

8th Meeting of the Internet Governance Forum (IGF)

Bali, Indonesia, 22-25 October 2013

Chair's Summary¹

From 22-25 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 - 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 governance institutions and processes, not only through bringing their

¹ 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>)

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.²

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.³ 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.

'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

² 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)

³ 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.

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 sustainability 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:

1. 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;
2. To discuss the similarities, overlaps, areas of consensus, differences and disagreements with regard to those various principles; and
3. 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 behavior in cyberspace, but we had still not reached agreement on international ‘rules of the road’ or a set of standards of behavior. 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, cyber-security 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.⁴

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.

⁴ A list of initiatives and tools on the prevention of spam, hacking and cyber-crime is attached to this summary as an annex. (ANNEX II)

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.

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.⁵

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.

⁵ <http://friendsoftheigf.org/>

Focus Session: 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 Budapest 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 be 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:

1. Infrastructure and the basic functionality of the Internet
2. Privacy protection and the other human rights issues related to the Internet surveillance
3. Focus on security, and situations when surveillance is justified and under what conditions
4. Data protection and the economic concerns
5. 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 7 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 non-discriminatory 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 behavior 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 particular. 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 re-establish 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 important announcements were made by the governments of Turkey, Brazil and Mexico to close the meeting. Representatives from each country announced their intentions to host future IGF meetings; in Turkey in 2014, Brazil in 2015 and in Mexico in 2016. Mexico's announcement was of course contingent on the mandate of the IGF being extended beyond its second 5-year mandate which will end in 2015.

ANNEX I

Public Input – Shaping the discussions for the 8th IGF

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 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 co-operation 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: 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: 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: 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?

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 on 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>

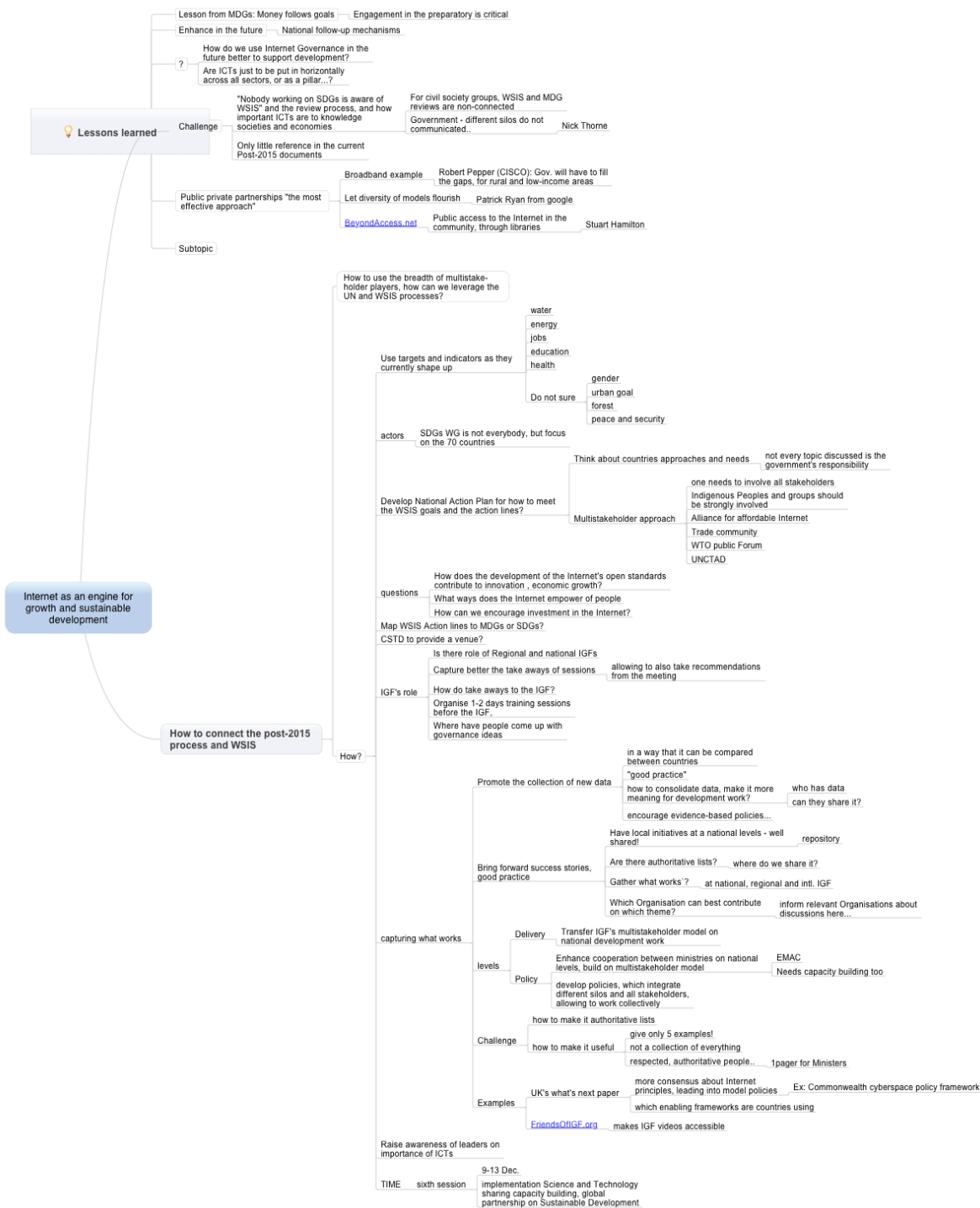
GSMA

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.