LONDON – ATLAS II Thematic Group 3: Global Internet: The User Perspective - Session 2
Sunday, June 22, 2014 – 08:00 to 10:30
ICANN – London, England

UNIDENTIFIED MALE: One, two, two, two – right, one, two is going through everything. One two, two, one, two. One, two, two – no thanks. You want fish doing that stuff. One, two, two. Thank you. Good morning, Sunday morning. Here we are. One, two – good.

So can you hear me okay in the booths? One, two, three, four, five, six? Can you give me the thumbs up, guys? Yeah? I just asked them and they said we had not checked it.

I listen on channel two. Can I hear some French, please? Yeah, I've got you. Thank you. Next test. Yes, got you. Thank you very much. Can I have some Spanish please? Lovely. Great, thank you. And next is – thank you. And if we could just quickly swap to the English channel please?

UNIDENTIFIED MALE: Okay, English channel.

UNIDENTIFIED FEMALE: Good morning. English here. Welcome.

UNIDENTIFIED MALE: This is June 22nd of Viscount Room, 8:00 a.m. ATLAS II Thematic Group Three: Global Internet, the User.

WOLF LUDWIG:

Good morning. Hello. Good morning. As you may have realized we are already quite some time behind our schedule, and the group is not as complete as it was yesterday, but I hope there may be some people showing up and joining us in the course of time.

Let's start now with our second day and second session. What we would like to suggest is now to have a closer look on the agenda for today, which is on the screen. You can see it all there, and we had a question before we ended up the session yesterday afternoon vis-à-vis we'd split up in subgroups and have more or less two points of view, some in favor of splitting up dividing into subgroups, and of course, there are some people like Jean-Jacques saying, well, it doesn't make a lot of sense to split up. Seeing the number of participants this morning, in my opinion, it doesn't really make much sense to split up. It will most probably complicate the procedure.

If there is no strong motion from your side who suggests to split up, then I would say let's continue at the same composition and way we did yesterday.

There is one from [inaudible]? Is that true? Okay. Okay, then I think we are clear about this point. We have prepared a presentation – a PowerPoint presentation – and this is supposed to be a next input from the subject matter experts. Let me suggest that we continue as next step with this presentation and some more inputs and discussions on this presentation, and then we can continue with our discussion according to the agenda.

If all agree, please? Carlos? Yes, Carlos is just – huh? Okay. Fatima, you?

FATIMA CAMBRONERO: No, we have to wait.

WOLF LUDWIG: We have to wait until the slides are – yeah.

Yes, please, go ahead Jean-Jacques.

JEAN-JACQUES SUBRENAT: Hello. Good morning remote participants, if there are any. This is just an opportunity I want to use to say how indebted we are to the organizers, but also to the technical staff at the end of the hall there who make all this work, to the interpreters – Espanol, Francais, and English – and of course, to the reporters, Judith and Glenn, have put in so much work to this, in addition to ourselves here at the front of the desk. Thank you all.

As someone who has been to many of these meetings and organized a lot of meetings, I was Chair of the Public Participation Committee of the ICANN Board. I can tell you the distance we've covered in the few years. I can remember a time when remote participation was thought of as a luxury. Interpretation into more than one language was considered – the question then by some of my colleagues on the Board was, "Is it really worth it?" I think now it's quite natural.

Now if you look at the program, I see that for the first time, it's in four languages. Chinese is the new addition, etc. Never mind the details. What I'm pointing at is the slow but gradual and very progressive progression of ICANN towards being what it should be, meaning more globalized in its tools, in its personnel recruitment, in its locations with

the opening of offices in Istanbul and in Singapore – Singapore for the whole of Asia, Istanbul for that part of the world.

Whilst we're waiting for things to come up on the screen – and that's a slight hitch – I just wanted to point out where we come from. There is a reason for optimism and satisfaction there I think. Thank you.

WOLF LUDWIG: Michael, please. [inaudible]? Yes, here we are.

[MICHAEL MARANDA]:   Thank you. Good morning. Only one question: do we have time to consider adding one more item to the agenda? We talked about defining the user. Should we do the same thing for defining what is the Internet? That is the question.

WOLF LUDWIG: I don't know whether it's really needed. I would say I leave it up to you and whether there is a strong desire to extend the search for definitions besides the terms of the user or the Internet, or as Jean-Jacques and Fatima will just give an interpretation when we talk about Internet what sort, type – exactly we mean.

[MICHAEL MARANDA]:   Yeah. An example of Internet could be, are we talking about infrastructure? Are we talking about virtual resources like DNS and IP addresses? Are we talking about applications? That's why I was going. We should maybe look at clarifying that, so…

WOLF LUDWIG: Jean-Jacques, do you have any point on this?

JEAN-JACQUES SUBRENAT: Thank you for bringing this question up. It's an interesting question because of course you're right – the Internet can be considered piece by piece in all the aspects you mentioned, and in many others – the banking aspect, the financial aspect, the legal aspect, children's rights, etc., etc.

I think the interesting point about getting together people like you and like us in ATLAS II is precisely to give the opportunity for once to have a global view – at least to try to have a global view on what is the user without neglecting his or her diversity to graphical, cultural, social, etc., but also to accept the Internet in its complexity, both as users, as potential producers of film, of music, of ideas, of opinions.

So it is that diversity – that wealth of possibilities – which we tried to address I think yesterday. I think we should try to focus on that today. I know it's not satisfactory from the methodological point of view because you want to say yes, but the Internet of applications or the Internet of identities, you're right.

What I suggest in a very concrete way is that when you feel the need [inaudible] you feel the need to say, "Hang on. Right now we're talking actually about only this aspect of the Internet. Say so and we will focus on that." But otherwise, as a general principle, I think the opportunity, which is offered by ATLAS II, is to keep the large picture in mind. Thank you.

[MICHAEL MARANDA]:   Thank you. I appreciate it.

WOLF LUDWIG: Okay. I think now the presentation is ready to be introduced now. Fatima, you have the floor, please.

FATIMA CAMBRONERO: Thank you, Wolf. I will be speaking in Spanish. This is a presentation we have put together in order to address this topic. We addressed some of the topics yesterday while working on our different activities, so we will move forward a little bit faster. If we could go to the next slide, please.

We introduced ourselves yesterday. This is our Thematic Group 3, and we can see the members' names on the slide. We also asked you to introduce yourselves yesterday, and we spoke about what our sessions would be focusing on. Next slide, please.

These are the sessions we will be working on. We worked on yesterday's session. This is the 8:00 to 10:30 session. We will be having another session from 11:00 to 1:00 p.m. After the lunch break, we will resume our session. We will be holding our wrap-up session today, hopefully sharing some outcome product or result. So we look forward to looking for you on our next sessions. Next slide, please.

We wanted to address the following issue. As we said yesterday, we want to address users' trust. That was discussed at length. Also, we focused on the fact that the Internet expanded based upon users' trust.

That was one of the points raised for discussion. Excuse me, I think my presentation is slightly different, so please bear with me.

This is Fatima speaking again. My apologies. The order was a little bit different.

Today, we want to focus on developing countries. That is, Internet users in developing countries. And the issue for discussion is that there are differences between developed and developing countries for the end user in terms of different aspects, for example, and aspects related to what you see on the screen – infrastructure access, especially bandwidth access accessibility. That is what we mentioned yesterday, access for persons with disabilities, then cost and qualities of services, and if there are any differences in that regard.

We also want to focus on commercial agreements between access and content providers and governments in each of these countries to see whether the Internet end user is affected.

These differences affect end users in terms of online activities, creation of local content and innovation. Yesterday, we also spoke about innovation that derived in Internet expansion and allows us or enables us to be more creative. We also spoke about online literacy.

So these are the points raised for discussion, and if we see that these differences do exist, as in some countries in our region – that is Latin America and the Caribbean – well, we are still debating Internet access. So maybe we still do not need to discuss whether we can use mobile Internet access because we still have to access the Internet.

In terms of bandwidth access in our region, this is a point that is being debated that is still under discussion, and we want to raise these points to see what happens in your countries.

SERGIO SALINAS PORTO: Good morning, everyone. I saw part of the presentation in English on the screen. Excuse me, I will start again. Good morning, everyone. While listening to Fatima, I saw that the presentation was in English, and I think the last paragraph was not correctly written. So could you please show that paragraph again? I know that we're having some technical issues, so we can wait, but I would like this to be on record. I would like this paragraph to be read out and see whether we agree with that wording or if needs to be amended. Thank you.

WOLF LUDWIG: Okay, thanks. [inaudible] wait until we get the presentation on the screen again, and to see and check the last paragraph you are pointing to.

Okay, if we now have it on the screen, can you just read it, Fatima, and translate it into Spanish? I think this was Sergio's concern.

FATIMA CAMBRONERO: Well, if this is the paragraph you meant, these differences among Internet users affect Internet users regarding online activities, the creation of local content and innovation. The last bullet point is online literacy.

WOLF LUDWIG: [inaudible] earlier paragraph. This one? Issue one? The last paragraph.

FATIMA CAMBRONERO: The last paragraph refers to Internet users, [inaudible] stakeholders.

Now we are talking about question two, but we will go back to that one because we have switched the other of the bullet points.

INTERPRETER: Two people are speaking out of a mic.

WOLF LUDWIG: [inaudible] revise this one before we go to the next question.

FATIMA CAMBRONERO: The question we want to pose is how could we close the gap in these differences in developed and developing countries. This is issue number two, which we're going to discuss now. Later on, we're going to go back to the question that Sergio mentioned.

WOLF LUDWIG: Okay. Then we now can go – there's one more question here? Please, you have the floor? Say your name and introduce where you're from.

JAVIER CHANDIA: I'm Javier Chandia, and I represent the [inaudible] Association of Internet Users. First of all, I'd like to say that I'm very interested in the issues to be dealt with at this ICANN meeting. I attended two previous

meetings and we never talked about the users' perspective that we were talking about. Today, in my case, I work directly with the users. We celebrate the Internet Day in Chile and I work with elderly people, children, and young adults trying to drive digital reading and to prevent cyberbullying at school. So this issue of users is very important.

I don't feel we're just representatives. I think we are also the people responsible for the fact that Internet will eventually will reach the people in a free way and in a way which makes it easy to use, and as we said yesterday, users are not thinking about technical issues. Users are just thinking about whether broadband is too expensive and whether the speed is the right one – the one they have contracted. So first of all, we have to make sure within this environment as far as we can do it that end users are happy with the Internet.

Some days ago I was talking to somebody and an elderly person was telling me, "Well, Internet is a necessary evil." Unfortunately, we are fighting for them to change that mindset – that concept – because through the information that they share, people think of Internet as something negative, whereas Internet is neutral. It's a neutral tool, and it's up to the person who is using it whether he uses it for good or bad things. So we are especially focusing on infrastructure, digital divide. We want that divide to get smaller. Several administrations have driven a reduction in divide through different programs. Now we have the generation gap. In the future, we'll have an economic gap. In the future, elderly people because of the pension they get – well, they cannot afford quality equipment or quality Internet access, so throughout the human being's life, we have to make sure that Internet is affordable for those people.

At schools, for example, there is a process where we need the Internet to be considered for educational purposes, not just for entertainment. So this is up to us. We are working to achieve this and access, fortunately in our countries, has changed. It has been tackled in different ways, so it's now available in more regions, even in rural areas, and we should work hand in hand with the governments. We should have our voices heard and the users' voices heard. Right now, the Internet from the point of view of users allows for participations for first time users to have a voice in some situations and some public interest issues. Slower? Yes, I usually talk really fast.

And this is what is important with this. We should be the ones who make the users' voices heard. Especially when we talk about access and infrastructure, I say something very simple. For why are going to use soap if you don't have water? What is infrastructure good for if we don't educate the population first? We have to create a culture showing that the Internet is key for our lives. It's an educational approach. It's the idea of putting everybody on equal footing, considering their lives and life conditions. This is what we are fighting for: for the Internet to be available to everybody and to be used in a positive way. Thank you very much.

WOLF LUDWIG: Comment, Jean-Jacques? Fatima, you want to directly respond to it?

JEAN-JACQUES SUBRENAT: Thank you, Wolf. Already in two or three interventions, you have brought up many important aspects. I'll try to address these now.

First of all, there's a question we should be very attentive to, and that is definitions and vocabulary. In this slide, which I have seen – and I'm sorry, I did not pay enough attention at the time when it was presented to me – instead of developing countries or developed countries, I would say emerging economies because the characteristic of some of our countries is not that they are underdeveloped culturally or socially.

In the mountains of Peru or Columbia, there's far more social cohesion than there is perhaps in France, my country. So we have to be careful about that. I think the accepted term is emerging economies. We're only talking about the economic and technological level. It's not a criticism or an evaluation of your cultural value. In that way, we respect diversity.

The second thing is about expectations. Both of you have talked about access and accessibility. I would like to add another component which is essential, and I hope that in all our countries and all your countries, you will strive, you will pressure your local governments, your national government, your parliamentarians to achieve that. As was the case in Brazil recently, there is an Internet law for the protection of Internet user rights.

In the same way, there is an even higher level of statement. For instance, in Finland, access to Internet is considered a basic right. It is also considered the same way in Estonia. And in French law, there is a mention of the fact that the Internet user has rights. It's not a tolerance. It's not a privilege. It's rights.

So in addition to all the things we have listed here – infrastructure, access, accessibility, costs, commercial agreements, etc. – don't forget

that there's an overarching condition which is political. It's not technical. It's not economics. It's about the way of considering the Internet user as a normal citizen's rights.

Now all this leads to one thing, which is empowerment. Remember, my last word in my conclusion last night was something which I had taken up from Mrs. Epstien who is there, which was the notion of empowerment. I think you have to keep this constantly in mind.

What is it that you need, that we need, in order to achieve and to exercise empowerment? If you need more access, then that's where you need to work. If you need to have fairer costs and quality of services, that's – but the whole thing fits into one big word, which is empowerment. So please try to consider it that way. I'm a bit older than most of you here, so I take the liberty of giving you my experience. I think this is an essential element. Thank you.

WOLF LUDWIG: [Maureen?]

UNIDENTIFIED FEMALE: My name is…

UNIDENTIFIED FEMALE: I'd like to make us to put together those five – Fatima was saying [inaudible] we are different levels in all those issues or themes. We have infrastructure but in some areas in our country there is no access. In some cases, we have accessibility, but it is limited for people with

disabilities. The costs in some cases for broadband are not very high, but quite high.

Finally, commercial agreements within ISPs and governments have created other things which have influenced politics. For example, the [inaudible] Act, which wanted to limit access to the net and downloading of content as other acts have done in other countries, eventually they affect the last bullet points, which are online activities, because no capacity-building is taking place. We have a lot of Internet access but very limited local content development.

We don't have too much digital literacy. People just turn on the computer, use the basic things. How do you use a word processing tool? And online activities – this is what you see; they just focus on training and education.

As we said yesterday, the Internet is Facebook, e-mail, and maybe Google because they don't type the addresses properly. They just look for the webpage on their browser.

In Colombia, we have policy regulations. We have an e-government system which is properly developed, all [inaudible] municipalities and small towns have a website, but as I was saying, not all of them have Internet access.

However, when I was working with some of those small towns, they told me, "What good is it to have Internet if I don't have a road that will take me somewhere?" So this kind of awareness leads to the fact that we don't have so much online activity to produce relevant content that will influence [inaudible] the bottom-up policies that is users exercising

pressure on their governments to achieve what they want because e-government is a decision taken from the top down. They said that the policies, their regulations, what they offer online, is just services that there is limited training given. This leads to no local content development. Thank you very much.

GUNELA ASTBRINK: I will ask the gentleman on the left to speak, and after that, I'm suggesting we might focus on particular issues. But please go ahead.

SERGIO SALINAS PORTO: Some thoughts about what was just said. First of all, I'd like to say I agree with what Jean-Jacques said about emerging economies. This is a clear definition of how the economies are developing in the world.

In the case of other countries mentioned, such as Estonia and Finland talking about Internet access, I'd like to share an example, and this is just to share with you one way we users may move forward. A year ago we submitted to Parliament in Argentina a bill to guarantee equal and free Internet access for all households, and this is a bill which was discussed the national government in order to reduce the digital divide. The name of our project is [inaudible]. The idea was even was one computer per household, there should be connectivity, too, and this possible with a limited broadband which wouldn't impact SMEs. Providing connectivity, we will be able to guarantee service by ISPs because they won't have to make bigger investments so as to [inaudible] broadband services, or improve their product.

On the other hand, the administration should guarantee somehow that all households would have access. This is being discussed at some commissions right now. We are working on this to see whether we can achieve that in Argentina.

We mentioned the surface or superficial limited use of the Internet, and that's true. Most of the users just use two or three applications, and that's true. We should work with the administration to see if we could improve educational tools, and these educational tools should be able to show the other Internet – the deeper Internet – the Internet guarantees some fundamental issues.

I think we are just focusing on it from the economic standpoint. When we talk about emerging economies or developing economies, we are just talking about the economic sample, and I think there are other points of view that should be considered.

We should talk about social fairness, economic equality, freedom of expression. This will all be included in the discussion. That's it. Thank you very much.

GUNELA ASTBRINK: Before we move to the next speaker, may I suggest that we have so many different topics under this issue and we have already heard some very important interventions. We've talked about infrastructure and access, and to some degree, about costs. To be able to focus now maybe if we concentrate on infrastructure and access, and then we can move to the other issues.

So I'd like to see if we can talk about those first and then we move to the others. We do have a number of hands up. I think Aziz was first.

WOLF LUDWIG: Yuliya was first.

GUNELA ASTBRINKS: Yuliya was first. Yuliya, please. Thank you.

YULIYA MORENETS: Is it better? Okay. Sorry.

Good morning to everyone. Yuliya Morenets from EURALO and with the organization, TaC: Together Against Cybercrime. We actually work on cybercrime cyber security and the participation of vulnerable groups and vulnerable people in the Information Society. We are based in France but work in Europe and outside a well.

Actually, I wanted to pick up on three points that I think, from my very point of view, are very important, which was raised by Jean-Jacques, which they – and I would like to focus actually on the question on access, suggested by not only access to the Internet and/or to the infrastructure, but also access to the information because we think as working with vulnerable groups – ANDwhen I say vulnerable group, to be very concrete on these terms, we use the definition given by the Tunis Agenda and Geneva Declaration of the WSIS process.

So when we speak about access, we think it's very important of course to have the access to speak about the infrastructure, but also to speak

about the access to the information on how to use this tool, which is the Internet, how to then secure a way. But also in this case I'd like to underline and thank Jean-Jacques by underlining the users' rights. We think that access to information definitely is a user right underlined by all declarations and a number of principles.

But also what you just said about the local authorities, I think it's very important to underline the importance of local authorities and this process of empowerment because the local authorities definitely can make the process of empowerment, and to show to these vulnerable groups, and to all users actually, how the Internet and the ICTs could be, too, to empower and to sustain economic and human development, definitely.

I also wanted to underline the following. I think it's very important also to see and to have this role of local authorities which can be the process in order to make the participation of all users, but particularly of the vulnerable users at the local public life easier. How and which is the process to ensure e-services? We definitely think that there is a rule of local authorities in this, and in order to empower this particular groups, but all users as well.

So I wanted just to underline if we are back to question of access that when we speak out about access, this is important to underline: the access to information as well as the human right. Thank you.

GUNELA ASTBRINK: I think that's a very important point, and that's been noted. If we can concentrate on those two issues – infrastructure and access – in that

wider denomination when it comes to bandwidth and information and so forth. Please, Aziz.

AZIZ HLALI: Thank you very much, Gunela. I'm not sure I agree with those four points. I think they are linked. Let me explain that to you. Infrastructure and cost, they have a strong relationship, but what I wanted to talk about is the difference, and let me explain it to you. The infrastructure as of today for the Internet, 100% is in developed countries. If you look at the price of phone calls, if you compare that to the Internet, when you make a call from Country A to Country B, the operators do share the cost of that call. But for the Internet connection, when you use the Internet, the cost is for the people that do possess the infrastructure in the developed countries, and this is like a paradox.

But most of that side is going to pay for the costs, and for developing countries, it's sometimes very difficult to connect and use the infrastructure of developing countries. So in a way, those developing countries are giving a lot of money in phones to developed countries because they have to use their infrastructure because they don't have enough access to the Internet. They have to pay for it. We're talking about the ISPs or the exchange points where we can exchange Internet traffic.

At the ISOC, in African countries, we're trying to do something to make sure that governments know about those exchange points because if they do have exchange points in African countries – developing countries – it's going to help out with traffic, and users from developing countries won't have to pay that much to go on the Internet. We see

that the Internet cost is starting to be higher for users in developed countries.

Maybe Wolf doesn't agree, but let's take an example. What I pay at home and what you pay at home. There is an issue of quality as well – quality of service. I pay per megabytes – two megabytes maybe, and then my Internet stops. Morocco is my country, and we do have a good Internet infrastructure in Morocco, but if you go south of Morocco in Sub-Saharan Africa, you can ask my friends here. We do pay for very low quality. You call your operator and they said, "No, you have that many megas," but the quality of the network, of the lines, is very poor in Sub-Saharan Africa. So there is an issue with infrastructure. Developing countries are paying for the Internet system. They pay quite a lot for their Internet access.

JEAN-JACQUES SUBRENAT: Thank you. I'd like to say [inaudible]. I would like to answer Aziz in French. Your point of view, Aziz, is extremely important because we do have a tendency in our community to separate the different elements: access, accessibility, infrastructure, and so on and so forth. But you are absolutely right to show the link between those elements. It's absolutely true.

I would like to mention two points. First of all, we do think differently now. This is a new economic philosophy. Thomas Picketty is a French economist talking about capitalism in the 21st century. It's sitting very well in the United States. Thomas Picketty's book, "Capitalism in the 21st Century" is doing very well, and he says some very interesting things. If

you're interested in what Professor Picketty is saying, I can give you more information about it.

We can apply those methods, those ideas, to the Internet, which is a case in point. I do not fully agree with your conclusion saying that emerging countries do subsidize the Internet for the rest of the world. It might go too far. But I see what you mean. There is no equality in the Internet realm, and it would be worthwhile to study that – the political economy of the Internet regarding access, infrastructure, cost, and quality.

My second point would be regarding the technology. We do have several issues we talked about this morning. They could be resolved by using a new technology or several technologies. I would like to mention at least one today. This is called DTN (Destruction Tolerance Networking). This is a technology that doesn't exist yet. They're studying it. They're trying to test it. But it might be possible with DTN to establish Internet connections using space and using very, very large distances.

You're going to say I'm crazy, and you have nothing to do with the cyberspace and space. Not at all. It's a very simple principle. It's to compact, to use a lot of data packs, and with small satellites around the world – the Earth – we could use those satellites to upload, to send, to the satellites questions, our data. And when one satellite comes on top of your country, there's a very brief and intense activity that is going to bring the answers – the data – back to the receiver. It's not yet something that totally works, but this is the future.

So look into DTN technologies. This is a very interesting project. We can find new innovative solutions, and as users, you have to think in terms of those new technologies. It might be very good for your users, and as soon as you do programmation and program your solutions, you have to think in those terms. Thank you.

WOLF LUDWIG: Aziz, it was Narine first, and then Didier.

NARINE KHACHATRYAN: Thank you very much. Narine Khachatryan, Armenian, Media Education Center. The mission of our ALS is digital literacy, and I have a suggestion related to this scheme which you have developed.

I suggest to move literacy topic from the second paragraph to the first paragraph since I think the first part is mentioning there are differences between developed and developing countries for the end user in terms of infrastructure, access, etc. I totally agree with the approach that we should speak about emerging economies and other countries and I think that countries which have stronger literacies they have better economies as a result.

The second remark is that access does not necessarily result in an enhanced literacy. If we look at the Internet consumed by developing countries, we can notice that they have very poor local content and Internet resources consumed by people mostly serve entertainment purposes, but not education.

So therefore I suggest to consider literacy as an important pillar in the first part of this presentation, and to first of all give it much more value in all our discussions. Thank you very much.

GUNELA ASTBRINK: I think Didier was next. Thank you.

DIDIER KASOLE: Thank you very much. Didier Kasole. I'm from AFRALO. All the problems we talked about earlier, I don't know if it's not possible to separate them and to do several layers. We can find some solutions at the local level, and for some others, we can find some solutions at the international global level.

Locally, we're in charge. We can find solutions if possible. Maybe we have to more at the local level. We have to communicate more. We know what's going on at the local level, and we should be able to find some solutions at the local level.

So the infrastructure cannot come from somewhere else. It has to start at the local level. We have to do some advocacy for those issues. At the global level, it's going to be very different. But I think that 80% of our local problems can be taken care of locally.

GUNELA ASTBRINK: Thank you. I think next was you, yes. No.

JOHNNY LAUREANO: Good morning. I'm Johnny Laureano and I'm going to speak in Spanish. We have discussed these issues on many occasions in Peru, and we have analyzed several reasons why the Internet is a pillar in our country's development.

We have to think about the Internet as a means and not an end. It is a means and not an end. I say this because all of a sudden we may have the infrastructure, but many of us know and do understand that probably local content is not going to be developed. This goes hand in hand with government policies.

We have heard on many occasions that users do not know what they want – have no idea of what they want. But it is at that point that governments have to play a role. They have a fundamental role as a state.

All the countries choose their government authorities, and the idea is that the government authorities have to develop national ideas – country ideas – and have a roadmap to follow. So many people may think this issue is about infrastructure in itself. And of course, yes, infrastructure does have quite an important bearing. Statistics indicate that one kilometer of a paved road equals Internet accessibility to 10,000 users. So it is up to a government to decide whether to invest in paved roads or Internet access.

Clearly, currently the Internet has a direct impact upon the country's GDP. So the Internet connectivity has a 2% bearing in that country's GDP.

So what can we do so that at the end of this meeting we can convey our issues or voice our issues to the government? Some people say that if you pray to God and you pray for very little, you're a little bit nuts. So if we are going to pray for something, okay, let us not be a little bit nuts. On the contrary. Let us pray for a lot.

We have to start governing the Internet some way or another, so I envision a possibility. That is, we can have state policy development in the Internet ecosystem. Next week, I will be in Peru. We will go back to our respective countries, and life will go on. Will be able to react and to change something? Surely we will engage in individual endeavors, but if we as users develop a proposal that can have an impact upon all the countries, that would definitely be important.

Network access points were mentioned. Well, sometimes countries have one or have no network access point at all. So I believe that is a very good proposal. It's a very good way of improving data transmission and improving the cost. That is, by having network access points, and there should be more than one per country.

However, I do want to insist on a proposal that we should take into account, and that's why I am here. Let us focus, let us advocate Internet governance with the users engaged. Personally, see a great opportunity so that Internet governance and Internet users can govern the Internet on the basis of an Internet governance model.

Every country has a cc or a ccTLD manager, and in this regard, I want to quote Jean-Jacques, regarding what he said in terms of public interest. Well, this is public interest because users, the government, the business sector – we are all users at the end of the day.

However, when we focus on public interest, we're speaking about the real users – the true users. So we have to focus on designing a model that is very similar to the Brazilian model in which the government, the business community, and users have a very special way of governing the Internet in that country. That is a mechanism that can help drive all these initiatives that we are mentioning. Promote these initiatives.

I insist ccTLDs do have funding. They have financial resources because they sell domains and they are not accountable for that. So we should focus on RFC 1591. There is a purpose in that.

As far as my country is concerned, at least our ccTLD manager gets $10 million US dollars a year. Are they accountable to anyone? No. They are not accountable politically or financially, and I am fully convinced that this is the reality in at least 80% of ccTLD managers worldwide.

So I believe that we have to govern. That is my proposal. Thank you.

JEAN-JACQUES SUBRENAT: I would like to go back to the ccTLD issue. Yes? Y Can you hear me? Very well. Okay. So this is regarding the ccTLD issue. For what was said about the ccTLDs and the use of those phones, the country domain names, this morning I went to a meeting at 7:00 a.m., and it was between the ccNSO, the entity in charge of coordinating the ccTLD policies, and ALAC – the At-Large, the users – representing the users at ICANN.

I do recommend you to talk to Olivier Crepin-Leblond, who's the president of ALAC, and also to talk to Byron Holland, who is at the ccNSO – the head of the ccNSO.

This morning was a very interesting debate about where those two entities can collaborate and work together. They can do so to have better and bigger access to data and share more data. For instance, the ccTLD operators would like to know better ALSs and vice versa.

So what we could work on would be to create a single list on the Internet on the one point of access so that we do have everything – all those data – at the same place, and it would be worth it in order to share more information.

FATIMA CAMBRONERO: Fatima Cambronero speaking about cccTLDs. Well, this was mentioned several times already and I believe that the multi-stakeholder model for managing the dot-br domain as it happens in Brazil, this isn't useful in all countries, and we cannot just take a solution which works in one country, taking it to a different environment, a different scenario, or a country where that multi-stakeholder model cannot be implemented. This depends on the development and evolution of each country. Some will [accept it], some not.

As we said earlier on – I don't remember who said it – I believe that this issue of ccTLDs should be tackled locally. If civil society organizations have to play a role, well, we should try to talk and discuss this with the ccTLD managers, but locally I don't think it would be good to have a regional solution because even if we have some similarities in the region, there are many differences, too, and especially when it comes to this issue.

And the same applies to the civil framework that was approved during NETMundial. This works for the Brazilians and it worked for them, and the process was very long until they achieved this. We cannot have this [inaudible] all countries – take it to all countries and implement it in all the countries – because the scenarios are different, the realities are different, and the legal frameworks are different, too.

But going back to the ccTLDs, I think it would take this to the local level, that we organizations present at At-Large should carry out these discussions with dot country managers.

GUNELA ASTBRINK: [inaudible] point. We're obviously capturing all of these comments, and that information will be put together. We will then be doing a final document that would be feeding into with all the other thematic groups and be presented on Thursday. So it's very important that we have this information and we can bring it forward.

Thank you for those comments. I think now Yuliya wanted to…

YULIYA MORENETS: Thank you so much, Gunela. Okay, let me speak in French because I go back to what was said about AFRALO about the infrastructure. I would like to be brief, but what I heard is that it's very important to make sure that infrastructure and access – access to the Internet and access to information – were taken by policies or roadmaps, but also by laws and legislations at the national levels that which you said, Fatima, in the Marco Civil in Brazil was absolutely great. This is very important that we

have new laws at the national level, like in Brazil. Maybe at the regional level. And we have to not forget about policies, either.

HUMBERTO CARRASCO: I am Humberto Carrasco from LACRALO. I am still very taken in by this session, which continues yesterday's session. I'd like to summarize my opinions about the issues being mentioned.

First of all, I believe this is issue number two to be discussed. We should bear in mind that when we talk about emerging economies and economies which are not emerging any longer, we should look at the metrics or indicators where it's the [inaudible] index or the human development index.

Secondly, I agree with somebody who said that it's difficult to separate these issues into different layers, though I understand that it's made for educational purposes and to understand this issue better. I thought we were going to focus on infrastructure access.

I'd like to share an example with you – the example of my country, Chile. We are a very long country – over 4000 kilometers long – with difficult access. There are earthquakes continuously. I was in Santiago when we had the earthquake, 8.8 in Concepcion and 8 in Santiago on the Richter scale. Most of the telecommunication infrastructure was destroyed. Therefore, the service was interrupted. Not only telephone service, but also Internet access was interrupted. And apparently, this didn't happen again in the latest earthquake we had in [inaudible] in the north because [inaudible] worked perfectly well, and Twitter.

So somehow, if we talk about continuous service when we talk about infrastructure or Internet access in emergency situations, we have taken a step forward.

Secondly, I'd like to repeat again what I aside yesterday, making a station between economic goals and non-economic goals, talking about Internet and how this relates to users.

For example, issues related to the rights of the users – that is, freedom of access to information, freedom of expression – this is something which is related to economic interests with an agreement and access agreement with an ISP, so we should bear this in mind when we talk about the whole matter.

I'd also like to share an example of what happens in Chile. We have been quite "successful." We have had quite a successful Internet development, as most of the Chilean population has access to Internet nowadays, but we have a problem which is the quality, and here we agree with our colleague from Turkey.

But it's not only in rural areas where we have problems with quality. ISPs offer something and they are not meeting their commitments. This affects us as users – so we are talking about users here.

And I also would like to mention the final issue on this PowerPoint slide, and that is all for the time being. Thank you very much.

GUNELA ASTBRINK: We'll move on to some further comments on the other side of the room, and then we need to ensure that we're covering off all of those five issues.

So I think it's Aida Noblia, yes? Just speak into it. It should be okay.

AIDA NOBLIA: Good morning. I'm Aida Noblia. I'm from the Association of Notaries Public of Uruguay. I would like to share with you what happens in my country, which is small, too – 275,000 square kilometers and 2.5 million inhabitants. But we have a problem and a big word. Sometimes it's an advantage when you are smaller because it's easier to manage.

Listening to what [Laureano] was saying, I agree with the fact that it's very important to have public policies in place because in our country, starting in 2015, when the agency for the management of the Internet Society and Knowledge Society with their public policies driven by the government, we have developed in several areas all these issues of new technologies, with [inaudible], which is this agency which has different departments working on IT security, the department for the protection of personal data, and the department for – well, in other departments.

We have developed a country policy which also deals with infrastructure. From the point of view of communication, we have focused basically on children, and this has been very important in my country when we have almost no illiteracy – I mean regular illiteracy, writing and reading – so we have a [inaudible]. That plan comes from the name of the root of native tree. We have here one computer per child, and this influences the families because we have seen rural

families where children have shared or taught their parents about the use of the computers and the Internet, so they have empowered their parents. For example, rural farmers or producers to learn about the price of milk or whatever.

Through the computers, their children have brought home, or the children even look up the prices for their parents, but this [inaudible] Plan presents for all the countries one computer per child.

We're going to the second stage. We're going to move this up to high school because we are working with these high school students now. Last year a poster contest was launched for schools throughout the country, and the motto was, "Your data has value." Some prizes were given out. We have several schools where it shouldn't have enormous creativity, so they worked on developing posters. That is, we are quite happy with what we are doing, notwithstanding the fact that there is still inequality in the way this technology is used, and sometimes, it was said earlier, people use this technology just to get to their Facebook account, which is not a minor issue because it improves family relationships that is other use for other purposes. This was just to bear witness of what is happening in my country. Thank you.

GUNELA ASTBRINK: Anupam is next.

ANUPAM AGRAWAL: Hello, this is Anupam Agrawal, ISOC Kolkata ALS, APRALO. I just wanted to make two brief points. First is that the purpose of creating an ALS

was I understand was towards making a consistent effort for the Internet to reach to the masses.

That said, the concept of empowerment as mentioned by Jean-Jaques is very important and can be included in the final document because that is entirely the purpose of creation of ALS and that is the reason we are here.

The second point which I want to make is the Internet is a [game] about creating opportunities and linkages between the haves and the have-nots, and that's what I understand is the reason for including the world developed or developing or emerging economics.

So if it is about creating opportunities and linkages between the haves and have-nots, the grassroots knowledge which is there in the masses, it can reach to the economic liberty level. And similarly, the economic prosperity of the liberty can reach to the grassroots level. That is what I think is the reason for using the word user and consumer interchangeably, and that's the reason why it has been used so.

Finally, the third point is about that education has been the key thing which has been [inaudible] in my country, India, because of the Internet.

But the roads are [inaudible]. There has been virtual classrooms which have been organized through which education has been imparted to peoples on the hills and people in the villages which are far off from the cities. It has become a medium to reach to those people, and it is helping them to come out their poverty and reaching to the economic liberty.

So these are the three points which I wanted to make as I understand. Thank you.

GUNELA ASTBRINK: Thank you. I think Maureen has a comment at the back.

MAUREEN HILYARD: Thank you very much. I'm just actually going back to a comment that Fatima and Jean-Jacques made earlier about the involvement of ccTLDs. What Fatima says is very true, that end users have a right to find out more about their ccTLDs, and this is something that we are working on from an ALAC perspective.

But ccTLDs work within their own country's laws and legislation. ccNSO does not. Unlike ALAC, which consistently helps to develop consistent policy across various sectors of the ICANN system, the ccNSO does not create policy for their ccTLDs. But that policy developed within their own sovereign nations.

But with what we are encouraging from ALAC's perspective is a more collaborative relationship between the ccTLDs and the end users – the people within the countries. And as Jean-Jacques said, it's sharing data, sharing information. It is actually sort of like ensuring that end users know what those services are that the ccTLDs should be offering them and how they're managed and that sort of thing.

Again, we were focusing on the end user. We're focusing on something that is very much ICANN related. Thank you.

GUNELA ASTBRINK: Thanks, Maureen. We have covered a wide spectrum here. Obviously infrastructure and access moves into a lot of the other areas when it comes to quality of service and so forth.

I just thought we might take a couple of minutes if there any comments on the third bullet point, which is regarding accessibility. We heard yesterday about the accessibility for seniors and some of the issues around that.

Are there any comments about accessibility when it comes to seniors, people with disabilities, vulnerable people, and what strategies you might consider would be useful to discuss?

MONIQUE EPSTEIN: Hello. Again, it's Monique Epstein from Paris, again. Just a little idea I just got, yeah. Just a little idea I had just now about seniors. What we are doing is teaching seniors how to use the Internet, and I was just thinking when you were speaking about where goes the money of the TLDs and so on. Okay, it should stay in the country. Why couldn't we think that the responsible persons for the Internet in one country would also participate to the education of the people? Because it's one thing to access, to pay the access to the Internet, to have a computer to pay the access to the Internet, but also to know how to use it.

Another word we didn't use until now is e-exclusion, or if you want to be optimistic, e-inclusion. A big part to fight against e-exclusion is to teach people about the culture, especially for seniors. They have to learn about Internet culture because it's another way to live. For

instance, being able to compare prices is something which didn't exist 30 years ago, 20 years ago, and there are all kinds of new habits.

So we see how important it is to teach seniors. For instance, to avoid because some of them are scared also to use the Internet. So it's really important. Okay. That's all I have.

GUNELA ASTBRINK: I think Sergio is next.

SERGIO SALINAS PORTO: Thank you very much. Every time you take the floor, say your name because it won't be in the records. Don't forget to say your name.

When I saw this theme, something happened to me. If this is going to be just a document, it's going to express our political stance within ATLAS II regarding the reduction of the digital divide, talking about people with disabilities, or whether we're going to suggest a concrete action.

This is what I think. We are discussing things which are going to be in the document, or are we going to be able to do something within the ICANN structure so that ICANN will somehow be able to help us to reduce the digital divide and include people with disabilities – okay, so digital migrants included in the digital system. If it were just a document, I think it would be okay to have a political stance, stating the position of the users.

The fact is that when we have to do something – to take actions because we are talking about money and funding to do all of these – besides the political stance, I don't know whether we are ready or able

to tell ICANN or anybody else to fund all of this.[inaudible] their presence here that they should provide funds to bridge the digital gap. I'm talking about people with disabilities. Or I don't want to have them both together. I mean that a digital migrant is different from a person with a disability, but these two population segments, we should develop complete actions from them.

We should go beyond speaking and words. We are all working on this. In the case of our organization, we work quite a bit with digital migrants, with elderly people, but very often we find we are short of funds. We don't have the funds to buy ten computers and be able to work with other people. So if ICANN is going to take action, it's important to do so.

Otherwise I suggest – and forgive me for speaking so fast – I suggest that we right a document. And that's it. Thank you.

GUNELA ASTBRINK: In regard to your question about where to go from ICANN's point of view, there is now an At-Large Accessibility Task Force that has a number of objectives: building a culture of accessibility, increasing web accessibility, and ensuring that ICANN processes are as accessibly as possible.

It's a very new group. I've put forward a number of these objectives. We won't have a meeting at this London meeting, but hopefully in the future there will be a discussion list and various interest I thin from ICANN to look at some of these issues within the ICANN community.

That might be, for example, when it comes to ccTLDs, gTLDs, raising awareness about web accessibility in their communities. I'll be speaking

about that at the ccNSO. So hopefully, some of these issues can be clarified in the future.

Okay, now – oh, I think Yuliya was next. Thank you.

YULIYA MORENETS: Many thanks. I would like just to be back to the question of accessibility and I would like to thank you for speaking on people with disabilities, but as well as other disadvantaged groups, if we can use this term, even if I prefer [inaudible] maybe fragile groups or fragile populations.

However, just two points. I think we need to try to bring these target groups and to encourage their better participation. There are personal better participation in the Information Society issues, and includes to increase their participation in decision-making processes, actually, as it was underlined, for example, by a number of documents, as well as resolutions.

I refer her to the resolution of the 52nd UN Assembly of this year, actually, which underlined the participation of all vulnerable groups, disadvantaged people, is very important for the economic and human sustainability.

Now, in terms of what we can do, I think we have to encourage governments to have and to develop a kind of digital inclusion strategy, which was done recently by the UK government, which is a very interesting example to take into account, as well maybe encourage to have a kind of regional hubs on the issue of accessibility for all, like for example people with disabilities, vulnerable people, etc. – kind of hubs for best practices, for search and other purposes. Thank you.

GUNELA ASTBRINK: Thank you. I think Sylvia is next.

SYLVIA HERLEIN: This is Sylvia Herlein speaking. I'm from Internauta Brasil. I will address Gunela's question. In our organization, we work with senior citizens and we focus mainly on education. We focus on including these people. We are implementing several programs in the [samba] schools that are very well-known in the current [inaudible] but they host or shelter very deprived or destitute people.

So Internauta Brasil, we created certain hubs in order to include these senior citizens so that they can engage and communicate with their grandchildren and with their children because using this technology is like speaking a language they don't understand.

So our work focused on education. I believe education is fundamental for this generation who have no access to these types of education. That's why in Internauta Brasil we focus on the inclusion of senior citizens and the inclusion of women who are in their 30s and 40s who have no access to education so that they can become part of this economic realm and join the job market. Thank you.

JAVIER CHANDIA: Hello. I'm Javier Chandia from Internauta Chile. Unfortunately, when people become senior citizens, their priorities change. There are other or new expenses arise. They have new expenses to cover. So investing in technology and equipment is not part of their priorities.

Most of the campaigns target digital natives – that is, children – but they do not target grownups or senior citizens. This would open up a new world for them – a new realm of opportunities.

I see that there are no campaigns so the people can access equipment. We have some campaigns in terms of education or access to digital education, but governments do not subsidize connectivity costs.

So I believe that in terms of the senior citizens and other population groups we have to focus on access to equipment, access to education, and access to connectivity, because without these three pillars, we cannot have a person who is fully part of integrated or included in the digital world.

Sometimes, we have a commercial or publicity campaign for Christmas, for example, but they target school kids so that their parents will by tablets for these kids that are beginning school. But there are no business or government campaigns targeting this population segment that needs to be digitally educated or literate.

GUNELA ASTBRINK: Important points. Before we go to Philip, we have a remark from a remote participant.

CARLOS REYES: This is Carlos with a comment from Javier Rodriguez. "Community networks are changing the previous about huge investments for providing Internet connection to communities municipal access to places where the carriers are not able to give service,

GUNELA ASTBRINK: Philip, please.

PHILIP JOHNSON: Philip Johnson from ISOC Liberia chapter. While our discussion this morning has been very important – we have talked about infrastructure access, cost, whether our organization also assessed people, create awareness on the best use of the Internet – that means online activities – and one of our concerns is trust for the Internet – trust to use the Internet. Many people from particularly developing countries that are just experiencing the use of the Internet sometime experience the Internet negatively by use. Some of them are defrauded. Some of them have lost a lot of money from the use as first-time users. This discouraged them from not even using the Internet, as in blackmail through e-mails and other services. Some of them are e-mails are hacked. These are all issues that we educate and create awareness on the best use of the Internet.

So [inaudible] we should also concentrate on how can we educate the users to use the Internet the best way so all of us can have trust in the Internet because this can prevent people saying, "Look I will not use the Internet." I talked with one police officer one time. He said, "No, Philip, I'm not going to use the Internet. Once I use that Internet, somebody can blackmail me on that Internet. Thank you.

GUNELA ASTBRINK: I think the issue of trust is a common theme here, so I think they are very important points. I think we – oh, okay. Thank you.

NARINE KHACHATRYAN: Narine Khachatryan, Armenian Media Education Center. I agree with the previous speakers. I think that there's no doubt that Internet access creates new and better opportunities for a stronger inclusion and participation. No doubt the Internet and ICTs are tools enabling the development of societies.

But at the same time, we have seen that the Internet can be turned into the instrument of censorship and surveillance. On the other hand, how do we sure that the Internet drives the development of emerging economies? We have had examples when the spread of ICTs resulted even in increased inequalities in societies and even in new forms of inequalities since only people who are in position to gain from new opportunities manage to benefit from the Internet and ICTs.

I'd like to express again that access issues need to be reassessed in terms of skills and capabilities, which people need to better participate in their societies to gain from new education and learning opportunities. Access issues need to be extended to include new literacies required in the 21st century, which are related to education, entrepreneurship, political participation, and citizenship. Thank you very much.

GUNELA ASTBRINK: Thank you. We have covered off most of the topics, but if for the next ten minutes if there are any particular comments on costs and quality of service and also commercial agreements – for example, between accessing content providers and governments. They are the other points we have here. So I think Aziz?

UNIDENTIFIED MALE: [inaudible]

GUNELA ASTBRINK: Mercy, please.

UNIDENTIFIED MALE: Mercy, can you stand up? Because the camera's not showing you. Sorry.

MERCY MOYO: Hi. My name is Mercy Moyo. I'm talking on behalf of my organization, ITOCA – Information Training and Outreach Center of Africa. Me being a trainer and having been in most of the Sub-Saharan African countries, trying to promote the awareness and usage of online databases, I should say in Sub-Saharan Africa, most of the countries lie under emerging communities. Their access is too a very big challenge due to the poor quality of the Internet, like Aziz said.

Also, this poor quality of Internet affects the access to information. It hinders access to information, and thereby the resulting in low usage output from the researchers in the developing world. So you see that most of the researchers in the developing world are still relying on research articles by researchers from the West. So I just wanted to point out that issue in developing countries. Thank you.

UNIDENTIED MALE: [inaudible] if you could stand up for the camera.

AZIZ HILALI: Thank you. What I would like to say is accessibility for the visually impaired people, and as of today, it's possible for blind people and the visually impaired to have access to the Internet, but need to have more sophisticated equipment. They need computers, but also vocal synthesis and Braille equipment. This is an issue for access to web.

I'm not specialist of the question, but what I learned is that you need several rules that we have to respect. Webmasters have to take into account those rules so that websites are accessible for visually impaired people and blind people.

We talked about it in the past. The United Nations talked about it. Unfortunately, only 20 or 30% of websites are made for visually impaired people. We have to make sure that websites are accessible to people that have trouble seeing as well. Webmasters have the respect those rules and websites have to be created in such a way.

GUNELA ASTBRINK: Thank you very much, Aziz. Certainly, they are important issues and there are international web content accessibility guidelines, which governments in a number of countries are using, and hopefully that will be spread amongst commercial organizations, too. And there's a role there of awareness building for ccTLDs and TLDs generally. Yes. Yes, please.

UNIDENTIFIED MALE: Can you stand up because the camera?

CHRIS PARSONS:
Thank you. My name's Chris Parsons from NARALO. I wanted to speak briefly about issues of access and infrastructure and how it relates to commercial providers.

It's an early project. However, an area of research at the SysLab at the University of Toronto has been looking at how exactly companies such as Google and Facebook are invested and involved in trying to expand accessibility of Internet services around the world, both in areas such as New Zealand, where land line access is challenging to deploy, but also with strong interest with running tests in Africa, South America, and other locations.

This is an effort by American companies to use aerial infrastructure to provide high speed Internet to individuals around the world, often without strong consideration of local laws, local challenges, and local customs.

But there's another challenge in addition to perhaps common localized issues around cultures and norms. Both Facebook and Google have demonstrated an effort to expand their means of accessing content. Facebook as an example, as many of you in this room may know, has an aggressive outreach program where they provide free access to Facebook services and other favored telecommunication services at low or no cost to end users, whereas the rest of the Internet at large is prohibited, is inaccessible.

Google for their part is now the target of many lawsuits in an effort to remove content. So where you have Google deploying increased Internet access, targeting Google is a way of taking down websites, taking down access to selective content becomes particularly important.

Coming from North America, there's been a debate around the right to be forgotten, and that is a way of potentially stifling free expression. But in Canada, we actually have a more far-reaching court decision that just came out. In Canada, one of our superior courts has just ordered Google to begin globally removing links.

So when we're talking about some of the ways that Internet accessibility is being advanced by private companies in areas of the world, in the more economically develop and economically developing areas, we're dealing with companies that are very, very powerful and can be targeted internationally.

I just wanted to raise the point that clearly the work that is going on at local areas around the world is important, but there are also these international forces that are attempting to merge access, commercialization, and there's been very little attention internationally spent on these early efforts, and there's huge amounts of money that are going into trying to deploy global Internet infrastructure, ostensibly for positive reasons, but could have very serious implications for how content is accessible, the terms under which it's accessible, and the degree to which individuals are monitored for monetization purposes when they access that information. Thank you.

GUNELA ASTBRINK: Thank you very much. That is an issue that we haven't heard throughout the morning, so that will be noted and certainly in this context is an important issue. The gentleman next, please.

UNIDENTIFIED MALE: Can you stand up? Thank you.

HUMBERTO CARRASCO: Hello. This is Humberto Carrasco. I am from LACRALO. I would like to focus on the service qualities and agreements with ISPs.

Once again, I have to mention Chile by way of example because Chile was the first country worldwide to implement a net neutrality law or act. This net neutrality law originated or stemmed from the users.

Unfortunately, we couldn't reach 100% of the expected results because clearly negotiations with ISPs had to take place. However, this was a step forward. That is, exerting plenty of pressure on [inaudible], the regulator, so that ISPs would increase the quality of their service.

This means that investigations were started and the regulator in the last year declared or decided that one of the main government functions is to control service quality because unfortunately, many ISPs said that access would entail a certain amount of megabytes, when in fact it was much lower than that. So it was not possible to effectively control this.

I believe that, as users, we have to work in order to promote public policy that would entail a joint effort. We as users and consumers have to watch out, have to control that we are getting what we are offered by providers. However, we have to focus on governments so that they have control mechanisms to check this. Thank you.

GUNELA ASTBRINK: We have a remote comment, please.

CARLOS REYES: This is Carlos Reyes with a question for Javier Rodriguez: "To the Chair, Ms. Gunela, with all due respect, what is the power of this particular meeting to implement all the wonderful ideas that we're hearing? What route will be followed to push the results of this meeting? Are new board representative has some obligation to fight for these ideas, or she is independent in her thinking and her actions? Finally, can we ask the people in the room if they are happy with just one representative on the board when, in 1999, the At-Large had nine seats on the board and had 50% of the votes?

GUNELA ASTBRINK: First of all, I am not Chair of this panel. Wolf Ludwig is the session moderator, and we have a number of panelists here to discuss the various issues, including two subject matter experts and the reporters.

In regard to where we are heading with this, as I mentioned previously, the information sharing and all of these ideas that are coming through from yesterday and this morning will be condensed into a report, and that will be harmonized with the other thematic group reports and presented on Thursday in the public forum, I believe. So I think that might answer one question.

In regard to the ICANN Board membership, Jean-Jacques can answer that question.

JEAN-JACQUES SUBRENAT: Hello. I'd like to come back to Gunela's reply on the first question to add to that it will not only be a descriptive report. We had topic at this time, and then we assembled and there were so many people, and not only the [avocation] of the themes, but also recommendations, which we have made when that is the case. I think that's important to be said.

Whether they will be kept or reviewed or whatever at the other level above us, that will be a decision between the thematic group moderators, Wolf and Gunela as far as we're concerned, and when they get together with their colleagues from the other working groups and the chair of the ALAC.

On the second question about Board, the ICANN board is composed of individuals who, as soon as they assume their duties on the Board, are doing this on the understanding that they no longer represent any part of the ICANN membership or stakeholders. They become de facto independent – and hopefully that will remain that way – independent people with their own judgment. That's the first point.

The second point is that, in the bylaws, it is required of Board members to be faithful to the corporation. Their loyalty goes not to the Internet as an abstract idea, nor even to the ICANN community, which is also an abstract idea. It is to the corporation. This is a requirement I believe in California law.

So I think that you have to see that Rinalia Abdul Rahim, who's a wonderful choice for this, will not be representing any of you. But she has the sensitivity, the background, the education, and the knowledge coming from this community where she spent a few years on the ALAC. So I think you must make that distinction.

The final answer to your remark is should we [inaudible] for more seat of the At-Large on the Board, I can only give a personal reply. I think we need two things. One is perhaps increase that proportion in the overall Board of voting members. Fine, but how do you get there? That's my second point.

I think that one of the things we studied in my Future Challenges Working Group of ALAC where we, with a group of friends, drafted what is now known as the R3 Paper, making ICANN responsive – I don't remember all the Rs – but responsive, not redundant I hope, something, something – and respected, yes.

One of our recommendation there was to come back to a system where all the nominations to the board would be done through a NomCom system, and no more direct appointments from, let's say, the Internet providers or the property lawyers, etc., through some mechanism, but everyone through the NomCom to sort of make it more equal as far as the standards and criteria are concerned. Thanks.

GUNELA ASTBRINK: Thank you very much, Jean-Jacques, for that explanation. We are getting close to the time, so I think we will only take the two comments, first from [inaudible] and then from Annette. Thank you.

UNIDENTIFIED MALE: My name is [inaudible]. I'm from the German Association for Data Protection and Privacy. I would like to add some additional issues to the topic of trust and practice of using the Internet.

By using so-called free costs services like Facebook and Google, users pay for their access to these services with their personal data. So the users can't trust in this company that they don't do wrong things with their personal data.

On the other hand, we have secret services – all you have read about Snowden and things like that – and so even if you use encryption for personal messages for e-mail, we could use meta data, and this meta data is very useful for the secret services. Even if we go to a website and read this website, if I go to the ICANN site, the secret services all over the world – not all over the world, but some of them – know that I have gone to the ICANN website. Okay, that's not a matter for me, but if you go to other websites like human rights organizations, especially in countries where you have not very democratic governments, then it could be a problem for you if you access to a human rights organization website.

So there a technical need for technologies to have access without such a lot of meta data, that would be an ICANN topic because ICANN is for technical infrastructure, and so there should be some work on how we can use the Internet with more trust that others don't know what I'm doing on the Internet.

GUNELA ASTBRINK: Annette, you have the last word.

ANNETTE MUEHLBERG: Annette Muehlberg from the EURALO. Yeah, I'm very thankful also to the speakers from Canada and from Humberto. I think you focused on

very important issues that is a connection between the technical infrastructure and the organization of structures. So if it's all in private hand and controlled by private organizations, then how do we get control over that? Is there a duty to regulate those private organizations in public interest, or do we have to give an alternative public structure? We have to make sure that there are certain criteria fulfilled.

So that brings us back to the discussion of yesterday. Yes, we do have to strengthen the users' interest, and at the same time also consumer protection/consumer rights in the sense of – what is the word for [inaudible]? You said it – can someone help me out?

WOLF LUDWIG: General user condition.

ANNETTE MUEHLBERG: Say it again.

WOLF LUDWIG: The user condition where the terms of trade of private content. The terms and conditions.

ANNETTE MUEHLBERG: The terms of service.

WOLF LUDWIG: Yeah.

ANNETTE MUEHLBERG: So all the laws we have guaranteeing freedom of expression, guaranteeing privacy, guaranteeing consumer rights in the sense that you have a choice, all these laws are not powerful with private companies right now, especially if it's a company from a foreign country and it is very hard as one nation on the other side of the world to make clear that you have rights here and that you can apply these rights.

So I think we should try to focus on principles for users in a technological sense. How do we translate these human rights, these consumer protection rights? How do we translate those to [inaudible] requirements for technical infrastructure and organizational requirements?

So it's not only the technology, but also the organization, is it run by a private company? Who has control over it? So it also goes to the issue of net neutrality. That was exactly what you said about the service quality. So I think, yes, it is in our interest to fulfill the requirements of net neutrality. Thank you.

WOLF LUDWIG: Let me just make some complementary remarks to what Annette said because I really think this is an important issue and aspect. While we spent most of the morning discussion on the different aspects of accessibility, I agree it's an important point, but it's one component among many, many others, but are equally important to accomplish Annette's remarks.

There were some references in the morning debate as well to state. When I hear "state should…" I'm always getting nervous. If I'm living in

100% democracy and in a country with rule of law, okay, I may have a higher level of confidence and trust in my government, but even living in a country like Switzerland, which is usually known as a well of democracy, blah, blah, blah, I have limited trust in governments, and I think after the Snowden story, our trust in governments should be even more reduced than before.

Therefore, this state trust I would like to see it somehow replaced by another notion, what is public control. So I would like to have mechanisms in place where public authorities have a certain sovereignty and control over IT infrastructures, but is an important element of public access.

Even in so-called developed countries like Germany, you have areas you probably wouldn't believe it – there's almost no real access condition. So more rural or distance they are from city centers, you may have access problems comparable with so-called developing countries.

Access today, even in developed countries, is mostly a question where there is a [inaudible]. Then of course, access may be good where there is a low [inaudible] access even in European countries can be as lousy as you probably cannot imagine because most of this depends on commercial incentives.

Whether companies would like to invest into such infrastructures and services, it's not commercially relevant to them, they won't do it. Then they say, "Okay, now, state, you can step in and do it instead of us." Therefore this imbalanced relationship, what is public responsibility, or call it the state's responsibility, what is a private responsibility?

I still see a huge problem in these services when it's attractive, it's commercial and a lot of money with it. When it's not really rentable or commercially profitable, then leave it to the public.

I would like after – now the break – that we come back to this aspect, what I believe is a very important element of the debate as well.

GUNELA ASTBRINK: Thank you. We are probably about a few minutes after 10:30. We've heard Wolf provide a little bit of background summary, and in the interest of everyone probably wanting to have a coffee break, we will break here and come back at 11:00 and start the next topic.

Thank you very much for all your very important interventions. Jean-Jacques wants…

JEAN-JACQUES SUBRENAT: Yes. Thank you, Gunela. I would have liked to be able to give my summing up of this morning session, but I understand that we have the coffee break. Would you allow me when we start again, maybe we can come five minutes earlier. I'd like to give my summing up of this. For concrete reasons, I'd like some of this to go into report in the form of recommendations, actually. Thanks

GUNELA ASTBRINK: Yes. Let's do that. I have some summary points as well. I think we can probably still come back at 11:00 and give ourselves five minutes to just refresh what we've done in this morning. Thank you.

[END OF TRANSCRIPTION]