ATLAS II Thematic Group on the Global Internet: The User Perspective

TG 3 Team:

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Abstract

The Internet grew and developed based on trust. This important element added to a series of Internet design principles such as interoperability, openness, decentralization, end to end, permissionless innovation, best effort, packet switching, parsimony, among others. Together, these principles have allowed us, the Internet Users, to enjoy the global Internet that we have today. This trust is the foundation of our community. So much so that even today we talk about the concept of “Web of Trust” than as representatives of the organizations of Internet users are enabling us to participate in our At-Large community.

In this growth that the Internet have experimented to become a global network of networks, has collaborated very much the contribution that Internet Users have made. Without the trust of users on purchases made over the Internet would not have expanded the e-commerce in the way it did in different world regions.

Without the trust of users, they had not been able to exercise their political rights and democracy through Internet voting to elect their representatives in some countries that have regulated the electronic voting. Without the trust of users, the world would not be able to implement new standards and this could be impeding innovation and development.

Without the trust of users and their representative organizations, we would not be discussing policies that affect us in this At-Large space. We need to continue to developing this trust of users to achieve their perspectives can impregnate the decisions that we make in this battle to defend a unique and global Internet.

Questions

1. Facing the recent announcements from some governments aimed to the fragmentation of Internet based on the argument to avoid mechanisms of surveillance, can we affirm that Internet End Users will continue to enjoy of the “Global Internet” as we know until today?
   a. Can the Internet Users collaborate in the elaboration of regulatory frameworks and policies that are developed on surveillance of communications that include their own interests?
2. Taking into account the Internet differences between developed and developing countries in relation to: infrastructure, access (especially access to the bandwidth), accessibility, costs and quality of services, commercial agreements between access and content providers and local governments, how do these differences affect the interest, the activities, the possibility of creation of local content and innovation, the development, the training and the growth of Internet End Users from these regions?
   a. Can we use Internet as a powerful tool to reach out the integration of developed and developing countries?
3. In many multi-stakeholder spaces / forums for discussion and decision-making related to Internet governance, especially after the World Summit on the Information Society (WSIS), the following are listed as stakeholders involved in these processes: governments, private sector, civil society and technical and academic community. We note that the Internet End Users are not considered as a particular stakeholder and different from other stakeholders. Some people consider that these users should be included within civil society, others within the technical community; others say Internet End
Users cannot be included within civil society because civil society represents more diffuse and general interests. What is the place of Internet End Users in Internet Governance? Do they need to be involved in it? Should they be considered as a new and different stakeholder in the Internet Governance ecosystem?

**Agenda**

**Reference Documents**

TG 3 Document Store

**Report**

**FINAL VERSION TO BE INCLUDED IN THE DECLARATION:**

The final version to be included in the Declaration and endorsed by the ALAC will be placed here.

**FINAL DRAFT VERSION TO BE ENDORSED BY THE ATLAS II PARTICIPANTS**

This is the final draft:

Thematic Group 3: The User Perspective

Three key issues were discussed by Thematic Group 3.

**Issue 1: The place of Internet End-users in Internet Governance**

**Recommendation**

The end-user is distinct from civil society and should be considered a distinct component of the multistakeholder model as referred to in the NETmundial Multistakeholder Statement.

We consider that using the term ‘end-user’ implies a more active role than consumer. For example, an end-user may be a producer as well as a user of content but is usually at the end of the business chain. Importantly, human rights principles inherent to end-users (for example, Council of Europe Guide to Internet Rights and Principles) must be included.
Issue 2: Growth of Internet end-users in both Emerged and Emerging Economies

Recognition that end-user growth depends on a range of needs to a greater or lesser extent in all Economies.

Recommendations:

- Support universal Internet access
  - availability
  - affordability
  - improved bandwidth
  - accessibility for disadvantaged people (including people with disabilities)
  - metrics for measuring access and infrastructure to ensure high service quality
- Increased focus on education - digital literacy and empowerment
  - Support programs that teach digital literacy to all sectors of the end-user community and where relevant, how to build, maintain, and operate computers and other hardware
  - Public campaign to enhance knowledge of using the Internet as a tool for education, information and creativity
- Establishment of end-user digital rights
  - Advocate these rights with local governments
  - Use current best practice and existing legislative models (e.g. Council of Europe Guide to Internet User Rights) to implement relevant legislation
  - Contribute to and encourage awareness and empowerment for citizens of their rights
- Re-establish trust in the Internet
  - Ensure that individuals or organizations use secure, efficient, easy to use interoperable identity credentials
  - Ensure access to valid information and knowledge to everyone
  - Empower and support end-users to take part in policy development
  - Strive for compatibility between user rights and the terms of service of private companies serving the Internet community
  - Demand the effective implementation throughout the world of user rights to privacy and truthful information including the right for private information about an individual to be removed from servers or database
- In full respect to human rights, communications must be protected from arbitrary and unlawful surveillance activities, collection, treatment, handling and use of personal data in full respect.

All these aspects are linked for end-users to benefit from the Internet.

Issue 3: Methods for Internet end-users to collaborate in the development of regulatory frameworks and policies so that our interests are included

Recommendations

- Make known at all levels the demands, expectations, and rights of all Internet users
- Promote digital inclusion
- Demand openness and transparency of each country’s ccTLD operator
- Increase support for the end-user in ICANN policy development and within the broader Internet community
- Ensure minimal barriers to participation and engagement with ICANN processes and practices
- Input the user perspective wherever necessary, in matters advancing accountability, transparency and policy development within ICANN
- Require web standards such as XML and Web Content Accessibility Guidelines for use on websites with the active participation of the impacted community

End-user representatives worldwide have a duty to inform, engage with, and seek to influence decision-makers at all levels (elected representatives, national and regional authority, influential organisations, NGOs, individuals, media...)