of governance. I think we moved towards middle ground. We are converging ideas where we say there was one panellist, to name her by name, Avri sitting there, who said actually that late in life she came to the conclusion that governments actually did have a role. Before she didn't think so. And we all agreed there should not be opposition between governments and other stakeholders. No, they should act in partnership, and governments had the particular role, but they should work with the other stakeholders to make the Internet work properly. And okay. So let's discuss, then, on how to improve, how to make a better next meeting, make the next IGF even better.

Clearly, a room set up like this is not particularly conducive to a discussion. And a comment was made the roundtable or square setting we had on day two or day three was by far better suited to have an interactive discussion. Here we reverted back to the plenary mode because we have a formal Closing Ceremony, but we could also have put the session maybe in another meeting room, except having done that, we wouldn't have the benefit of interpretation and also the real-time transcription, so there are always pros and cons.

But definitely, the sessions should be made more interactive, and the comment was made that was the starting point. We said that when we started we want interactive sessions without presentations. And maybe we collectively, we were not tough enough on that. I think we need to be tougher next time. We don't want time eaten up by panellists with presentations. We want interactive discussions. I had positive feedback from the flash sessions. Let's go more for flash sessions. In the ITF they call that sort

of thing "birth of a feather." Let's learn from this and move more towards interactive sessions.

Also, obviously, moderation is important, and I think we really have to insist on moderators reaching a conclusion trying to drive the discussion towards a conclusion that would then respond with demand for having better impact. So with these few words, I would like to thank you all for your extremely valuable input. We will try and start an evaluation on the IGF website so that everybody can give an electronic input, but I think this very first input was extremely valuable.

Report of the Capacity Building Roundtable

The Capacity Building Roundtable was introduced formally for the first time at the IGF as a place where institutions and individuals interested in capacity building can exchange experiences, discuss needs, practices and challenges, and synchronise their activities.

The roundtable started with sharing the information on identified needs and performed activities by Diplo, ICANN, ISOC, Brazilian, Nigerian and Indian government and other. The participants discussed various types of existing capacity building programmes and needs, including different topics of coverage, formats, target groups and aims.

It was emphasised that capacity building is easy to talk about but is not easy to carry out not everyone can implement it as it requires resources, didactic methods and experience. Capacity building goes beyond a training or fellowship positions and involves:

- online and in situ learning;
- coaching and tutoring;
- training for trainers;
- involvement of participants in the practical processes and policy immersion;
- research activities;
- peer evaluation;
- community building.

All stakeholders should benefit from capacity building initiatives both in developed and developing countries. Where applicable, the programmes should be of a multi-stakeholder nature to facilitate knowledge sharing across stakeholders and communications across professional cultures. Target audience of capacity building programmes vary and can include:

- end users and user communities;
- youth activists;
- entrepreneurs and SMEs;
- teachers and educators;
- local authorities;
- law enforcement institutions;
- regulators;
- government officials;
- policy makers ;

- decision makers;
- diplomats.

Focus can be diverse also: from theory, technical aspects, (participation in particular) political processes and organisations, policy formulation and strategic planning, policy implementation and enforcement, education. Even geographical coverage may vary from local via national and regional to global programmes. Funding should mainly come from governments and private sector, including some of the technical community (like "I*" organisations).

The impact of capacity building is not visible instantly but only after few years' time, or even a generation. It is important to follow on the participation of skilled professionals, as well as to include metrics to track the success of programmes through success of their alumni (even though it might not be always easy to measure their impact; social networks and communities of practice could help with this). Connecting the alumni of various programmes might benefit in their extended activism and involvement with the learning and practical policy processes.

There was a general concern that the capacity building has become a "bumper sticker" a very commonly used term by number of high representatives in their speeches (even at the IGF in Bali) without understanding the complexity of this learning process and sufficient investments (including financial) in reality. Capacity building is a process that needs experience, proven methodology and didactics, resources and has costs.

The present organisations have agreed to follow up with the compendium initiated at the previous IGF meetings, strengthen the visibility of existing programmes, and jointly request for greater financial support to capacity building from both governments and private sector.

Conclusions drawn from the workshop:

The participants have agreed to provide a follow up on this discussion on several tracks:

- mapping the existing capacity building programmes linked to the IGF through further developing a compendium with specific characteristics of various initiatives (organisation, format and components, topics, target groups, level etc.);
- strengthening the visibility of existing capacity building programmes by presenting the compendium (possibly in a form of a searchable database) on the IGF website, including the key references and materials (reading and multimedia) that could be of use for interested professionals;
- monitoring and reporting on the available and needed funds and resources for various programmes, in order raise awareness among governments and private sector of the greater need for financial support;
- introducing a metrics for the effectiveness and impact of the existing programmes on the IGF process (e.g. number, positions, engagement and influence of

the alumni) in order to showcase the contribution of capacity building to the success of the IG debates;

– further discussing capacity building activities to be conducted in between the two IGF meetings as well as during the annual IGF meeting (i.e. Capacity Building Track of the IGF);

– jointly try to bring in private sector and governments in these discussions about capacity building to make them more aware of the complexity of it and the needed resources in order to move beyond rhetoric towards their greater support.

Reports of Dynamic Coalitions Meetings

Dynamic Coalition on Freedom of Expression and Freedom of the Media on the Internet

The Dynamic Coalition on Freedom of Expression and Freedom of the Media on the Internet ('Dynamic Coalition') ran two events at the 2013 Internet Governance Forum in Bali, Indonesia: its formal annual meeting which took place on Day 0, Monday 21 October from 1600 to 1800; and then an ad hoc (but no less valuable) session during on Thursday 24 October.

The first, formal, meeting on Monday was well attended, with around 50 people present in the audience and a fairly equal gender split as well as audience members from various parts of the world and different stakeholder groups. There were three presentations: Andrew Puddephat (Global Partners Digital) who spoke about challenges and opportunities for the democratisation of free expression brought about by the Internet and an assessment of the current climate; Xianhong Hu (UNESCO) who spoke about UNESCO's work in promoting online freedoms; and Sarah Clarke (PEN International) who spoke about the impact of global surveillance on writers and journalists. Their presentations were followed by a comments and general discussion from the audience. Many thanks to the speakers for their contributions and to the audience for their participation. This meeting was also live tweeted using the hashtag #DCexp2013.

The second meeting on Thursday was less well attended but what was lacked in numbers was made up for in substance. The meeting concerned the recent European Court of Human Rights decision in Delfi v Estonia regarding online intermediary liability for defamatory comments posted by users. We were honoured to have the attorney representing Delfi, Karmen Turk (who is also a coordinator of this coalition); with us and her discussants were Michael Harris from Index on Censorship, and John Kampfner, adviser on free expression to Google among other activities. There was a lively and engaging discussion from the floor as well. Apologies to anyone who tried to remotely participate, due to circumstances beyond our control it did not work properly for that event.

A smaller group engaged in discussion subsequent to the Thursday meeting regarding next steps for the Coalition. This consisted of acknowledging the progress that the coalition has made by re-launching itself through organising these events since it did not organise any events at IGF 2012, and we discussed what could be done to increase momentum, particularly via the mailing list between IGFs.

The Dynamic Coalition was pleased to welcome some new members this year including the Centre for Communications Governance at National Law University (Delhi), Electronic Frontiers Australia, PEN International and the Software Freedom Law Centre India (SFLC IN).

The Dynamic Coalition's current coordinators are Angela Daly, Karmen Turk and Ben Wagner.

A Twitter account was recently set up for the Dynamic Coalition, @DC_expression, to increase its profile. The website remains www.dcexpression.wordpress.com and mailing list is http://mailman.ipjustice.org/listinfo/expression

Dynamic Coalition on Public Access in Libraries

The meeting was chaired by Stuart Hamilton, Director of Policy and Advocacy at the International Federation of Library Associations and Institutions (IFLA).

Following a welcome (**Agenda item 1**) and introductions the meeting procee-ded to review the activities of the PAL-DC since the IGF in Azerbaijan in 2012 (**Agenda item 2**). The 2012–2013 work programme focused on several actions with the following results:

Action	Result
• Analyse the aims and scope of other IGF Dynamic Coalitions and take contact to explore synergies and col-laboration;	Contact and collaboration established with the DC on Internet Rights and Principles and the DC on Network Neutrality
• Identify active national and regional IGF chapters and events and engage with them to create possibilities to put public access in libraries on their agendas; ○ Map out the national and regional IGFs, providing this as a resource that is not yet available;	Library participation at; EuroDIG (Report) Asia Pacific IGF (Report) African IGF (Report) Arab IGF (Report) Workshops on Public Access were held at EuroDIG, APrIGF A workshop on copyright and access was held at EuroDIG
• Look into hosting an open forum dur-ing IGF 2013;	The DC co-hosted Open Forum session 59 on Oct 23: IGF Outcome—Recommendations for Global Strategy on better inclusion of vulner-able groups in the Information society, 14.30—15.15 [Room 5]
• Promote the DC-PAL mailing list to a wider audience and encourage partici-pants to link to the DC-PAL pages on the IGF site;	Little progress was made in this area—defi-nitely room for improvement.
• Produce and share widely throughout the library community an information sheet about what the IGF is and how to get involved at its various levels;	New IFLA webpages launched at: http://www.ifla.org/information-society IGF Information at: http://www.ifla.org/node/7406

Action	Result
• Prepare active participation in IGF2013 with partners from other DC's to advance the debate about public access in libraries to other fora and groups;	PAL-DC representatives presented at: • WS 276: Rights Issues for Disadvantaged and Indigenous Peoples, 11.00—12.30 [Room 5]—organised by DC on Internet Rights and Principles (Oct 23) • WS 340: Network Neutrality: From Architecture to Norms, 14.30—16.00 [Room 4] organised by DC on Network Neutrality (Oct 23) • **Focus Session (Access/Diversity): Internet as an engine for growth and sustainable development, 09.30—12.30 [Main Hall] (Oct 24)** • Focus session on Human Rights, Freedom of Expression and the Free Flow of Information on the Internet, 14.30—18.00 [Main Hall] (Oct 24)
• Propose Public Access as a main session theme for the next IGF.	Submitted proposal earlier in 2013 Also submitted proposal to WSIS+10 review

3. Update on the Beyond Access Campaign

Rachel Crocker (Beyond Access/IREX) updated the meeting on the Beyond Access campaign. Beyond Access is a coalition of 11 organizations (including EIFL and IFLA, organizers of the PAL-DC) supported by the Bill & Melinda Gates Foundation. Beyond Access is committed to the idea that modern public libraries are catalysts for social and economic development. Our approach includes three key components: assembling a community, encouraging dialogue, and forming partnerships.

Beyond Access now has 35 Member teams representing more than 30 countries. In 2013 the initiative brought member teams together at events in Latin America, Asia, and Africa. The events recognized and supported innovative libraries that actively work to improve their communities and that connect access to information with development initiatives and priorities. Through interactive workshops and other activities, the events also encouraged participants to look at best practices for creating bridges between libraries and the government and civil society sectors.

Each event has corresponded with a broader conference related to international development. The most recent event in Asia took place in conjunction with the Internet Governance Forum. These conferences fit into the second component of the Beyond Access approach—working to encourage dialogue on the role of libraries in development. As a result, they help us ensure that libraries are represented in discussions about key policy decisions and document. This includes work with IFLA on advocacy surrounding the Post-2015 development goals.

Finally, with projects in the Philippines, Myanmar, Peru, and Georgia, Beyond Access is demonstrating that libraries are strong, sustainable partners for governments and civil society organizations.

4. Access to information and the Post-2015 Development Framework—Panel and Discussion

The bulk of our meeting took the form of presentations on the process leading to the post-2015 development framework, followed by a discussion among all participants. While the IGF primarily focuses on issues of Internet Governance it clearly has an interest in the use of ICTs to support development. This topic cropped up across many workshops in Bali, and was discussed in more depth at a Focus Session on the Internet as an Engine for Growth and Sustainable Development on the 24th October where the connection between IGF, WSIS and the Post-2015 process was discussed.

Panellists were:

- Stuart Hamilton, IFLA (Chair)
- Duncan Edwards, ICT Innovations Manager, Knowledge Services Team, Institute of Development Studies (IDS)
- Ari Katz, IREX
- Cedric Wachholtz, Programme Specialist, Communication and Information, UNESCO

The discussion focused on a) the practical processes that will lead to the finalising of the framework, and b) why the post-2015 framework is important to libraries and c) how to ensure that access to information is recognised in the framework as a crucial factor supporting development. To summarize:

A) The Post-2015 Development Framework–Process

Cedric Wachholtz explained the current processes in play. The United Nations is presently reviewing the Millennium Development Goals (MDGs) so that it can prepare a new development framework for the post-2015 period. The framework will guide developed and developing countries in improving living conditions for citizens. There are several parts to this process:

- The report of the High Level Panel of Eminent Persons (HLP)—delivered June 2013
- The development of a set of Sustainable Development Goals (SDGs) by the SDG Open Working Group (OWG)—mandated by the Rio+20 outcome document and to be delivered in September 2014
- The report of the High-Level Political Forum (formerly the Commission on Sustainable Development)—to be delivered in September 2014
- The report of the Expert Committee on Financing—to be delivered in September 2014

Concurrently, it is reviewing the World Summit on the Information Society Process (WSIS) to reflect upon its impact and to produce recommendations on WSIS beyond 2015 to the UN Secretary General in September 2014. It is currently thought that the WSIS recommendations will contribute to the Secretary General's thinking regarding any new development framework.

All of the moving parts will feed into UN Member State negotiations starting in September 2014. The negotiations will proceed during the period September 2014–September 2015 and will lead to an agreement on a new framework to be implemented from January 1st 2016.

The new framework is likely to comprise of a number of goals. UN Member States will be expected to work towards these goals which will contain a number of indicators for measuring progress. Presently, the Report of the HLP is guiding thinking on the areas that are likely to be covered by concluding that the post-2015 agenda needs to be driven by five transformative shifts:

- Leave No One Behind
- Put Sustainable Development at the Core
- Transform Economies for Jobs and Inclusive Growth
- Build Peace and Effective, Open and Accountable Public Institutions
- Forge a new Global Partnership

B) Importance to Libraries

Ari Katz and Stuart Hamilton picked up the discussion regarding libraries. Whatever the eventual framework looks like, it would be a positive outcome if libraries were able to identify ways to contribute to helping member states achieve the goals. Therefore it is important that libraries are seen as being part of the conversation, and that we gain a profile as an actor who can support the development process. A good outcome would be if access to information is recognised in the framework.

Why? There can be no development without access to information. Libraries provide access to information for all, regardless of their situation. Libraries can work with development practitioners, policymakers and all users to support development in all its forms—in projects, in data collection and dissemination, or in impact evaluation.

A positive outcome from the whole process would be to see libraries engaged as partners in development activities, receiving support from decision makers and continuing to support access to information in all its forms for all users. If at the end of the process the post-2015 framework recognises the role of access to information as a fundamental element supporting development then a concrete space will be opened up for library advocacy in the development sector. All library organisations and institutions will have an opportunity to identify themselves in the framework's language and communicate the value of libraries to users, policymakers and donors, while working to support development through projects, policies and impact evaluation.

IFLA is leading the library efforts relating to the post-2015 development framework and wishes to achieve the following goals:

- Libraries develop a strong, aligned voice on a vision for the post-2015 framework
- The post-2015 framework recognises the role of access to information as a fundamental element supporting development
- The post-2015 framework encourages UN Member State support of the information institutions underpinning development—providing networks, information and human resources—such as libraries and other public interest bodies

IFLA will employ three strategies to achieve its objective:

- IFLA will work with the international library community to develop its position on the post-2015 development framework
- IFLA will work with allies in civil society and the development community to advocate for access to information as an element of the post-2015 development framework
- IFLA will work with Member States to raise awareness of libraries as agents for development access to information in the post-2015 context

As part of the first strategy IFLA has developed a set of webpages on libraries and development to provide background information for library advocates interested in the post-2015 process. To underpin our policy on the general issue, IFLA has produced A Statement on Libraries and Development.

C) Ensuring Access to Information is incorporated into the framework

The development community has been engaging in the post-2015 process for a considerably longer period than the library community. Duncan Edwards explained to the meeting how difficult it will be to secure a clear goal on access to information, and how many interests are competing to have their priorities included. Despite this, there are many areas where our focus on access to information complements that of other civil society organisations and member states. As part of IFLA's second strategy libraries and development NGOs have been working together to produce a two-page 'ask' to explicitly explain why access to information should be included in the post-2015 framework. Once the 'ask' is finalised we will make it available to the PAL-DC and on the IFLA website.

To begin work on the third strategy and engage with Member States, the 'ask' will be publicly presented for the first time at a side-event at the 6th meeting of the Open Working Group at the UN in New York—on Monday 9th December, 18.15–19.30 EST.

5. The PAL-DC Work Programme for 2014

Before the meeting discussed a potential work programme for 2014 Ellen Broad, the IFLA Manager, Digital Projects and Policy, made a short presentation on the IFLA Trend Report which was launched in August 2013. The Trend Report could be

helpful in identifying areas we wish the PAC-DC to concentrate on. To summarise Ellen's presentation:

What's the Trend Report?

The IFLA Trend Report identifies high level trends shaping the global information environment. The Trend Report doesn't chart the future for libraries; it's a scoping study, in a sense, from which libraries can launch their own discussions. If this is the first time you have heard about the IFLA Trend Report, start by reading the Insights Document, Riding the Waves or Caught in the Tide? Insights from the IFLA Trend Report. It synthesizes the enormous amount of information that went into discussions in the twelve months leading up to launch of the report in Singapore. It's a snapshot of the broader IFLA Trend Report, and can be downloaded from the Trend Report platform at http://trends.ifla.org/insights-document. The Insights Document poses a number of provocative questions for all sectors working within the 21st century information environment, and considers the implications of technologies like Google Glass, Massive Open Online Courses (MOOCs), increasing government surveillance and censorship alongside increased opportunities for grass roots activism, automated machine translation, changing concepts of privacy and copyright among consumers, and a wealth of other technological developments.

What can you do with it?

The information environment is evolving rapidly, and libraries are responding to new technological challenges and opportunities. The IFLA Trend Report is your launch pad to discuss developments in your country, in your region, on your libraries.

IFLA has created a web platform for libraries to add the outcomes of their discussions to. There's more information at ifla.trends.org on hosting your own discussion. Visit the site and download resources in the event tool kit. Most importantly, let us know what you're doing. Fill out the contact form on the website and tell us when and where your discussion is taking place. Provide links to the website you're promoting your event on. Use the #iflatrends hashtag. Record the discussion, take photos, archive your social media discussions and send a summary to IFLA, to post on the platform—email ellen.broad@ifla.org with your outcomes, and with any questions. Without your input, the platform is just another static resource.

Since launch of the Trend Report in August, IFLA has identified discussions being held in New Zealand; in the United States; in Australia; in Sweden; Norway; Finland; China and the United Kingdom. There's events planned in Latin America next year. The Insights Document has been translated into Spanish, French, Arabic and Norwegian, with translations to come in German, Vietnamese, Chinese, Myanmar and Russian. And don't just involve the library profession—engage with IT industry, technologists, educators, policy makers, lawyers, publishers, creators, digital rights advocates—and consider the broader information environment within which you all operate.

Unfortunately, time was short at the end of the meeting to hold a substantial discussion of priorities. It was decided to hold a consultation with PAL-DC list subscribers

about what things the DC should concentrate on over the next twelve months. In closing, Stuart Hamilton recapped that the following are three of the most important issues to consider when we decide on our DC's priorities:

- The WSIS+10 Review—this ongoing review will see many activities undertaken over the next twelve months, including a high-level event at Sharm el Sheikh in Egypt in April 2014. Will public access to the Internet be incorporated into whatever international policy framework follows WSIS?

- The Post-2015 Development process—the UN is currently considering a development framework to replace the Millennium Development Goals (MDGs). Will access to information be considered a key component supporting development?

- Internet governance and the post-Snowden environment—the Internet governance community is currently focused on the proposed high-level summit (outside of the UN auspices) that Brazil has volunteered to host in April 2014. What can be achieved at this summit, and how much can civil society contribute to any outcomes?

It will be the responsibility of IFLA and EIFL to draft a plan for the DC's activities over the next twelve months. But the list input will enable us to consider what issues are important in relation to public access, and suggestions will be taken and incorporated into a set of objectives.

Dynamic Coalition on Core Internet Values

Following the IGF Egypt Workshop on Fundamentals: Core Internet Values, chaired by Internet Society President Lynn St.Amour, the Dynamic Coalition on Core Internet Values was formed. Coaltion meetings were held at Vilnius, Nairobi and Baku. The fourth meeting at Bali was chaired by George Sadowski.

Panellists and active participants included:

– Hong Xue
– Jeremy Malcolm.
– Ian Peter
– Alejandro Pisanty
– Suzanne Wolffe
– Carolina Rossini
– Olivie Crepin LeBlond
– Don McGary
– Sebastien Bachollet Remote Moderation

Points Discussed:

The Core Internet Values broadly identified included endtoend connectivity, interoperability and openness.

The technical values give rise to and strengthen core social values such as privacy.

The Internet infrastructure must be flexible, scalable, interoperability, infrastructure friendly to whatever we nee to build on top of it, even for unforeseen advances.

Internet architecture remains open to innovations and its governance continues to be decentralized so you don't have a central point of control.

The meeting brought up surveillance concerns and cautioned against any temptation to modify these underlying core principles to deal with a particular challenge, a particular issue, a particular set of concerns.

Compromises are being made overriding Core Internet Values in view of practicality, for e.g. on matters concerning DRM. This is a challenge.

Law enforcement measures on the Internet have been primarily on content level, now moving to a Critical Internet resource level, for e.g the methods favored by the CopyRight industry to take down a domain name. This is really against all the technical design value that has always been respected in Internet community. Law enforcement measures should be consistent with the core value of the Internet

Threats from government legislation (Surveillance legislation in some countries) as well as good Government measures (for e.g. arco, the civil framework in Brazil, which has a number of governance principles) were discussed.

Assertion by business in support of Core Internet Values was discussd: for e.g,Google and twitter's challenges to Directives to takedown and reveal user identity. "core" could be defined as what is central, the part everything else is built on The values inherent in technology would be the technical logical core, the thing that makes it possible to build new things.

Internet Rights and Principles Dynamic Coalition
Agenda:

- − Welcome & Annual Report Summary
- − Continuation of Feedback on the IRP Charter Booklet
- − Next Steps
- − Orders of Business

Marianne Franklin (Chair) provided an overview of the past year and the agenda for the morning. Main aim was to continue the feedback and ideas about next steps from the two other workshops at the Bali Meeting (Workshops #99 and #276).

The meeting recognized the power and effectiveness of having the Charter in printed, booklet form. In the meeting the Chair was able to announce that the Booklet was to be translated into Arabic. It will be used to promote a program on Internet Governance in the MENA region by Hivos; http://igmena.org/. Other translations include Spanish (confirmed from the floor by Eduardo Bertoni, Argentina), Portuguese, Bahasa Indonesian, Finnish (by EFFi).

After this overview of the year the meeting moved to continue discussions on the IRP Charter content and next steps.

Feedback on the IRP Charter
Stuart Hamilton—IFLA opened the comments by reaffirming that the IFLA fully supports the Charter and will be using it to update the IFLA Internet Manifesto from 2002. He also confirmed the ongoing support of the DC Public Access in Libraries for the Charter 2.0 project.

Dixie Hawtin—Member of the Council of Europe Expert Group on Existing Rights for Internet User/IRP Steering Committee member and former co-Chair recalled that the CoE Guide project (released for public consultation on 22 October 2013) comprised four members of the IRP Charter expert group. A point for further discussion might be whether the key aim of the exercise is information or enforcement, a point of debate at the outset of the CoE Guide project.

Mike Godwin—Internews (Public policy development) noted that in terms of enforcement, in realm of international cyber law many nations have actually implemented repressive laws. In this respect the Council of Europe's work on existing rights is

helpful for playing a more positive influence in light of the more repressive legislation emerging from the Budapest Convention. He advocates this emphasis on positive rights for framing cyber laws particularly in countries with individual rights issues. Charters like the IRP Charter are also contributing as affirmative framings that can be tools for implementing national law frameworks.

Meryem Marzouki—EDRI/IRP Charter and CoE Guide Expert Group, calling herself an "academic with an activist heart" underscored that the Council of Europe's Convention 108 on the Protection of Personal Data is as important as the Budapest (Cybercrime) Convention. With the Charter and Guide as "soft law" and supported by the European Court of Human Rights it is important to remember that civil society, in particular an IGF Dynamic Coalition were equal members of the expert group. There are differences between the two documents though e.g. on the right to access.

A question from the floor (NGO from India) asked whether the intention was for the IRP Charter to be adopted by UN member states. A representative from the Kenyan Human Rights Commission noted that the IRP Charter is useful for mainstream civil society groups who have not been involved in the drafting process, She appreciates its accessibility and nuance; e.g. the Articles on Duties and Responsibilities tempers more absolutist Freedom of Expression assumptions. She expressed her appreciation of how the IRP Charter recognizes this tension in the way it delineates responsibilities and safeguards against repressive laws.

Representative from the APC Women Rights Network appreciated the growth and movement forwards that the Charter encapsulates. Her point for thinking ahead was to appreciate that application of the Charter articles will differ as not all experiences, nor all responses are homogenous. This means that any eventual recommendations coming from the Charter will need adapting to these varying qualities of experience. She expressed concern about selective recommendations emerging that my hinder some groups e.g. by adopting protective language.

Representative from the Global Internet Freedom Alliance (SE Asia) noted that they have already been using the IRP Charter to put forward arguments against repressive cyber law in the Philippines in order to address rights primarily.

Robert Bodle (IRP Steering Committee) commented that the Charter has been very helpful in the classroom. It allows him to shape lesson plans along its different section in order to encourage case studies around specific violations

The meeting then moved on to considering next steps.

Next Steps
Catherine Easton (academic): Thanked the coalition for moving the discussion into positive developments. Her suggestions were along some of the potentially legalistic moves to take: e.g.

• working with EU member state governments to see the IRP Charter attached as

amendment or schedule for national and local regulations such as in the case of standards on accessibility in the UK;

- promote the Charter as a core point of reference.

Karmen Turk (Estonia): noted that in Estonia civil society have been using the Charter as a model to draw up their own principles/Meryem Marzouki; stressed the difference between the Council of Europe and the European Union Council. Her suggestion was to use the Charter as a practical tool at the national levels by taking each section (21 in total) one by one too

- develop some indicators on national legislation compliance;
- use specific articles (e.g. article 4) to assess telecom regulation at national level.

Lee Hibbard (Council of Europe): wanted to note that a good step for the Charter, as well as the CoE Guides, was to try and measure the impact in ways that go further than noting how many times the document is cited; need to follow up on exactly how it has been used by cataloguing and demonstrating how it e.g. changes law, clarifies a right, creates a movement, helps prove the utility of rights-based measures for the online environment. Mentions global recognition across the world.

Shawna Finnegan (APC) asked how people saw the Charter feeding into measures on Hate speech; in short how to specific sections address this issue more deeply beyond reiterating Freedom of Expression.

This comment followed up by Susan Antony (Federal Government, Virginia USA); in her experiences even for Americans there is room for the First Amendment to be tempered in cases of extreme offensiveness by using take down policies.

Mike Godwin (First Amendment lawyer) responded by taking an historical and comparative take on Human Rights instruments. Reminded the meeting that Freedom of Expression is a 20th century understanding of rights; prior to period of rapid development every government reserved the right to "shut people up". He then asked the meeting whether rudeness should be a crime. His point was that articulating FoE principles strongly has led to progressive interpretations of international and national HR instruments towards tolerance in situations where censorship remains a genuine concern.

APC representative noted in return that there is a qualitative difference between rudeness and offensiveness and threats of violence, e.g. "I know where you live and I am coming to rape you". To her mind this is a different issue and in this sense censorship means to stipulate that some things are not in order.

These points were tabled, to be combined with suggestions and comments from the other two workshops (#99, #276) for developing a strategy in the year to come to continue promoting the booklet to civil society organizations, governmental departments, and IGOs, flesh out respective sections of the IRP Charter Booklet (Version 1.1) and set up a working group to work on an eventual upgrading.

The meeting then moved into orders of business.

Orders of Business

1)   The Chair noted that the following people had indicated prior to the Bali meeting that they would be continuing on the Steering Committee this coming year: Dixie Hawtin, Parminder Singh, Carlos Souza, Tapani Tarvainen, Robert Bodle, Viktor Szabados. The Chair asked the meeting to thank those SC members who were standing down (Norbert Bollow, Allon Bar, Michael Gurstein, Shaila Mistry, Jaco Aizenman) and the outgoing co-Chair, Matthias Kettemann, with a round of applause for their contribution. The outgoing co-Chair and SC members were warmly applauded for the record. Matthias Kettemann joins the SC as former co-Chair. Marianne Franklin continues for her second year as co-Chair.

2)   The meeting considered whether the current SC membership was sufficient at 6 plus co-Chairs. It was agreed that it this size was sufficient but not necessary in that it would be good to have new input into the SC, encourage newer participants to get involved. The Chair moved that (self-)nominations for any new SC members and a Co-Chair be taken to the wider coalition list, to be elected or endorsed following the model from the previous year. Motion carried.

Lee Hibbard (Council of Europe) moved that a Friends of the IRP Coalition group be convened, for those who want to be involved but who do not have time to take part as an SC member, e.g. long-serving IRP coalition members, IRP Charter expert group and others who could be invited or who express interest. Motion carried.

Dynamic Coalition on Gender and Internet Governance

Dynamic Coalition on Gender–Integrating Women's Rights at the IGF Space:

The Gender Dynamic coalition has undertaken 2 specific activities in the framework of the IGF: the gender report card and the Gender and Internet Governance Roundtable. The following section of this report accounts for the discussions of participants in the Gender Dynamic Coalition and their assessment of the activities undertaken as well as the general gender dynamic of the IGF 2013 in Bali.

Gender Report Card Review

http://www.genderit.org/node/3890/

Highlights:

◆ Every single workshop report filled this in and said to what extent gender was integrated.

◆ As part of the reporting process—if you do not report, you cannot re-apply for subsequent years and part of accounting process

◆ 89 workshop reports

◆ found that in terms of numbers of participation—fairly equal numbers of women and men participating at IGF, but does not translate into speakers or substance of discussion.

Thematic areas where Gender was mostly included:

- Internet, governance and development
- security, openness and privacy.

Gender was included mostly as a theme Internet governance for development. Ideally, we want gender to be MENTIONED in more spaces.

And almost all participants are women—were the gender focussed. If Gender was discussed was that where there were more women or not?

Asked for improvements—how can IGF integrate gender more?

Most logical link seems to be around HR, and that where it was not raised—maybe there is a connection and not super related and not sure how to raise it—we need to do more capacity building around gender and ICT issues.

We need to rethink for the next how we identify women = gender, not inclusive enough

Discussion:

For next year—if we can have report much earlier, can give recommendations much earlier. Maybe for the next year is one, is to get the reports. You're assuming here, think we're probably hampered by the fact we will have to wait for reports from all the workshops to come up before we do, you know, a consolidated report. But if we could have that much earlier, we might be able to influence and give recommendations to say this is what the findings are, and depending, right, three or four recommendations that say in this area there's women, in these areas, you know.

I think when I went to the gender report form, there were no option for just saying no. Like gender was not expressed or it was no because it's not relevant, I think is already bias. I guess sometimes they don't raise gender issues because there's no one to talk about it or no one who has seen you or no one who has seen the gender perspective.

I had the impression that there was more women in sessions that were called "social affairs".

We should see where women are a lot and why, it still has to with the social and the technical stuff is mostly populated by men.

Look at, in a more qualitative way—how we want to move forward.

We're probably hampered by the fact that we have to wait for gender reports before making an analysis and recommendations. Maybe we could do interviews or surveys with people who have done a lot and those who haven't done anything, to find out why.

Directly talking with stakeholders or groups.

Attention to the IGF daily: I think there's a fair representation of gender, proportionally representing gender issue. They do reviews of sessions daily.

At the very least when we are preparing workshop proposal to suggest a gender or sex balance in panels.

One of the things I think about is the difference of the way women were participating and they themselves were seeing connections, if they had participated in hosting a regional IGF.

We're worried about the tech.

At the very least when developing workshop proposals, just as there's insist tense on multistakeholderism, I don't think there should be necessarily insistence on sex or the gender, that is one thing, but what could be some things that are suggested to help them connect the dots when developing workshop proposal so they are bringing in these ideas

I hate gender checklists in one sense, but they are useful for some people if it's difficult for many of us to make the connections.

So that is like at the regional and local levels, what could be some ideas as we're working in a multi-stakeholder process to help those multistakeholders bring gender issues on board and also here that goes beyond counting, which I know we were trying do. But it's harder to get the other detail. It's easier to count.

Recommendations and action points:
1) On the Gender Report Cards
    1. Have the report out much earlier to be able to give recommendations: with 3 of 4 very specific recommendations to coming out of the report to give enough time for the MG to address those recommendations.
    2. Have the option on the gender report form an option to say no. A comment as noted that the question can already seem bias in its current form.
2) Addition to the Gender Report card as a tool
    1. Develop a way to see in why women are more present in some thematic or workshops.
    2. Do interviews or surveys with workshop organisers that have done a lot, or not much in terms on gender integration
3) On workshop proposals
    1. Tools implemented in the workshop proposal process to make organisers think about the integration of gender

On Regional & National IGFs

Latin America:
So in Latin America we saw some amazing interventions from Columbian women who had lowed the previous IGF. And those though there were many women at the Latin American regional IGF, we struggled, it's one thing to be present as women,

and we're not very much interested in counting heads, though it's a necessary sort of step, what really interests us are the issues and interconnection of issues

Africa:

In IGF Africa there's not notion of gender reporting, and it's not required. This requirement is not there for regional and national IGF.

Capacity building workshop with regional and national level of IGF organisers to explain how to run a gender report card process.

Do a gender mapping of IG activities itself in the organisations in IGF committees.

Asia:

Asia IGF, there was nothing on gender or women's rights.

Asia IGF—but report we did get, from Bytes for All, was that there was nothing on gender or women's rights in the Asia. Where is next one? And it was pointed out in a meeting that it should be.

Asia Pacific IGF is a male dominated affair.—ANJA—lot of academia involved. Perhaps composition of groups. Next year in Hyderabad. There is a good opportunity to change things for next year's regional IGF.

Anja at a 2 day event where panellists were only men, on cybersecurity.

The Indian IGF did not happen this year. But events on IG had a very male dominated environment.

Indonesia IGF: There was space to speak about women's rights.

For first time ever, with space to talk about women's rights in Internet governance in Indonesia, but there are other policy makers. HRC from several countries, it is also interesting, we had a meeting, where I got a lot of lessons learned, that the commissioners have their own community and space to talk about the Internet which informs their role and position. They want to have high level discussion about commissioners to talk about Internet rights, gender and women's rights.

How actually does APC WRP monitor from the preparation from each IGF–for example, we are facing, how Ms. Internet Bali can happen and we did not know before. There are local organisers, how we can work from the very beginning of IGF so that something like Ms. Internet is not really visible because it puts back our progress as women and Internet rights.

Recommendations on Regional IGFs

1.   Include a gender assessment in the requirements for regional IGF reports.
2.   Organise a capacity building event for regional IGF organisers for them to include gender report cards in their events.
3.   Host a gender-mapping of regional and national IG organisers.

Future Gender Dynamic Coalition Activities

Discussion:

Having a "Gender-Internet" Ambassador, Getting support from Gender advocates in local organising committees
We should have someone that is our champion, I do not want to risk at another IGF to have another miss. The only way is to look at women who makes a difference and that can champion our cause.

Have Internet ambassador—women that make the spaces that they are taking up Internet policies issues, that represent women and gender and Internet rights.

We start demonstrating with the content—local and regional level—have a champion in the region?

We do not want to diminish women—we do not want to be women confronting women.

Where we can also have local organisers—who are the gender and Internet governance advocates. Make sure we have their support and input at the organising level.

Developing a media strategy
We need a media strategy for the IGF and for people coming to the IGF. A strategy that would include some kind of media presence, (bring women journalist to IGF?)

This is something worth considering for taking the level of discussions or pushing for more gender approaches is to also include media representatives who are already interested or who could at least explore the issues more in the context of Internet governance.

Otherwise it stays in the confines of the discussions. If you want to mainstream the issues of Internet Governance and looking through the lens of gender, without media it is really difficult. It is an investment that is really worthwhile. Future strategies that incorporate some kind of media presence and include media members in capacity building.

Report card
Where do we want to take this, and who will take this further.

APC lobbied in the MAG to get this agreed.

It is in the form on the igf website—a few questions within the form. After that, we thought the data would be extracted as part of IGF's regular assessment.

But it was NOT.

Interested pushing the gender report card in pushing the agenda: Anyone in this room who is very interested to further develop the gender report card as a concrete activity

and strategy for the gender dynamic coalition, not just the global IGF but to push it to be integrated into regional and national IGFs.

◆ Mishi

◆ Françoise

◆ Valentina

◆ Caroline

Interested in developing a media strategy:

◆ Gaya

Mapping people, Gender champions:

◆ Nnenna

Assessment of on how gender has been integrated in this year's IGF

Discussion:

Civil society's participation:
I find, I listened to very good speakers, women speakers, but they were not connecting the two issues.

So they were expert in their field, because I didn't seeing a connection, they didn't spell out the issue of gender. Except more concentrated when we talk about civil society

The civil society groups did a great job connecting rights, sexual rights, gender rights and women's rights.

But a lot of experts in technical fields were not connecting enough to issues of gender.

I think the civil society group did a great job. Whatever was anything connected with rights, to make sure that gender, sexual right, women's rights have been on the spot. In a very constructive way, not just an isolated voice

Indonesian civil society groups—in a constructive way made women's rights voices present in multiple sessions throughout IGF.

Go and see from grassroots level, who is really doing great work in terms of access, women's rights, and FOE and bring them in. Do not want to keep it limited as to who can afford to come here. Whose ideas, work, could be acknowledged by this action.

On the governments participation & multistakeholders
Betsy: Part of what I have observed is when it comes to a lot of government priorities, people tend to choose things like surveillance over like a gender panel or something like this.

And so what I am trying to explore is more along the lines of what we have been discussing, how to integrate those things and not ghettoize gender in its own kind of separate category.

Who are the champions within government on gender. Us department Person suggesting to catalyse people who are gender champions in the government sector.

- Kenya
- Sweden
- Brazil
- Egypt: (2 participants this year)

We can't say Egypt women has a full group of women and not be impressed when that government is one of the most repressive governments currently in the world. Or the U.S. government is behind surveillance, things like the NSA, blatant in your face sort of we're going to see what you are doing and we have access to data, et cetera, and we clap because they organize a round table on gender.

I think we should be aware of what governments do and which is the politics of the governments. Then a public officer will never be completely free to be a person except if, you know, decide to not work anymore. And also corporate. Each one has its own agenda.

But this is not a good reason not to have the conversation and dialogue. It will not be easy but we need to have the conversation. Otherwise we will never reach out to the real women and possibly policy.

One part of the problem is that government are not involved in those spaces.

But we not just want women for women, If they are all for women, what does that can do for us.

We should frame this in a multistakeholder dialogue: including corporates and governments. Even though we think that they are not "good" enough.

We should not forget also stakeholders like people in academia.

I would still suggest as we map out champions in the civil society and other sectors to really take a look at governments who are proactive and who really help in the gender issue, like Kenya, Brazil, and like in the Philippines we have a commission for women that we work directly with, we support advocacies for women's rights and all these things.

So the reason simply is because government has the resources. And they are really willing to help in the gender rights and issues, why not. Brazil, Kenya, like I said, to a certain extent, we have a commission. And they provide support from time to time.

The freedom online coalition of governments who come together to look at freedom of expression issues on the Internet policy. So maybe there's no reason why they cannot be, for example, a coalition of governments, while committed to multi-stakeholder

processes, to come together on advancing gender issues, for example, or within the different kinds of coalitions.

On Gender in the IGF spaces:

Harder to have women panellists speaking out on women's issues.

Internet freedom including gender framing in our work.

Develop gender and Internet governance primers on key issues...

On human rights and cybersecurity, access—something we can plan to do as part of our engagement.

Maybe one of the things we want to do is look at gender as an intersect anticipation for all the other issues of oppression. We're talking about oppression, not talking about, you know, just how many women there are versus men. That is really not what we want to be doing. Because we won't get anywhere.

We need to articulate more what we wish to achieve: participation diversity, decision-making (influence) about the process of IG, influence on the themes at the IGF with issues that are important to us, media: the publicness of advocacy.

Strategy and security about the local focal point of activism (LGBT in this forum, were having questions in terms of their own security).

In the orientation, make on focused on gender.

Some form of recognition or acknowledgement, and work has to be done with great substance. Many women do not come to IGF does not mean that they are not doing anything in their own country.

Geographical representation:

Looking at gender at a intersectional space that works on oppression, geographical representation of women into account.

conflating issues of women's representation of what we want to do. Someone from the US state dept.—we don't only want women just for women- having women in the room is a tactic

if there are all European or North American women, geographical representation—bigger issue for me than women...

Facilitating more remote participation

Translation in all session!

Intersectionality & Other Dynamic Coalitions:

Reaching out to people with disabilities at the IGF, and integrate in different coalitions.

If we want to turn gender into an intersectional platform to look at several issues with divergent issues, and not fall into that trope of saying, if there are women, it is okay it is fine with other kinds of problematic practices when it comes to the Internet.

Can we reach out to—dynamic coalition on people with disabilities—coming to IGF, how to support your participation and ensure more people are coming in terms ... More active participation

We did participate in the Internet rights and principles dynamic coalition—how did that participation help integrate issues.

The freedom online coalition is working how to integrate gender better.

What was great about the gender roundtable is that it happen early in the program and the diversity of the discussion was able to frame gender in this IGF.

RESEARCH & MAPPING happening.

These other initiatives -i.e. ITU gender and broadband...

In Latin America there's a huge Internet rights and actors mapping going on. I'm sure that is being carried out by many different people involved in these areas. It probably has no gender component from the get-go. It might have a gender desegregated data. We might not be able to influence that. But there are these initiatives happening. Been able to influence all those different researchers or knowing that research is looking at gender and try and follow up and get it back will be great for the next IGF but it's not something we all have a capacity of. We can do a lot of mapping and a lot of things but we need to be realistic about our capabilities, focusing on the goals.

Recommendations & overall reflections:

1. Civil Society participation:
1. Civil society participation: was good and often made links between gender & ICT policy
2. Activist and Grassroots participation was very little: we need to find a way to include the participation of people who usually can't afford to come to an IGF.
3. While supporting the participation of local activists, we have the assess the threats and the security risks that these people will face during and after the IGF.
2. Geographical representation
1. On geographical representation: local women's participation must be fostered and supported. Generally the representation of women from the Global South should be fostered and supported.
3. IGF processes and Gender:
1. We need to influence decision-making processes within the national, regional and global IGF

2. Themes: we need to be able to influence the themes in the IGF and identify what are the most critical issues for the gender dynamic coalition: build and framework of principles?

3. Advocacy: What message would we like to publicly convey in terms of gender rights and feminism?

4. Develop and orientation workshop focused on Gender

5. Develop gender and Internet governance primers on key issues....

4. Intersectionality & Other Coalitions

1. Efforts must be made to collaborate with other coalitions in the framework of the IGF such as the coalition on disabilities

2. Mapping of Internet Rights and actors to influence gender desegregated data

5. Governments and multistakeholderism

1. Purposely engage governments and corporations in the framework of the IGF

2. Take a look at governments who are proactive and who really help in the gender issue, and support their advocacy.

Going Forward: What do we want with the Gender Dynamic Coalition?

What can we do as a remote dynamic coalition that is achievable, that is targeted, that has some form of impact?

◆ a lot of activities have been through a mailing list that only gets quite active during workshops at mission time, then a lull and just before IGF, during IGF, then a lull again.

◆ Report card.

◆ Gender Roundtable

◆ On supporting local women's participation and perspective on advocacy and women's rights in Internet governance, it's so different from Azerbaijan. Last year there were a lot of women that came but they were not engaged throughout the entire period of time and even when they were they were kind of playing hostess than participants of the space. It's a marked difference in terms of levels of engagement, participation, raising of issues.

Discussion:

Kenya—gender commission, related to women's rights groups—high level.

When you come to such a forum. Internet governance is for women on that level, no trickle down. Local women, who form real issues of women have yet to be discussed. Unless we find a forum whereby that local person or local issues is represented in terms of an activity that can actually be looked at like across continents and therefore we can actually say those women can actually come and represent a real gender issue that cuts across continents where women are naturally, the issues of women are actua-

lly represented. Otherwise we shall continue talking about IGF and gender issues at this level, and the women at the local level is really not represented.

We have to look for issues that cut across to be able to represent issues—different realities that we bring to this space. But one of the many spaces whereby Internet and gender issues are discussed. How to take literacy and access back to this space where discussions

Thailand—REMOTE PARTICIPATION USEFUL. More grassroots women activists should be included more. Now I can only see middle class women here.

I would suggest that civil society organisations to remotely participate.

Anti, Indonesia–language barriers—very important issue for us. If you mention local women represented here, I see that I would like to highlight that we have to interpreter in each session. This forum is one of our capacity building. For our other Indonesian colleagues—languages is one of our challenges.

Academicians—never heard of an academic who were involved in IGF—how can you mention the gov't but what about the academics??? pushing academics—on gender, tech community.

Randy—private sector: Dilemma—human rights and women's rights and Business

Do not know much about human rights and women's rights, but from a private sector perspective, especially in Indonesia—if we develop more and more injecting women into the boardroom or parliament, asking, what can we do once we are sitting in that position. In Indonesia, with parliament or boardroom 11%... within companies—look at projects, why are women more successful- but projecting more money.

Women are producing more and more. How to develop them to produce more money for these companies. But from a HR point of view.–cannot be about numbers.

Make sure that what we are hearing is not just how to get women into the boardroom, how to develop women before they get into that seat. Looking into this.

Fareed, Kamacha, LGBT groups in Indonesia. One of my problems is struggling with language. Women in social media—in Indonesia. Media—access and challenge is rare for us and good important capacity building for us.

Kamel: focal point in every country—but also think about security for every person. What will be the impact, and what will happen if we protest against APJII—think about security for local focal point.

We need resources—private company, samples of success stories, champions, data.

Success stories and data

to help mobilise resources for more capacity building and

US gov't does support local activists to come to this meeting every year. The government to support that people come—huge priority.

Suggestions—not sure if the igf orientation that is new—or any intervention we could make use and say that these are gender issues we are looking at. Very practical—briefing for delegates.

Camil—round table is short.

There are pre-events. Tons of pre-events, one possibility to think about—do we want, to deepen discussions.

I'm also not sure what people who are participating here think about the world summit On the Information Society, our grandmother, how will be participating there. It's certainly a space for deepening the aspects of debate on gender and Internet governance issues.

We should be thinking towards that as well.

Actions points:

1. We will continue the gender report card as a measuring tool—and recommend it for regional and local IGF. Formed committee.
2. Assess different IG spaces happening and who are the potential or existing champions to help there—and what we want them to do.
3. Capacity building for IG—for orientation of WS, for organisers, for media.
4. Facilitating more regular strategies on IG strategies—and how to do even if not at the meeting.
5. Who will take this up, what kinds of issues would you like to host this—and not get stuck at women vs. Men
6. framing—what do we want to do as Dynamic coalition, participation, what kinds, decision making, influencing thematic areas, working with media.

Dynamic Coalition on Child Online Safety

ECPAT International convened the session as chair with participation from other members of the coalition. There were three new members who were added to the coalition this year- Allanah and Madeline Foundation of Australia, Eitesal Egypt, and DISC Foundation from UAE.

The session was well represented by different member categories- Industry (IWF, Microsoft), civil society organisations (ICMEC, Digital Chancen, International organisations (ITU and UNICEF),and government representatives from MCIT Egypt along with non-member participants.

The focus for this year's session was developing relevant indicators for child sexual abuse materials for advocating at higher policy level and within the post 2015 UN processes and brainstorming how the members can contribute in the process. There were three presentations made (By INHOPE, IWF and the Financial Coalition against child pornography) during the session that highlighted the scale and scope of the problem of child sexual abuse materials on the Internet with trends that indicated

that in some countries the content is not removed for long period of time even after reporting to the ISPs. The data from IWF and INHOPE reflected on the increase of child sexual abuse content depicting victims under 10 years old and the emergence of non-white victims being reported by South African Hotlines. The presentation from FCACP also highlighted the impact of the work of the financial coalition on commercial transactions related to child pornography making it increasingly difficult for traders to do open business using electronic payments. Which also indicated the shift into the more hidden parts of the Internet (such as the Darknets) where the proliferation of the child sexual abuse content is difficult to measure without suitable law enforcement investigations.

John Carr, ECPAT's newly appointed global advisor on child online safety led the session related to the development of indicators for child sexual abuse materials with the introduction of the situation in UK where the leading law enforcement representative for fighting child sexual exploitation online confessed in public about the explosion of content and increase in offending that the law enforcement is unable to deal with adequately. Reference was given to INTERPOL representative having similar opinion about the scale of the content globally and it was pointed out that unless a suitable way was formulated to capture the data and figures, it would not be possible to approach the world leaders to confront this issue adequately. In the same session a another project from ECPAT International was introduced—related to development of International definitions related to child sexual exploitation which was very much supported by the members of the coalition and expressed clear need for such references.

As a follow up to the meeting, it was agreed that information regarding the process of developing indicators for the child sexual abuse content will be shared with the members and continued through online communications.

ITU volunteered to provide an online space for hosting content and resources as well as facilitate online web based communications. Microsoft also shared a survey that they have produced to understand the knowledge of users using their windows platform for security purposes and opened up the possibility of inserting relevant questions that may provide information related to child protection online. This is clearly an area where ECPAT can provide feedback to increase understanding and awareness on child online protection and also gather relevant global data regarding the vulnerabilities children are exposed to while they use the Internet.

Dynamic Coalition on Network Neutrality
Framing the Network Neutrality debate: a multi-stakeholder approach towards a policy blue-print
by Primavera De Filippi and Luca Belli

Network Neutrality (NN) refers to the principle whereby all electronic communication should be treated in a non-discriminatory way, regardless of their type, content, origin or destination. Originally seen as a network design principle (Wu, 2003), it is,

nowadays, increasingly regarded as a normative principle (BEREC, 2012) aimed at ensuring that all Internet users be granted universal and non-discriminatory access to all legitimate online resources (content, services, or applications), along with the right to have their own resources universally available on the Internet.

Although only a few countries have enacted NN regulations, so far the establishment of an open and neutral Internet is regarded as a key driver for economic growth (World Bank, 2009). At the European level, the European Parliament (2012a, 2012b) has explicitly recognized the importance to enshrine the NN principle into legislation to promote the establishment of a European Digital Single Market. To this extent, the European Commission recently proposed a Regulation for a Single Telecoms Market (September 2013) aimed at securing NN by precluding Internet Service Providers (ISPs) from discriminating against specific services, content or applications–while nonetheless allowing them to enter into contractual agreements to provide certain content and applications providers (CAPs) with enhanced quality of service.

The first meeting of the Dynamic Coalition on Network Neutrality was held on 25 October 2013 and aimed at analysing the 2013 DC NN Report through an interactive debate. Below, an overview of the contributions discussed during the meeting.

Beyond economic considerations, the establishment of an open and neutral Internet is also a precondition for the full enjoyment of human rights (CoE, 2011). In his paper, Luca Belli reflects on the relationship between "Network Neutrality and Human Rights". After introducing the concept of NN, the paper provides a general overview of the main discriminatory practices threatening NN, and their consequences on human rights. On the one hand, NN is constrained by the fact that national legislators can impose a series of limitations on users' access to online resources for the sake of public order or morality. ISPs can in fact be required to block access to infringing online material, as well as to filter online communications that either support or promote illegal activities. While this is generally justified on legitimate purposes, authoritarian regimes could also abuse their leeway in order to enforce censorship. On the other hand, the NN principle may be endangered by traffic management policies aimed at improving the quality of specific online services by giving higher priority to certain data flows. Indeed, according to some ISPs, the current increase in Internet traffic justify the use of traffic management techniques in order to optimise bandwidth allocation. These techniques are therefore being employed by telecommunication carriers (especially mobile-Internet access providers) as a means to ensure a minimum quality of service, frequently blocking, filtering, throttling or prioritizing specific data flows. To the extent that they might result in packet discrimination, these practices might impinge upon users' right to receive and impart information, as well as the privacy of their communications.

The potential for the Internet to further fundamental human rights (such as freedom of expression, access to knowledge and democratic participation) ultimately depends upon the design of the network which–based on the end-to-end principle–enables users to freely choose (and run) specific services and applications, as well as to connect the devices that they consider the most appropriate to satisfy their needs. Yet,

as illustrated by Andrew McDiarmid and Matthew Shears in "The Importance of Internet Neutrality to Protecting Human Rights Online", Internet's full potential can only be unleashed insofar as the network stays compatible with the NN principle. To preserve users' fundamental rights, the Internet must, indeed, remain global (allowing for communications to be distributed worldwide), user-controlled (as opposed to being controlled by the content or access provider), decentralized (with most services and applications running at the edges of the network), open and competitive (with relatively low barriers to entry). McDiarmid argues that, given the growing role that the Internet plays with regard to various facets of our life, States have the duty to intervene so as to ensure that the network design remains such as to promote the exercise of fundamental human rights.

Indeed, NN is nowadays regarded as a precondition for users to fully enjoy their fundamental freedom of expression (OECD, 2005; CoE, 2011), defined by the Universal Declaration of Human Rights as "the right to freedom of opinion and expression; [including] freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers."

To this latter extent, Maria Löblich and Francesca Musiani have analysed the impact of NN on democratic participation in their paper on "Net Neutrality from a Public Sphere Perspective", through Peter Dahlgren's three-dimensional framework. Dahlgren (1995) distinguishes between the structural dimension of public sphere, referring to the various media available for the public to communicate, the representational dimension, referring to the output of such communication, and the interactional dimension, referring to the ways in which users interact with these media. The authors use this framework as an entry point to examine specific NN issues that relates to each of these three dimensions: the structural dimension serves as a basis to investigate the issues related to actual access to the Internet infrastructure; the representational dimensions is used as a means to investigate how NN relates to content, with regard to diversity, control, and censorship; and, finally, the interactional dimension is used to describe how new forms of communication that are emerging online could be affected by a derogation to the NN principle. They conclude that NN has become today an important precondition for achieving a properly functioning public sphere, fueled by a variety of information, ideas and opinions.

In addition to promoting freedom of expression, the NN neutrality principle also serves to preserve users' fundamental right to privacy and data protection. Indeed, in order to be able to discriminate amongst packets according to their nature, content, origin or destination, ISPs must rely on sophisticated traffic management techniques—such as Deep Packet Inspection (DPI)—which allows them to examine the content of packets traveling through their . Not only do such intrusive practices risk to jeopardise the open and neutral character of the Internet, but they are also likely to impinge upon the confidentiality of online communications–thereby potentially endangering the privacy of Internet users. In their paper on "Net Neutrality: Ending Network Discrimination in Europe", Raegan MacDonald, Jochai Ben-Avie and Giusy Cannella condemn such practices by claiming that "reasonable" traffic

management should be limited to the activities which are strictly necessary for the technical maintenance of the network (i.e. minimizing congestion, blocking spam, viruses, and denial of service attacks).

Yet, given the technical challenges that most ISP have to face in order to deliver packets without discrimination of content, ports, protocols, origin, or destination, violations of the NN principle must not be evaluated on an absolute basis, but rather assessed according to their context, their justifications, as well as the impact they might have on human rights. In this regard, Alejandro Pisanty analyses "Network Neutrality under the lens of Risk Management", by providing an important framework to assess the likelihood of NN violations, along with suggestions on how to best deal with such violations.

By ascribing to the end-users the responsibility to establish and manage online communications, the end-to-end principle guarantee an active role to all Internet users, while also reducing the spectrum of interferences potentially limiting their ability to receive and impart information, at the network layer. Such an empowerment of the networks' 'edges' may be seen as one of the most significant galvaniser of freedom of expression in recent history. However, the great success of the Internet had democratised the network and widened its user-base, which is nowadays composed of less technically-erudite users compared to the original community of Internet-pioneers. Indeed, as highlighted by Louis Pouzin in his paper on "Net Neutrality and Quality of Service," a dominant majority of end-users are not (interested in becoming) network experts. This element adds further complexity to the meaning and implementation of the NN principle. In fact, the NN debate is usually based on various assumptions as regards network usage and characteristics. For this reason, the author explores the various standpoints and interpretations of different actor, including network operators, content providers and end-users.

Yet, the rise of cyber-crime and the growing threats to network integrity and security have stimulated the development of "trust-to-trust" models, where private entities (such as ISPs, CAPs or DNS operators) undertake some forms of "network-patrolling" in order to provide a more trustworthy network. It is therefore the democratization of the Internet which spurred the establishment of several form of intermediations to ensure the provision of secure Internet communication–thus transforming the Internet into an increasingly centralized network structure.

Although certain types of network management are essential to guarantee network integrity and security, Internet traffic management (ITM) practices can affect the way in which end-users receive and impart information, thus limiting their capability to freely communicate. For this reason, in his paper on "Net Neutrality: Past Policy, Present Proposals, Future Regulation," Chris Marsden highlights the fact that traffic discrimination can lead of censorship. Therefore, the NN debate can be considered as the latest phase of an eternal argument over control of communications media. Throughout this paper, the author presents the evolution of the NN regulatory debate, providing important elements for a transatlantic comparison. On the one side, U.S. jurisprudence underscores the role of NN regulation in fighting anti-competitive

practices, while promoting accessibility and reducing barriers to enter the market. On the other side of the Atlantic, the question of NN cannot be properly analysed within the competition law framework alone, because–as stressed by the author–although the fair competition dimension of net neutrality regulation should not be neglected, it is of utmost importance to properly stress the human rights implication of this crucial debate.

In fact, ISPs' position as "gatekeepers" may allow them to undertake an unchecked and unbalanced role as self-regulators, whose action is not framed by due process and rule of law principles. The regulation of ISPs' traffic management practices is therefore instrumental to avoid dangerously unpredictable agglomerations of power in the hands of ISPs, safeguarding media pluralism and sheltering end-users' fundamental rights.

To this latter extent, in his 'Privatised Online Enforcement Series' Joe McNamee underscores that, although most western democracies are grounded on the "rule of law", they frequently encourage Internet intermediaries' self-regulation in a multitude of domains that have direct implications with regard to the protection of fundamental rights. Indeed, as stressed by the Advocate General of the European Court of Justice, Internet intermediaries' self-regulation equals to "delegating the legal and economic responsibility of the fight against illegal downloading to Internet access providers." These practices are criticized by the author, according to which the proliferation of self-regulatory solutions is based on the arguably questionable assumption that, however distasteful it is that private companies regulate and enforce the law in the online world, "it is better that 'somebody' is doing 'something'"

The existence of numerous discriminatory ITM practices has been highlighted by the Body of European Regulators of Electronic Communications with regard to mobile Internet, and the capability of such techniques to expose Internet users' personal data has been explicitly stressed by the European Data Protection Supervisor. These authoritative opinions suggest the need for an appropriate reflexion on NN, taking into consideration both the fair-competition and the human-rights dimension of the NN debate, with the help of reliable data. Indeed, both Marsden and Pouzin argue that, without factual observation of the service characteristics, there cannot be any credible assertion of NN and the elaboration of evidence-based policy-making becomes simply not possible.

Therefore, it is right and proper to note that the scope of NN regulation is not limited to the definition of this all-important principle and its limits, but rather encompasses the delineation of an appropriate monitoring and enforcement mechanism. A NN regulatory framework is indeed instrumental to the achievement of three different goals: (i) clarifying what NN is and what is not; (ii) empowering Internet users, by ascribing them the right to undertake an action in front of the relevant authority upon violation of the NN principle; and (iii) investing national regulators with the powers and prerogatives needed in order to establish an appropriate monitoring and enforcement mechanism.

As highlighted by Luca Belli and Matthijs van Bergen, the Dynamic Coalition on Network Neutrality has been created as a self-organised, bottom-up collaborative effort, with the intention of fostering "A Discourse-Principle Approach to Network Neutrality", thus analysing the various nuances of the NN argument and elaborating a model framework through a multi-stakeholder participatory approach. Indeed, it seems obvious that the inherent complexity of the NN debate, as well as the heterogeneity of the stakeholders involved, demand the institution of multi-stakeholder dialogue as an essential pre-condition for the elaboration of policy-recommendation on this delicate matter. The discussion arena provided by the Dynamic Coalition on Network Neutrality aims at generating momentum on this central issue, with the final goal of elaborating a model framework able to provide guidance to national legislators on how to properly safeguard net neutrality.

The following papers explore some of the most crucial facets of NN, underscoring its close relationship with the full enjoyment of end-users fundamental rights. Lastly, this report includes a proposal for a Model Framework on Network Neutrality that has been initiated by the Council of Europe and elaborated by the Dynamic Coalition through an open, inclusive and multi-stakeholder effort, in order to promote an efficient safeguard of the NN principle in accordance with international human rights standards.

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Dynamic Coalition of Accessibility and Disability (DCAD)

Report of the 6th Meeting of the Dynamic Coalition of Accessibility and Disability (DCAD) at the 8th meeting of IGF in Bali, Indonesia 2013

1. Overall there was a great improvement in general accessibility at this IGF and the fact the captioning was excellent. There were still difficulties and problems that DCAD felt needed to be addressed to be improved. Training is a major problem since there always is a turnover of staff at IGF secretariat and the many volunteers who help; The success of the past was not taken into account and old problems reoccurred. The annex attached contains the comments regarding the following topics taken from the captioning transcript of the meeting that is posted on the DCAD website.

   º Review of web information for Hotel accommodation re accessibility and transportation to venue and registration and the web and conference material

   º Review the IGF registration form and how it should be changed to help the host and persons with disabilities

   º Review of registration for Persons with disabilities and the need for help desk

   º Review of the handling of dietary needs and how food is offered to persons with dietary needs and persons with disabilities who may need assistance at buffets

   º Review the venue for signage for accessible toilets and check that carpet and other barriers like cables do not interfere with wheel chair access.

   º Review the timing for between meetings to enable persons with disabilities to have ample time to navigate and not to lock any doors leading to rooms.

2. Web and Internet connectivity

   º Review of to the Internet facilities and connectivity to include advance training of IGF staff in awareness of previous IT solutions in past IGF meetings

   º Review of remote participation and accessibility for blind participants.

   º Review of the technical training for local staff in advance and testing of equipment in meeting rooms in advance before meetings attended by persons with disabilities.

- ° Review need to have more screens for captioning for people at the back of the room. Also facing in front of the podium for all speakers to see the captioning and for all videos to be open captioned on one screen. The emphasizing that real time captioning does not work on non-captioned videos if screens are separate for the video and captions in in different locations and in different sides of the room.

3. Discussion of updating the DCAD Accessibility Guidelines: work to be done over and includes all discoveries of inaccessibility and suggestions occurring from participation at Bali Conference, updates to include issues around multilingualism (include local host languages and sign language) and remote participation problems (lead editors Gerry Ellis, Shadi Abou-Zahra): The work to commence over the next few months and presented to the MAG.

4. Discussion funding of accessibility experts and the creation of sponsorships and fellowships for persons with disabilities who wish IGF participants including remote moderators.

5. Preview of the IGF Focus session on Access and Diversity

6. DCAD was involved in two accessibility workshops:
    1. DCAD/BAPSI joint workshop: "Accessible Inclusion for All Abilities and All Ages, Access for Persons who fall between the cracks"(IGF workshop no. 38)
    2. Diplo Foundation workshop on remote participation "E-participation in IG processes" (IGF workshop no. 68)

Review of DCAD/BAPSI workshop at IGF was not possible as the workshop were scheduled after DCAD meeting.

The Diplo Foundation workshop was well attended, three presenters were physically present plus the moderator one was the DCAD coordinator Andrea Saks. There were two remote presenters, DCAD members Gerry Ellis of Feel The Benefit and Ginger Paque of Diplo-Foundation who moderated remotely. The session was unfortunately fraught with technically difficulty and remote participants were disconnected several times. There finally was success for a portion of the time. The fact the several participants were able to participate remotely was valuable but the fact that the room was not really originally set up technically for remote participation and the fact it was learned there was only one day advance training for local staff plus problems with internet connections that disappeared entirely, indicated that more advance time is needed to cover set up and training of local staff and providers to the needs of IGF. Gerry Ellis who is blind explained the difficulties in remote participate for blind people in general. Further comments were made later in the following day at this DCAD meeting (see 5. above).

7. Future activities of DCAD for next year: include the updating of the DCAD Accessibility Guidelines and the planning of the next workshop for the next IGF meeting in 2014 in Turkey. The conference call meeting dates to arrange by email.

8. AOB

Mr. Erdem Turhan, the gentleman in charge of the technical aspects for the IGF meeting in Bali, and staff both IGF and local, internet connectivity and remote participation re remote participation asked for the floor and re-opened the discussion on the technical problems of access for remote participants in general. The problem of scheduling meetings back to back in front of a meeting preventing the testing of the equipment for the needs of persons with disabilities. Mr Turhan apologized for the faults of both of the sound, the irregularity of the connection of remote participants and the lack of knowledge by IGF staff on how blind people have to access remote participation and that the rooms were not prepared in advance nor the presentations loaded. He also promised that by giving the best technical rooms to DCAD and other accessibility workshops that were attended by persons with disabilities either physically or remotely, these difficulties would be less likely to happen again. He also stated the he would personally see to it that. He was thanked by the members for this discussion and promise.

9. Closing

Reports of Open Forums

ICANN Open Forum

This was a panel free session; quite interactive; moderated by Bertrand De La Chapelle, an ICANN Board Director; He made a short introduction on the purpose of the ICANN Open Forum, then he invited members of ICANN staff, board and community to make interventions.

ICANN Chairman of the Board, Steve Crocker, gave an overview of ICANN as it had just celebrated its 15th anniversary. He then delved into three distinct major efforts that took place over the past year: ATRT (Accountability and Transparency Review Team), RAA (Registrar Accreditation Agreement), and WHOIS; and talked to the milestones achieved under each area. He also mentioned that 4 new gTLDs were just put in the root.

ICANN President And CEO, Fadi Chehade, Touched upon a number of projects and initiatives that ICANN Has been busy with. He began with myICANN.org and encouraged participants to go to check it out; it provides details about all ICANN Projects (around 200) including budgets spent on each.

He mentioned the good news about gTLDs and commended the Generic Domains Division (GDD) of ICANN and its leader Akram Atallah for the achievement. He talked to the Global Stakeholder Engagement (GSE) team, and its mission of reaching out to the edges of the globe and engaging more people into the process. He then talked about investing in security and stability; the recent example of the DNS Security centre in India; and ongoing efforts to ensure security and stability of the root. He alluded to a recent incident involving ICANN's security team with some members of the technical community to take down a child porno ring; he said it's a sensitive issue as it may get ICANN into the area of content, which is not within ICANN's remit.

On Registrar Accreditation and Compliance He pointed out to the fact that ICANN could set one Registrar Accreditation Agreement for any registrar in the world makes it a transnational agreement (Registrar Agreement 2013); He also underscored the important role of the compliance team; it has tripled in size, and reporting directly to the CEO. He concluded by saying that ICANN is not intended to expand its mandate; it should become smaller not bigger, and stay focused on its mission.

Sally Costerton, Senior Advisor To the President Of ICANN On Global Stakeholder Engagement (GSE) Briefed participants on the mission of the GSE team; the work in the regions, including the regional strategies led by community members; ICANN's Three Hubs, and Engagement offices; the hiring of new team members in the various regions; and the building of online collaborative platforms (e.g. ICANN Labs). Comments From the floor on how to engage and whom to work with; in ICANN There are countries that are engaged, less engaged, not engaged, there needs to be a special

program to engage with "not engaged"; another comment on entities that do work that involves technical, legal and regulatory issues that are not ICANN Related yet, there is not a global body to address them.

Theresa Swinehart, Senior Advisor To the President Of ICANN on strategy talked to the review mechanisms at ICANN and the strategy panels that will look into key areas such as role of ICANN in the IG ecosystem, technical innovation, ICANN multi-stakeholder innovation, and public responsibility; and how community can participate and provide input.

A suggestion was made to have a sort of mini ICANN constituency meetings during regional meetings that take place in Asia Pacific. Heather Dryden, Chair of the ICANN Government Advisory Committee (GAC) said that 129 countries and 28 observer organisations are currently members of the GAC, and added that interpretation services are offered in GAC meetings in all 6 UN languages plus Portuguese, and a fellowship program is available to support participation from developing countries. She also talked to the evolution of the GAC and the fact that the GAC advice has become much more detailed and substantive.

Olivier MJ Crepin-Leblond, Chair of ALAC talked briefly to the role of ALAC and the At-Large Regional Organisations in ICANN, and gave a heads up on the At-large Summit that will be held in London in June 2014. Olga Madruga-Forti, ICANN Board Director talked to the evolution of the multi-stakeholder model, the Montevideo statement, and the Brazil Conference in May 2014.

DiploFoundation Flash Session Open Forum Report

In this flash session, Jovan Kurbalija of DiploFoundation presented The Emerging *Language of Internet Diplomacy*, a research project on the reference frameworks, concepts and approaches, terminology, and patterns of communication used in the Internet Governance Forum (IGF).

The research project is made possible by verbatim reporting from the Internet Governance Forum (IGF) since 2006. Most IGF speeches and debates are transcribed simultaneously by specialised stenographers and immediately displayed on a large screen in the conference room, as well as via the Internet. Transcripts are also stored and available for download on the IGF website.

All available transcripts from the main sessions, MAG meetings, preparatory events, and Workshops have been collated into a single text corpus—a database of linguistic utterances indexed by speaker, country, stakeholder, gender, session, topic, etc.—and submitted to a set of standard quantitative language analyses. The project team has data based the transcripts, mapping each intervention according to stakeholder, country of origin, session, and other categorisation parameters.

Which nation/region/stakeholder has been the most talkative at the Internet Governance Forum? What level of politeness is achieved in speeches delivered by diplomats, engineers and other professional communities? When it comes to Internet politics, who has more to say: women or men? What geo emotions can be found in the verbal

analysis of the different regions involved in Internet governance? Or yet more simply put: What words are most frequently used in IGF interventions? AND, what does this mean? What does it tell us about the topics, about participation, about stakeholder and gender engagement and inclusion?

Participants discussed expectations and results, commenting particularly on expected word usage. Gender and surveillance issues were particularly noted.

These and other questions are being addressed by the research project. Verbatim reporting of international meetings may challenge the old Latin saying *verba volant, scripta manent* (spoken words fly away, written words remain). Everything that is said in the meetings is transcribed and saved in meeting transcripts. Verbatim reporting increases the transparency of international policy making and poses new challenges for diplomacy. Knowing that the text will be saved for posterity has influenced how speakers shape their interventions and statements.

This research project identifies the underlying patterns used to frame the Internet policy debate. It should help in reducing policy noise, and in creating more informed Internet governance. The continuation of the project will depend on further partnerships and funding. Interested researchers and academics were invited to join the investigation.

• More information is available at http://www.diplomacy.edu/IGFlanguage
• To join the initiative or receive updates, write to IGFLanguage@diplomacy.edu

UNESCO Open Forum

In spite of a key "main session", which was hold in parallel on "Emerging trends", the UNESCO Open Forum attracted more than 20 participants. It included presentations and discussions around five themes:

– Freedom of Expression, Privacy and the Role of Intermediaries (Guy Berger)
– Internet Governance at the WSIS+10 Review event (Cédric Wachholz)
– Ethical Dimension of inclusive Knowledge Societies (Jānis Kārkliņš)
– Digital Preservation (Jānis Kārkliņš)
– Media and Literacy framework (Irmgarda Kasinskaite)

Participants were really committed and interested, raised a number of questions, which led to a good interaction and for all parties satisfying session.

Closing Ceremony
Eighth Annual Meeting of the Internet Governance Forum

25 October 2013

Speakers:

Mr. Ashwin Sasongko Sastrosubroto, Director General for ICT Application, Ministry of Communication and Information Technology, Republic of Indonesia

Ms. Elia Armstrong, United Nations Department of Economic and Social Affairs (UNDESA)

Mr. Markus Kummer, Interim Chair of the Open Consultations and MAG meetings for IGF 2013

Mr. Semmy Pangerapan, APJII, IGF 2013 Indonesian Organizing Committee

Ms. Anne Rachel Inné, Chief Operations Officer, AfriNIC

Ms. Shita Laksmi, HIVOS (Humanist Institute for Cooperation) Indonesia and member of the IGF 2013 Indonesian Organizing Committee

Mr. Virat Bhatia, Chairman, Communications and Digital Economy Committee, Federation of Indian Chambers of Commerce and Industry (FICCI); President, IEA, AT&T South Asia

Ms. Keisha Taylor, TechSoup Global

Ambassador Benedicto Fonseca Filho, Head of the Department of Scientific and Technological Affairs, Ministry of External Relations of Brazil

Mr. Eikar Meyer, Chief Technology Officer, United Mexican States

Mr. Tayfun Acarer, Chairman of the Information Technologies and Communications Authority of Turkey and Mr. Ihsan Durdu, Advisor to Minister, Ministry of Transport and Communications of Turkey

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

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A. SASONGKO:

Excellency's, ladies and gentlemen, it's my pleasure to open the Closing Ceremony of IGF 2013 in Bali. We'll hear from 10 speakers representing all stakeholder groups who will make some closing remarks. It is my honour to introduce the first speaker, Ms. Elia Armstrong, United Nations Department of Economic and Social Affairs, UNDESA, speaking on behalf of Wu Hongbo, United Nations Under-Secretary-General for Economic and Social Affairs.

E. ARMSTRONG:

Distinguished participants, it is my pleasure to make some closing remarks on behalf of the United Nations Department of Economic and Social Affairs as the delegated convenor of the 8th IGF. I would first like to thank His Excellency, Mr. Tifatul Sembiring, Minister of Communication and Information Technology of the Republic of Indonesia, represented here by Mr. Ashwin Sasongko, for Chairing this meeting, and the hard work of his Ministry. I also recognize the Indonesian multistakeholder Organising Committee for their many tireless organising efforts. I would like to thank APJII, PANDI and HIVOS for all their efforts, as well, and all the other local and international organisations that contributed both financially and in kind, which allowed this meeting to happen.

I also recognize UN colleagues from the Department of Public information for their continuous coverage and outreach, our dear friends from the offices of Geneva, Bangkok and Jakarta for providing excellent conference services, security and interpretation, and of course, the IGF Secretariat whose tireless work over the past year has made this IGF a success, with the guidance of MAG.

I give special thanks to the dedicated live transcription team for their outstanding work in enabling effective communication, and we should not forget the organisers of all the workshops and numerous sessions that were central to the overall success of the IGF.

Last but not least, I sincerely thank all of you as an integral part of the IGF community for your active and in depth participation. It was nice to see multistakeholder activism in action.

Distinguished participants, nearly 1500 Delegates representing 111 different countries are with us in Bali. As in Baku at the 7th IGF, Civil Society was the highest represented stakeholder group. Remote participation again more than doubled the active participation. 135 workshops, open forums and other meetings offered an unmatched menu of topics related to Internet Governance for you to engage in. This year's IGF could not have come at a more opportune time. New cybersecurity threats and revelations of widespread Internet surveillance are only two emerging issues that the multistakeholder community must address. Your deliberations will be taken forward into other processes in 2014 and beyond. As we have heard, 2013 and 2014 are run up years for defining a post 2015 vision of sustainable development. They're also run up years for the WSIS+10 review.

Last month, the 68th UN General Assembly session launched the High Level Political Forum that replaces the Commission on Sustainable Development, and will serve as the vehicle to implement the Rio+20 outcomes. This week, while we discussed Building Bridges: Enhancing Multistakeholder Cooperation for Growth and Sustainable Development in Bali, the General Assembly's second Committee met to take up ICTs for development in New York. Many delegates advocated for greater broadband deployment, reducing the cost of technologies and capacity building for greater use and application, as well as an upgrade of the quality and quantity of telecommunication infrastructure.

They called for an open and accessible Internet, where future users and innovators can safely and securely reside. These discussions point out to the need for ICTs to enable sustainable development. We at DESA have also identified inclusive governance as an enabler of sustainable development. It seems that Internet Governance targets both of these enablers. IGF allows for collective visioning of the deployment of the Internet, governed through a bottom up, inclusive, transparent, and accountable multistakeholder process to reach out to all peoples to have more fulfilling lives.

Considering this collective challenge, the 8th IGF, in my opinion, has delivered on its theme of Building Bridges. The UN looks forward to convening the 9th IGF in 2014 to continue deliberations on the great enablers of sustainable development, the Internet, and inclusive governance. This closure brings us to the next IGF cycle. Let us work together to ensure that the IGF continues to grow and prosper. Let us strengthen our existing partnerships, build on new ones and invite new stakeholders to the IGF community.

I wish you a safe trip home from this beautiful island of Bali. See you next year. Thank you.

M. KUMMER:
I have the honour and privilege to Chair the preparatory process of this meeting, and I'm pleased with the result. In the IGF tradition, this was the best IGF ever. I would like to thank my colleagues from the Multistakeholder Advisory Group who worked hard to put this programme together, and thank you all. You helped to make this event a success.

When preparing the IGF, we took the recommendations of the CSTD Working Group on IGF seriously. In particular, we followed some recommendations and aimed to shape the session in a way to provide take aways and more tangible outputs of the Main and Focus Sessions, the outcome documentation will map out converging and diverging opinions on given questions. We reached out and invited all stakeholders to give us input by formulating key policy questions for each session to shape the discussion. We improved the integration of national and regional IGF initiatives into the main programme, and we built a comprehensive capacity building track and introduced orientation sessions in order to facilitate the integration of newcomers. This year, IGF we also introduced innovation into what has been a traditional agenda. Many of the themes were high up on the policy agenda, ranging from the Role of Governments

to Internet Governance and multistakeholder principles, Human Rights, cybercrime and spam, to the contribution of the Internet to Sustainable Development and the post 2015 agenda.

As in previous years, the IGF again presented a unique platform where difficult issues can be addressed in a constructive dialogue between all stakeholders. This was particularly manifested in the many discussions on government surveillance, and one important conclusion emerged: There is a need for an open multistakeholder discussion on how to find high level principles which can guide Governments in the sensitive policy area, and establish trust between all stakeholders.

In other words, the IGF has again proved its worth. It proved to be a one stop shop, an annual meeting point where the community gathers to exchange information. This also reflects a recommendation if the Working Group on IGF Improvements. This year's meeting managed to catalyse broad support. This energy needs to be preserved and translated into a stable and sustainable funding situation of the IGF Secretariat. Let me make use of this opportunity to call on all stakeholders to contribute to this cause. Of course, there is room for further improvements, and we will work hard towards this objective. When a meeting is over, preparations start for the next meeting. This IGF is over today, and we need to start the planning for the 2014 meeting tomorrow. We will start with a review process and ask stakeholders to tell us what worked well and what worked less well, and what needs to be improved in next year's meeting. The IGF Secretariat will also issue a call for nominations for the MAG renewal shortly, with the objective to have a renewed MAG in place for the first planning meeting in February next year. Let me conclude by thanking the IGF Secretariat led by Chengetai. They all did an amazing job, with very limited resources. My thanks also go to UNDESA represented here by Elia Armstrong for providing the institutional home to the IGF Secretariat.

And last but not least, a big thank you to the Indonesian hosts for their gracious hospitality and excellent organisation.

S. PANGERAPAN:

This is my biggest fear to speak in front of the people. I've never been speaking, so forgive me if I have looked so nervous. Distinguished guests, participants ladies and gentlemen, I'm speaking on behalf of APJII, the Indonesia Internet Service Provider Association which was established in 1996 and has grown to its current membership of 283 ISPs. In 1997, we were appointed as National Internet registry by APNIC, and by now, we are allocated IP address for more than 600 institutions in Indonesia. The Association also operate the Indonesia Internet exchange in 9 locations nationwide.

APJII first encountered the IGF in 2010. In November 2012, we signed the ID IGF Declaration between the civil society and private sector stakeholders, with endorsement from Government of Indonesia. Since then, we have been committed to a multistakeholder Internet governance process in Indonesia.

Our preparation for the 2013 IGF has not been easy, but it demonstrated how an open dialogue and an open mind can serve a solid ground for multistakeholder Internet Governance practices, which we believe is a triumph for a future generation of Internet users. The operation of the event was also conducted by Committees from various institutions, a true multistakeholder collaboration. IP version 6 has a special place in this IGF. We deployed IPv6 through multi-homing provider and we are happy to announce that IPv6 traffic reach more than 20% of the total traffic, which is more than the traffic in the world. On behalf of the Indonesia IGF Committee I would like to express our gratitude to UNDESA, IGF Secretariat, and to all members of MAG for the support and trust in conducting the 8th IGF in Bali, Indonesia. We would like to thank donor agencies and sponsors, both nationally and internationally, the Ministry of Communication and Information technology of Indonesia, and the Ministry of Foreign Affairs of Indonesia for all kindness support. And last but not least I would like to express our special gratitude to all Committee members and volunteers. Without your dedication and hard working, this event could not be done as it is. I would like to ask you to stand up for all Committee and volunteers who help the IGF. At the end of my speech, I would like to thank for all participants for your contributions and vibrant discussions in this IGF. Your ideas and arguments will fundamentally shape the Internet Governance globally in the near future. And at the end, we would like to apologize for any inconveniences incurred during the event. We wish you a pleasant flight back home and please enjoy Bali beforehand. Thank you.

A. INNÉ:

It's a pleasure to be in Bali and on behalf of my colleagues I would like to thank our host first for the really good and wonderful welcome we received here. So we were in Montevideo earlier this month, and our organisations responsible for the management and coordination of the Internet technical architecture, infrastructure, met to discuss among other things the future of Internet governance, and we identified the need for ongoing efforts to address ongoing challenges. To this end, we agreed to catalyse community wide efforts towards the evolution of global multistakeholder Internet cooperation.

What better place to start these efforts than the IGF. The meeting here in Bali allowed us to reach out to the stakeholders to explore how to move forward. Once again, if need there was, the IGF has proved its usefulness as a platform for multistakeholder dialogue. In our view, there's no better way to discuss an important and delicate issues. It is a truism, but no stakeholder group can do it alone. Policymakers need the input from the technical community. The legal and regulatory framework needs to evolve based on solid understanding of the underlying technology. Policymakers also need to understand what is economically viable, and policymakers as well as technologists need to understand what is socially acceptable.

The business community and Civil Society need certainty that their objectives can be met and their own important concerns can be addressed, that we have a safe and progressive path forward. Not everything that is feasible is desirable. For this reason,

the dialogue between all stakeholder groups is essential for a healthy Internet ecosystem. As signatories of the Montevideo statement we have followed with interest the discussions after its publication, including the discussions during this week at IGF. We appreciate the generally positive reception that the statement received, and the opportunity to open inclusive discussions since then regarding the way forward. We intend to continue the discussions beyond the meeting in a fully open manner, with the aim to improve the mechanisms for multistakeholder Internet cooperation.

We encourage wide participation by all parties, governments, civil society, business and technical community on an equal footing in the spirit of the IGF. We hope that all interested parties will be involved, and there is much work to be done in planning and preparation for the meeting that is expected to take place in Brazil in May 2014. While the proposed Brazil meeting was not a subject of discussion in Montevideo, we welcome this one off opportunity to advance the discussion on how best to address global Internet Governance challenges.

We hope that it will be possible to maintain the open and collaborative spirit of Internet cooperation which we witnessed at the Bali IGF meeting. It is indeed for the further evolution of Internet Governance in the preparatory work for the meeting in Brazil.

Our efforts to catalyse community wide efforts are complementary to and build on the IGF. This week has convinced us that we need to strengthen the capacity of the IGF to prepare, run, and follow up to the annual meetings. The Secretariat is understaffed and underfunded. And we are committed to put the IGF Secretariat on a stable and sustainable financial basis, and we call for matching commitments from business and Civil Society, each according to their means. This is for the future of the Internet and the benefits it can bring to all of us.

We also call for the UN to help us in our efforts and to strengthen the Secretariat. The UN can help us to reach out to potential donors. Furthermore, the position of special Advisor to the Secretary General has been vacant for nearly three years. It is urgent to fill this vacancy. We ask the UN staff present here to convey this message to the Secretary General. Thank you, Madam Armstrong. It was an excellent meeting. On a particularly technical note, as you just heard from our colleague from the local Committee, you may not have noticed that IPv6 services were provided on the IGF network but it was used by a great many of you for your connectivity this week. In fact, Internet traffic averaged 30 megabytes per second on IPv6 out of 150 megabytes in total during the week. IPv6 represented over 20% of all IGF traffic, which we were of course very glad to see.

Let me conclude by thanking our hosts for their hospitality and efficiency in providing the infrastructure for this year's meeting. Their smiling faces contributed much to the success of the event. Let me also thank the UN and the IGF Secretariat for their hard work. Chengetai and his team deserve to be commended for organising such a rich and vibrant meeting on a shoe string.

S. LAKSMI:

This event started in November 2012 when we established the Indonesia Internet Governance Forum, or what we called ID IGF. The establishment of the Forum was based upon our own recognitions that management of the Internet is not just a technical matter, but also an engagement with issues of economy, Human Rights, law, security, education and development. Internet Governance therefore calls for the active participation of a wide stakeholder. Starting with these values, the Indonesia Internet Governance Forum Committees believe that multistakeholder principles should be reflected in our work from the beginning to the end. We have implemented this principle during our preparation for this IGF by ensuring multistakeholder representatives at all levels. We have engaged Government agencies, businesses, Civil Society, academicians and technical communities by appointing the representative in the steering and Organising Committees. This multistakeholder process also shapes the way we raise financial support for the event.

This was and still is a challenging journey for us but we believe that by sustaining this principle among Indonesia Internet communities we are on our way to building a durable multistakeholder Internet Governance framework in Indonesia. The Indonesian Civil Society has played an important role in this journey. Civil Society sits as equal with other stakeholders and together we ensure the transparency and accountability principles are upheld. To put this in practice we have decided that the audited financial statement for the 2013 IGF will be provided publicly. We believe that this step represent a milestone both for Indonesia and IGF globally. Finally, allow me to express my gratitude to those who have taken part in the preparation of this IGF and especially to recognize the energy, the passion, and the sleepless nights that many of us have kept during the process.

We would like to thank our Supporting Organisation and sponsors, and for all the participants, I hope you all have had memorable discussions and experiences during your time in Bali. Thank you very much, and see you in the next IGF.

V. BHATIA:

First on behalf of business, I thank Bali. Terima kasih, Bali. As the 8th IGF draws to a close it's my pleasure to address you on behalf of global business community to the International Chambers of Commerce and the BASIS initiative that is Business Action to Support Information Society, for those who might not be aware. On behalf of myself and the BASIS members, the business would like to sincerely thank our hosts the Government of Indonesia for their warm hospitality and for the opportunity to convene in the beautiful city of Bali for this year's IGF.

In coming together in this Forum, we have been able to discuss pressing issues on how we can collectively build a more secure and accessible Internet for all, one which will enable us to continue and expand its value as a positive, unparalleled social and economic force. Over the next past few days, we have exchanged best practices and debated a wide range of key topics that will continue to pose questions of policy as the Internet evolves further. Questions extending from infrastructure deployment

to mobile innovation, to new business models for machine to machine deployment, to the topic of Government surveillance and distinct issues of commercial practices with data and of course the conversations about human rights, free speech, security, and data protection.

All these topics have a place at a multistakeholder setting of the IGF. Indeed, where else can they be discussed in such an open and comprehensive manner? While business continues to progress, the multistakeholder model of governance, it also recognizes that now, more than ever, it is time to reenergize the concept and practice of consultative multistakeholder governance.

At a time when we're witnessing significant energy in the dynamics between Governments and other stakeholder groups we need to promote greater cooperation amongst all organisations across the spectrum: civil society, private sector, government, academia and the technical community. Business joins other stakeholders in supporting the multistakeholder approach, rather than the creation of new entities.

It is integral to strengthening communication between diverse groups and for building a unified approach to Internet policy development. In the context of all the valuable conversations here, we have learned several new initiatives designed to enhance and reaffirm multistakeholder participation in Internet governance from Montevideo to Brazil. Business underscores the need for all initiatives to find a structured way to appropriately involve all stakeholders on an equal footing in the development and implementation of these proposals, and to assure transparency and accountability to stakeholders.

It must be a journey to which everyone feels invited to contribute. IGF remains the home of the most inclusive debate. The IGF is the greatest testimony to the impact of a multistakeholder model in sharing opinion and perspectives, and providing platform to inform policy making around the world at all levels. Nothing should be allowed to obstruct the value the IGF continues to deliver. That is why business continues to Champion IGF and we look ahead to these initiatives, we believe that the model of inclusive participation embodies in the heart of delivering successful outcomes in the future. A great deal of systemic change has happened this year. The world has come to understand more clearly than ever before the important role that government policy can play in global Internet, and the way in which it can grow or fragment. As a result, governance of the Internet is under more scrutiny than it has ever been before, and we must work together to ensure that it continues to serve the public interest, and it continues to grow in a manner that fosters availability and adoption. We must be careful to avoid fragmentation of Internet to national policies that dilute its global nature.

Business agrees that Governments globally have an important role in Internet policy discussions. Equally it recognizes that achieving sustainable outcomes requires a respectful and informed balance of interests amongst all stakeholders based on a meaningful engagement and a comprehensive understanding of the consequences of any policy decision. To bring my remarks now to a close, we have accomplished a lot in the last four days, and indeed, in the last 8 years. It is for this reason that the

business calls for IGF's continuity beyond 2015. Business opposes a multilateral or intergovernmental approach to Internet Governance. It is clear to me and to the rest of the business community that having a meaningful representative and inclusive process for debate and decision making is fundamental to supporting the Internet's dynamic growth.

For this to happen, we must strengthen the financial and political mechanism that supports IGF and its leadership as has been mentioned by the speakers before me. IGF remains vital for protecting and promoting a free and open Web on which business thrive and which continues to empower societies, economies, our youth, and especially the underprivileged across the globe. Thank you.

K. TAYLOR:

Good afternoon, all. And thank you, Bali, Indonesia, for hosting the Internet Governance Forum. Everywhere I went the creativity and friendliness and hospitality of the Indonesian people reminded me of the need to remember the ultimate beneficiaries of the Internet: Its users. I have been given the honour of speaking on behalf of Civil Society today, an IGF stakeholder that is as vast as it is diverse. But one that is essential to continuing the growth of the Internet and Sustainable Development for us all. This year's theme focused on Building Bridges, and today, it is only through cooperation and multistakeholder practices that this can be achieved. I commend the MAG for supporting the rotation of meetings to encourage participation by multiple stakeholders in various regions of the world, but also e Participation, because as we know, sometimes it is not just distance, lack of support, and lack of resources that prevent more widespread participation, but limited awareness, language, and the constraints that come with international travel today.

This year's IGF finds much more engagement of youth, reflection on past IGF successes, and thoughts on the possibilities for the future of its multistakeholder approach. In addition, the possibilities of data, facility economic development but also the challenges this presents was also certainly centre stage. This is important. It is estimated that by 2020, the digital universe will reach 40 petabyte's, which 40 trillion gigabytes of data, or 5,200 gigabytes of data for every person on earth. At this IGF, one which has a majority of Civil Society participants, we could also observe the sessions notably changed from lectures to discussions and remote participation where connectivity was achieved continued to involve and inform. We must innovate and use evolving technology to ensure that no matter the distance, we all have a say. Access to the Internet has in the past been a key topic in IGF discussion. Today, arguably many presume that access will increase, particularly because of the proliferation of mobile phones and other initiatives to promote access to the Internet.

However, coming from a small island state myself, Trinidad and Tobago, the limitations and challenges of Internet access in small island states, lesser developed economies and rural areas must continue to be discussed so that progress can indeed be made, and the next billion users from across the globe can also connect and not be left behind. I have been focusing on the benefits of the use of data for development,

but in a way that also addresses rising concerns which include privacy and inclusion, and the ethics of such use for many years, including in workshops at this very IGF. This year, I found out many workshops even those that were not data related also started to address these issues. This is a challenge, but as the development of technology continues to intertwine with the use of data, it is one we must urgently address.

These issues can be mitigated by cooperation of all stakeholders, inclusion of Civil Society and learning from each other and about each other. The open data world is growing in part because of the idea that as we continue opening up your data, someone somewhere will do something useful with it that you would never have dreamt of. It is with this in mind that I ask that we continue to open up our discussion and as well as Internet governance possesses to others and support collaboration to ensure that the right solutions to existing and unforeseen problems are found for the continued growth of the Internet and for Sustainable Development. I hope the discussions of this week and the friendliness and innovation of the Balinese people will resonate with you all. Thank you for the opportunity to represent and speak on behalf of Civil Society. Terima kasih.

E. LUCERO:

So in the name of the Brazilian Government, I have the pleasure to congratulate you for the excellent meeting that we've all had, and the opportunity that we have to be together here to discuss openly and frankly all those issues that are of highest concern to us related to the future of Internet Governance. The Brazilian Government is fully committed to the IGF as it could be seen by the high level of representation that we've had at this meeting, headed by our Minister of Communications, Minister Paulo Bernardo, who delivered a speech at the Opening Session. And also by the strong presence of a multistakeholder Delegation from our own country, including members of the civil society, business, academic communities, as well as the government.

It is a great honour for us to be able to come here with an open proposal and an open invitation that now I renew to everyone to join us in planning, organising, and participating at the meeting that we are planning to hold to host in Brazil next year.

It is with these final remarks that I leave this open invitation with you, and I thank you all for the attention and the interaction that we've had in this very productive meeting. Thanks to the Secretariat, to the organisers, and to all of those who are involved and dedicated themselves for such a great event.

E. MEYER:

The Mexican Delegation would like to thank everyone for the excellent organisation of this Forum, and we welcome the presence of different sectors which make up the Internet. I think that this will lay the foundation for improving the Internet, and will focus on the inclusive nature and transparent and responsible nature. It will allow us to move forward and to develop policies, public policies, which would ensure digital development, would allow access to technology for everyone, and would improve public policies in this area.

The digital space is facing a major issue. We need to confront the challenges of this century in terms of technology. Mexico's development has included communication technologies. These must continue to be developed in line with the five Public Policy measures: Global responsibility and others. Hence the Government of Mexico has decided that in order to promote this type of development, it in June of 2013 published an historic handbook on this subject. We're trying to create better economic capacity in this Internet sphere. We're trying to ensure universal coverage for telecommunications, Internet, and TV. We are also trying to ensure means of access for everyone that would ensure content for everyone and that would fulfil our final objectives.

This would help us to of course ensure free access to the Internet. This is a responsibility of the State. We have to guarantee technology, guarantee communication, including at a broadband level. We have specific objectives for training and communication. We're trying to improve our development by using these communication technologies. This therefore provides us with an opportunity and a historic opportunity, and we believe in Mexico that this jump forward will help us to strengthen existing infrastructure. The Internet must be accessible to everyone, all of humanity, and Information Technology needs to be accessible to everyone. This should not be an economic question. We should improve everyone's living standards with no exception. That's why the IGF is so important. It plays a constructive role and we in the Government of Mexico support the way in which different sectors have been willing to participate in this we've seen different stakeholders. In 2016, you heard this from Mexico, the Government of Mexico welcomes you. We are actively participating in Internet Governance. We hope to be able to achieve our strategic objectives. I hope to see you all in Mexico in 2016.

T. ACARER:

First of all I would like to introduce myself. I am Dr. Tayfun Acarer. I am President of ICT Authority of Turkey. Our Authority deals with all regulatory issues in ICT, as well as Internet development policies in Turkey. I will also introduce Mr. Ihsan Durdu and another gentleman. They are advisers to Minister of Transport and Communication of Turkey. I personally thank you for your support in choosing Istanbul as the next meeting city of this event. Now I want to invite Mr. Ihsan Durdu and he will give additional information on 9th IGF 2014. Thank you very much all of you, and host country Indonesia for hospitality.

I. DURDU:

Thank you, Dr. Acarer. My name is Ihsan Durdu. I am the Advisor to the Minister of Transport and Communications of Turkey, and we would like to officially declare that we, as Ministry of Transport and Communications of Turkey, are the candidate for the 9th IGF 2014 to organise in the beautiful historical city of Istanbul, Turkey. As the Republic of Turkey, we strongly believe in multistakeholder processes, in Internet Governance. We find IGF as the right platform to discuss all details of governance issues. The challenges that we decision makers face in policy development can be best

handled at this platform. Its comprehensive and detailed discussions help us to guide our policies. We value IGF and show our commitment for existence. And its success by offering our contributions. That's why we are interested to hold the conference next year. We appreciate all the efforts made by ITU, UN, and other multistakeholders to keep this IGF platform progressing.

We would also appreciate ICANN's support on this. As many of you know already that ICANN has chosen Istanbul for their next hub after Los Angeles as part of their internationalization process. We as our NGOs industry, individual citizens and our Government appreciate ICANN very much for its decision. We thank all ICANN management, including Director of Board, Steve Crocker, CEO Mr. Fadi Chehade, and all the Board members for their decision. We thank all ICANN community for their support on this progress.

We would like to confirm our support for the internationalization of ICANN and the Istanbul hub project. We will also do our best to make sure that we would contribute to its development of Internet of the world. It's also very pleasing to see that many international entities choose Istanbul for their regional hub.

We would like to invite you all to 9th IGF event in September of 2014 in Istanbul. We are sure that you will leave Istanbul with the best memories after the event. Looking forward to seeing you all in Istanbul.

C. MASANGO:

First of all, two corrections. The speaker from Mexico meant to say 2016, and the event that the IGF mandate is renewed for another five years after 2015, and Mr. Sasongko meant to say 2014 for next year. Yes, this is first time we've had three host countries announcing so, yes, there's bound to be some confusion. Okay, I would just like to say a few words. This year has been a rather more interesting year than most as far as IGFs are concerned, and I would really like to express my appreciation to everybody, but first of all I'd just like to mention a few people. First of all, the Indonesian Organising Committee. I think we worked really well together, and we spent a very long time communicating and organising this event. I'd like to thank them, especially from the Ministry of Communication and Information technology, I'd like to say a special thanks to Mr. Ashwin Sasongko for the honorary Chair of the MAG, and also for the help he's given us. And also Mr. Moedjiono, he's the MAG representative from Indonesia, if he's there. Thank you very much. It was his initiative, and also from APJII, first of all I'd like to thank the Chair of APJII, Mr. Semmy Pangerapan.

I think when he first saw me, he didn't think that this seemingly mild mannered person would give him so many headaches on the night. But everything worked out great, and I really do appreciate it. I could call him at any time, even 1:00 Indonesian time, and he would pick up and answer. I have no idea when he slept, but thank you. And also to Donny and Shita, thank you very much. We interacted with them every other day, weekly, organising this meeting. And lastly, from the Indonesian Committee, I'd like to thank Ola, I don't know if she's here, Ola Siahaan. She organised the room arrangements and everything. It's all her, and she was very good at it. Thank

you. And then first of all, from the UN side, I would like to say a very special thank you to Elia Armstrong and the Development Management Branch, Slava, Rizza and Victoria. They're not here, but they did a lot, giving back up to the Secretariat for a very small Secretariat, and they picked up the slack when we had a lot to do. Thank you. And my IGF team. As you know there is only one full time staff, but it's a team effort. And as you can see, if they could please stand up. Most of them are very, very young. Laura, who has been by my side in the office this year. Brian, of course, He's based in New York, did most of the writing. Sorina, who volunteered to join for this meeting, is very good because as you know the IGF Secretariat depends on volunteers, and Sorina has always been very willing to help and also Anju. Stand up, please. And also Farzaneh and Edwin, who joined the team just now. And Daniel, if he's here. Daniel has been the Conference Coordinator since the very beginning.

And also the one intern we have, who managed to come here; of course interns are unpaid but she worked very hard, Sirirat. I don't know if she's in the room. No, she's not. She's probably working in the back there. Thank you. And also I'd like to thank the interpreters, the webcasts. Eduardo, is he here? They come from Nairobi.

And I am sure you've noticed that the network has worked much better this year, in part due to APJII, of course. I mean, they're brilliant. Indonesia is an Internet Society, Internet countries. And also with our team, the webcasting, et cetera, they handled all of that from UNON, the United Nations Office in Nairobi, and DPI for the news briefings. Thank you very much. Chris for the security, keeping us safe, Chris Ankersen. And then lastly, but not least, I keep the most important stakeholders last. I'd like to thank the MAG. I think they really did make a great programme for this year. I'd like to thank them very much, and Markus of course who led the MAG as the Chair.

Thank you. And the last, of course, the IGF community. I mean, this meeting would not have come about without the IGF community, and they really did come together and put their full force behind it. That's why we're sitting here today if. I'd like to thank them very much.

A. SASONGKO:

It is really a big pleasure for me to be able to speak here on this wonderful moment on behalf of the Ministry of Communication and Technology for Indonesia. I'd like to thank the IGF Indonesia and the IGF Secretariat for their hard work in preparing this international event that we have experienced since first arriving at the airport. I'd like to thank UNDESA and all stakeholders involved to make it possible for these multistakeholders convene in Bali. I'd like to thank all speakers and participants for all your valuable contributions. I believe your information statements, questions, comments; good influence will inspire others and will enhance the value of cyberspace and change the future direction of the Internet. Distinguished guests, ladies and gentlemen, the world governing Internet, I believe this is because of the contribution of all stakeholders. Furthermore we also noted governing Internet is a multistakeholder responsibility. It is how to bring more players into the governance of Internet including civil societies, technical communities, academia and Governments. Together

this multistakeholder group, this multistakeholder group should be able to maximize the positive activities and minimize the negative activities in the Internet.

Although the positive and negative values may be different country to country but with your understanding and respect, I believe that this great job can be carried out successfully. Distinguished guests, ladies and gentlemen, the world of cyberspace regular space are inextricably linked. I quote the words from our colleagues who explained the value of ethics in our society. There's no society without ethics. I believe it is true in cyberspace. The importance for the global community to take action hand in hand in creating a safe, secure and tolerant cyberspace. In the last few years Indonesia has shared a number of international fora, such as ITU Council 2011, ITU 2012 also in Geneva. Discussion on the revising of the article of ITR International Telecommunication Regulations during the World Conference on telecommunication WCIT Dubai, as well as our contributions about cybersecurity and cooperation among ITU member countries during the ITU Council 2013 in Geneva. Therefore Indonesia will promote its future global meetings. Some have been mentioned like the discussion on the post WSIS agenda to establish multistakeholder preparatory platform for 2015 and beyond that would be held in Egypt in 2014. We'll also hold it up in the Ministerial meeting in the coming months of December 2013 in Bali particularly to related issues on e-commerce, e-business, et cetera.

And also International Summit on Internet Governance for Government, Industry, Civil Society and Academia in Brazil, happening in 2014. And of course in the next IGF in 2014, too. Distinguished guests, ladies and gentlemen, soon each of us will go back to our country, to our organisations and do our business as usual. I hope all the events that you have joined from High Level Leaders Meeting to each focus session of workshop, in this Internet Governance Forum will inspire you to strengthen and enhance our Multistakeholder Cooperation. Last but not least I also hope that the beauty of Bali along with the richness of the culture and values will remain in our memories. With these comments I would like to close the 8th Internet Governance Forum meeting and pass the Chairman back to UNDESA. Thank you very much.

IV.   Appendix

Glossary of Internet Governance Terms

AfriNIC	Regional Registry for Internet Number Resources for Africa (Member of NRO)
APC	Association for Progressive Communication
ASCII	American Standard Code for Information Interchange; seven bit encoding of the Roman alphabet
ccTLD	Country code top level domain, such as .gr (Greece), .br (Brazil) or .in (India)
CoE	Council of Europe
CSIRTs	Computer Security Incident Response Teams
DNS	Domain name system: translates domain names into IP addresses
DRM	Digital Rights Management
DOI	Digital Object Identifier
ETNO	European Telecommunications Networks Operators Association
F/OSS	Free and Open Source Software
GAC	Governmental Advisory Committee (to ICANN)
gTLD	Generic top level domain, such as .com, .int, .net, .org, .info
IANA	Internet Assigned Numbers Authority
ICANN	Internet Corporation for Assigned Names and Numbers
ICC	International Chamber of Commerce
ICC/BASIS	ICC Business Action to Support the Information Society.
ICT	Information and communication technology
ICT4D	Information and communication technology for development
IDN	Internationalized domain names: Web addresses using a non ASCII character set
IETF	Internet Engineering Task Force
IGF	Internet Governance Forum
IGOs	Intergovernmental organisations
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 Organisation, grouping all RIRs—see below
OECD	Organisation 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 organisation 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 organisations 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 Organisation

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

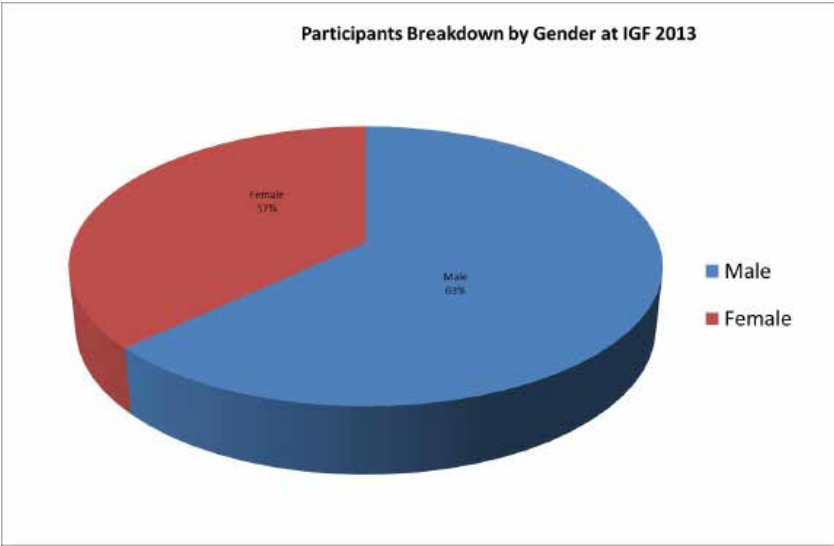**WTO**   World Trade Organisation

IGF 2013 Attendance Statistics

IGF 2013—Participants breakdown by region
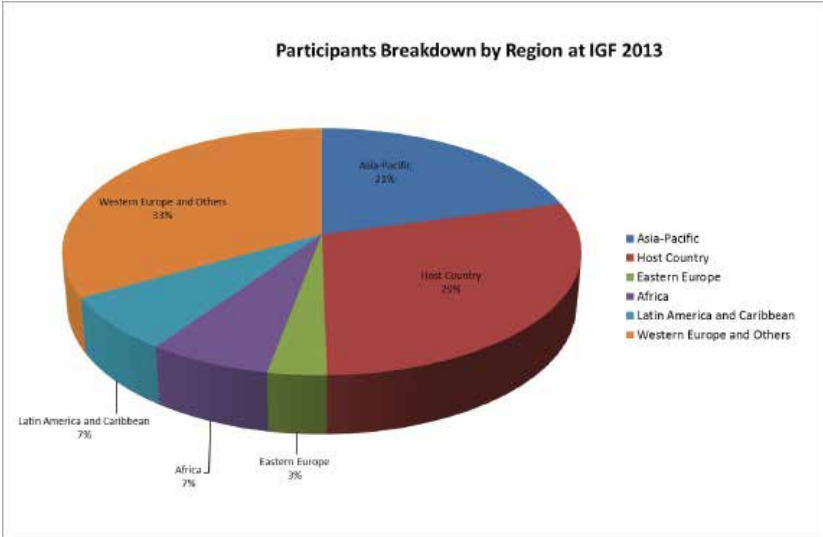
Participants Breakdown by Region at IGF 2013

IGF 2013—Participants breakdown by stakeholder group

Participants Breakdown by Stakeholder Group at IGF 2013
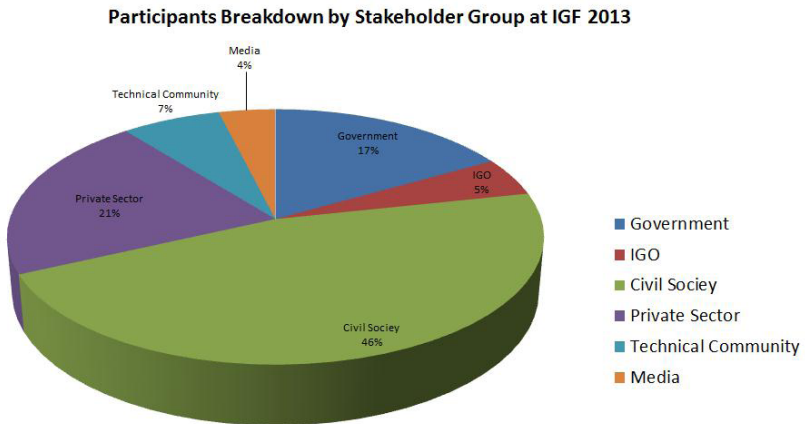
IGF 2013—Participants breakdown by gender

From 22 to 25 October 2013 in Bali, Indonesia, Internet governance experts, civil society, government and intergovernmental organizations' officials, members of the academic and technical communities, private sector representatives and other inquiring global citizens gathered for the 8th meeting of the Internet Governance Forum.

The main theme for the 8th IGF was 'Building Bridges: Enhancing Multistakeholder Cooperation for Growth and Sustainable Development'.

Various sub-themes of the 8th forum included: Access and Diversity; Internet as an Engine for Growth and Sustainable Development; Openness: Human Rights, Freedom of Expression and Free Flow of Information on the Internet; Security: Legal and other Frameworks: Spam, Hacking and Cybercrime; Enhanced Cooperation; Principles of Multistakeholder Cooperation and Internet Governance Principles. 135 focus sessions, workshops, open forums, flash sessions and other meetings took place over the 4-day event.

Each year, the IGF Secretariat produces a comprehensive summary of the proceedings that take place at the annual global IGF gatherings. Included are edited transcripts of all the main sessions, the workshop reports and reports of other events that were submitted.

To ensure full transparency, the IGF Secretariat and the United Nations Department of Economic and Social Affairs invite all interested stakeholders to visit the IGF website (www.intgovforum.org) for more information on the proceedings from Bali, future IGF meetings, news and events.