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Contribution to the CSTD ten-year review of the implementation of WSIS outcomes

Submitted by

ASSOCIATION FOR PROGRESSIVE COMMUNICATIONS

RESPONSE FROM THE ASSOCIATION FOR PROGRESSIVE COMMUMICATIONS (APC) TO THE QUESTIONNAIRE FOR THE CSTD'S TEN YEAR REVIEW OF THE WSIS IMPLEMENTATION

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6. Which stakeholder group do you belong to: Civil society

7. To what extent, in your experience, has the "people-centred, inclusive and development-oriented Information Society", envisaged in the opening paragraph of the WSIS Geneva Declaration of Principles, developed in the ten years since WSIS?

Looking back on the ten years that have passed since WSIS, APC has identified two central problems: An apparent absence - in most parts of the world - of a people-centred approach to information and knowledge-sharing society policy and regulation and the fragmentation of the communications rights movement, which had mobilised so intensively to ensure that a people-centred approach informed the outcomes of WSIS.

To address these problems, we carried out a survey in 2013 "Communication rights ten years after the World Summit on the Information Society (WSIS): Civil society perceptions". Please consider the findings of this survey as input to this question:
http://www.itu.int/wsis/review/inc/docs/roreports/WSIS10_Country_Reporting-APC.pdf

In particular, we would like to highlight the following quotes of the findings:
"Nearly a third of respondents to the survey said that the WSIS Declaration of Principles (2003) as well as the Civil Society Declaration to the WSIS (2003) had little impact on policy development in their country". "WSIS 'didn't give powerful ammunition for activists to use'. Issues and challenges identified were already issues and challenges, particularly at the local level. While the Declarations may have lent coherence to advocacy focal areas, most changes experienced over the past ten years are the result of a complex interplay between advocacy, global economies, market expansion, politics, and shifts in social dynamics, among others [...]".

8. How far do you consider the implementation of specific WSIS outcomes to have been achieved?

In the 10 years since WSIS, there has been considerable progress in achieving some of the WSIS outcomes, while there have been challenges in achieving others.

Progress has been made in the following areas:

Access to ICTs[1]
There have been extensive improvements in basic access to ICTs in the past ten years, particularly through:
- reduced cost of the hardware devices needed to use the internet and to set up networking, including;
- lower cost computers, mobile phones, routers, wifi devices and wifi enabled computers and phones;
- propagation of network access in top-down (e.g. through efforts of government or institutions, operators and other businesses) and bottom-up ways (e.g. locally run wifi networks and hotspots, V-Sat installations, mesh networks and more);
- reduction in cost of internet access (but not equally in all part of the world. Costs in most of Africa are still high);
- a recent increase in fibreoptic cable connectivity including undersea cables, and, in mobile telephony, though this achievement must be weighed against the growing digital divide in access to broadband services (see below).

Adoption of ICTs[2]
ICTs have been increasingly adopted by citizens in achieving their personal goals, and by governments, development actors and civil society organisations in delivering improvements in social and economic outcomes - but with limitations referred to below). As a result of these, there has been substantial progress towards the development of a more connected society. The use of social media has increased dramatically, particularly among young people from both rich and poor backgrounds. However, this 'connected society' cannot be called inclusive, and many people are doubly excluded, firstly because they are already marginalised based on factors such as geographic location, poverty, or gender, and secondly because of being excluded from ICT tools and platforms which have been the primary means for accessing and sharing information.

Centrality of Human Rights Online
According to APC's 2013 survey[3], human rights have become more visible in global policy discussions over the past ten years, with groups, such as the technical community, who had not typically had a human rights on their agenda, adopting human rights discourse (p9). Since the 2013 IGF, no less than 10 resolutions and decisions were adopted by the UN General Assembly (UNGA) and the UN Human Rights Council (HRC) that reference internet and human rights. Even UNGA committees that do not typically deal with human rights, recognized the applicability of the international human rights framework in their annual resolutions on internet related issues. Additionally, at the national level, the first civil framework for the internet was adopted in Brazil in 2014. However, the advancement of international norms and adoption of legislation that recognise human rights online does not necessarily mean that internet rights are being effectively promoted

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1 http://www.itu.int/wsis/review/inc/docs/submissions/Form1_WSIS10-HLE-OC_OfficialSubmissions-APC_web.pdf
2 Idem
3 http://www.itu.int/wsis/review/inc/docs/roreports/WSIS10_Country_Reporting-APC.pdf

and protected. Indeed, violations of human rights online are continuously a reality despite progress. In particular, we have seen: escalating threats against human rights defenders who use the internet in their work, in particular people who identify as LGBTIQ and those working on LGBTIQ issues; new forms of violence against women online; widespread communications surveillance; and ongoing online censorship.[4]

Maturing of the IGF
Since its establishment in 2006, the IGF has matured and demonstrated its relevance under challenging conditions. Perpetually underfunded and under-resourced, the IGF has done remarkably well. The 2014 IGF in Istanbul saw some historic achievements. Specifically, organisers of workshops on enhancing digital trust and human rights developed a message to the UN Human Rights Council on the right to privacy in the digital age, which APC delivered as a statement at a panel on the same topic at the HRC's 27th session in September 2014.[5] This development indicates that the IGF is beginning to facilitate part of its mandate to "facilitate discourse between bodies dealing with different cross-cutting international public policies regarding the Internet". The IGF has evolved to include regional, national and global processes linked to the UN, but is also independent. It is far from perfect, but its value should not be underestimated.

9. How has the implementation of WSIS outcomes contributed towards the development of a "people-centred, inclusive and development-oriented Information Society"?

While WSIS was an important milestone in the development of international action to support the information society, it must be recognised that many major developments concerning ICTs that have taken place since WSIS were not necessary anticipated or covered in the WSIS Action Lines. For example the development of mass market mobile telephony and internet and the development of cloud computing. We also think it should be acknowledge that the Action Line implementation processes have also had a limited role in the follow-up process for WSIS because of lack of participation and lack of resources, but at the same time we do not think that this is cause for dismissing the value of the WSIS as it did serve to create awareness of, and demand for inclusion, from a wide range of stakeholders in the developing world.

10. What are the challenges to the implementation of WSIS outcomes? What are the challenges that have inhibited the emergence of a "people-centred, inclusive and development-oriented Information Society"?

As we noted in our submission to the WSIS+10 open consultation feeding into the WSIS+10 High Level Event[6], the following six key information society-related challenges can be identified:

a. Ensuring continued extension of access for all to ICTs, particularly access to broadband, particularly in developing countries and among marginalised communities in all countries.
This is essential to enable equitable outcomes from the information society and to address the growing digital divide in broadband access. Millions of people still lack affordable and reliable access to the necessary tools (e.g. smart phones or computers) and connectivity (internet

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4 For specific cases and in-depth analysis of these issues see Global Information Society Watch reports from 2011, 2013, and 2014, as well as the GISWatch Special report on Turkey: http://giswatch.org/en/2011, http://giswatch.org/2013-womens-rights-gender-and-icts, http://giswatch.org/2014-communications-surveillance-digital-age, and http://giswatch.org/global-information-society-watch-special-report-2014-internet-rights-went-wrong-turkey
5 https://www.apc.org/en/node/19777
6 http://www.itu.int/wsis/review/inc/docs/submissions/Form1_WSIS10-HLE-OC_OfficialSubmissions-APC_web.pdf

infrastructure with sufficient bandwidth to enable them to make full use of the power of networks). In many countries internet users are faced with slow broadband speeds, especially in areas outside major cities, traffic caps may limit the amount of data that can be exchanged, and complex tariff packages limit competition or the user's ability to manage costs. For those that cannot afford their own equipment and connectivity, public access facilities (e.g. in in public libraries) offer the only alternative, however, public investment in libraries, telecentres, and multi-purpose community centres is often very limited. At the industry level – internet providers often lack access to sufficient spectrum or competitively priced telecom infrastructure, ISP licensing and content control may be too onerous for small or new market entrants, and interconnection regulations usually favour the dominant providers. A variety of indirect factors may also serve to limit internet accessibility; grid power may be unavailable, and high import duties may be levied on ICT equipment, which, along with luxury taxes on internet and voice services, further reduce their affordability.

b. Recognising that the information society is primarily a matter of human development rather than technological development and broadening the range of people and communities that benefit from ICTs. The engagement of mainstream development experts, international agencies concerned with human development outcomes, and civil society. alongside technological expertise, must be strengthened to ensure that human rather than technological outcomes are prioritised. Principles of social justice, non discrimination and women's empowerment are also necessary for an inclusive and people-centred development oriented Information Society. As ICTs and the internet become more pervasive in social and economic and political development, this emphasis on human rather than technological development becomes more not less important.

c. Maintenance of the openness and multi-stakeholder character of ICT and of internet standards, development and governance, within a framework which also protects the internet against disruption by criminal or malign activity. Open systems and standards are essential in order to sustain the innovation that has characterised the development of the information society and to inhibit its dominance by powerful governmental or commercial interests. Network neutrality as a principle remains important even if it needs to be applied in new ways in the light of convergence of platforms, applications and content.

d. Meeting real and expressed needs. Ensuring that the proliferation of data, and efforts at open government and open data actually meet the needs of ordinary people, and effectively contribute to transparency and accountability rather than just flooding the internet with data for which there is no demand, and which does not make a difference in people's lives.

e. Protection and reinforcement of human rights, particularly privacy, freedom of expression and freedom of association, in a rapidly changing context, ensuring equal respect for and enforcement of human rights online and offline. This is critically important in the light of global concern about government surveillance and commercial exploitation of data and about the growing prevalence of criminal activity, including fraud, online.

f. Environmental sustainability, and harmful outcomes of the massive increases we will see in ICT production and consumption. This ranges from energy consumption, to sourcing of conflict minerals for the production cycle, to disposing to massive ICT waste Unless there are is a substantial shift in the approach to hardware design to be more sustainable (e.g. with devices that last longer and are upgradable) this challenge is likely to escalate.

g. Reaching consensus on how to govern and regulate (or not) the internet and internet-related activity. All the above challenges have related to this question. We have only scratched the

surface of these challenges. Our belief is that the challenge is not longer simply a case of how to govern the internet. It is a case of all other governance and regulatory processes taking the internet and internet-based activities into account. There can be no separate set of rules of the internet, but all other 'rules' and guidelines should take the internet into account. Current debates on internet governance and regulation have been territorial, and focused on institutional modalities which is not, in our view, an enduring approach. All institutions involved in governance, and all stakeholders will need to give consideration to some internet related activity. We do not need 'new' rules, or new rights or new institutions – existing ones need to adapt.

h. A broader challenge in implementing the WSIS outcomes relates to the Action Line approach itself. The WSIS Action Lines were drawn up in 2003 during the first phase of WSIS. While the remits for some Action Lines include a significant number of points which were then important (and have remained important) to the development of the information society, others were more selective and limited in their coverage. In addition, there have been very rapid developments in the nature and capabilities of ICTs since 2003. Many issues which are now important were not included in the remits of Action Lines when these were established ten years ago. As a result, the Action Lines as established in 2003 provide an insufficient framework for coordination of international action on the development of the information society today and into the future.

It is also questionable whether the existing framework of Action Lines provides the best way to enable coordination of ICT for development activities post-2015. The Action Line coordination meetings, held at the WSIS Forum each year, can be useful networking and discussion opportunities, but can only cover a small range of issues, are attended by relatively few stakeholders, and are not well integrated into the much more substantial interactions which take place in other fora that are concerned with the issues that they cover. Action Lines do not generally function outside WSIS Forum meetings, and do not have resources to finance activity. Their influence has therefore been limited. Consideration should be given to integrating them more closely into broader development fora, particularly where they are primarily concerned with other development domains (such as those in section C7).

Overall it can be observed that the national policy environment continues to be one of the major obstacles to progress in many areas, ranging from lack of competitive telecom markets, to the limited rights of intermediaries in the provision of social media services. In many cases the appropriate policy may be present, but implementation or enforcement may be lacking. In addition, international and regional agreements in areas such as intellectual property rights, free trade and surveillance are increasing cause for concern.

11. How are these challenges being addressed? What approaches have proved to be effective in your experience?

As noted above, we view the IGF as a key place for internet-related public policy issues, such as these challenges, to be addressed. But we also believe that the IGF needs to be strengthened. In line with the recommendations of the Working Group on IGF Improvements[7] we support a more outcome oriented IGF and we have been working actively to produce outputs from IGF 2014 to feed into other processes. An important factor for strengthening the IGF will be its renewal. APC

7 http://www.unctad.info/en/CstdWG/ "Improvements should include inter-alia: a. Improved outcomes: Improvements can be implemented including creative ways of providing outcomes/ recommendations and the analysis of policy options; b. Extending the IGF mandate beyond five-year terms; c. Ensuring guaranteed stable and predictable funding for the IGF, including through a broadened donor base, is essential; d. The IGF should adopt mechanisms to promote worldwide discussions between meetings through intersessional dialogues."

strongly supports renewing the IGF for 10 years, not 5, in order to allow it to work on a longer cycle and be more effective in implementing its mandate and constantly improving while doing so. Another concrete way to strengthen the IGF is to establish an IGF-linked information clearing house and policy observatory.

APC also views some of the innovative approaches introduced at NETmundial, the historic meeting held in Brazil in April 2014 as being relevant to highlight here. We saw NETmundial as representing great leaps forward for multi-stakeholder decision making, building on inclusive, multi-stakeholder habits developed during eight editions of the IGF, and providing useful lessons for the future. We outlined some suggestions for building on and improving the NETmundial approach in our statement reflecting on the meeting: http://www.apc.org/en/node/19224/.

Even with a strengthened IGF, APC believes there are shortcomings in the current internet governance ecosystem. Critical internet policy issues, such as those listed above, are not adequately being addressed. Some of these issues may require action beyond the IGF. But this does not mean that a new body on internet policy is needed. Instead, new mechanisms to address specific issues should be considered if the need arises. As we recommended in our submission to NETmundial:

> "IG stakeholders and bodies should identify public policy issues without a clear home, and whether they are best dealt with through a single institution or forum, or through a distributed model. In some instances there might be a need for a new mechanism to be established to address specific issues which have emerged, such as, for example, to address and prevent the rights violations that result from mass surveillance by governments, working with corporations. We would still recommend first exploring whether, for example, existing human rights mechanisms cannot play the needed role before opting for the creation of new mechanisms."[8]

Establishing new mechanisms to address gaps can make the internet ecosystem more sustainable. But any internet policy process aimed at protecting and promoting the broadest possible public interest, be it at the national, regional, or global level must include civil society. These multistakeholder processes need to be democratic, inclusive, transparent and accountable.

A number of types of mechanisms are possible to support democratic multistakeholder internet governance, and to address the challenges we identified. These include: 1) mechanisms for sharing information and innovation; 2) for dialogue, networking and debate; 3) to provide normative frameworks and guiding principles; 4) for capacity building; 5) for research, monitoring and evaluation; 6) to ensure balanced inclusion of relevant stakeholder groups; and 7) mechanisms directed specifically at governments, linked to intergovernmental processes and institutions.[9]

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8 http://www.apc.org/en/system/files/APC_NetMundial_contribution_008032014.pdf
9 For more detailed descriptions of these possible mechanisms, as well as risks that should be considered in operationalising these mechanisms, see Anriette Esterhuysen's chapter "Global Mechanisms to Strengthen Democratic Practicces in National Multistakeholder Efforts" (pp 55-61)
http://www.global.asc.upenn.edu/app/uploads/2014/08/BeyondNETmundial_FINAL.pdf

12. What do you consider the most important emerging trends in technology and other aspects of ICTs which have affected implementation of WSIS outcomes since the Summit? What has been their impact?

We have identified the following emerging trends in technology and other aspects of ICTs, which have affected the implementation of WSIS outcomes in the past 10 years[10].

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

Three major trends are evident in stakeholder participation in ICTs for development: a) divisions among stakeholders (not least among governments) concerning the role of governments; b) insufficient participation by international agencies concerned with human development (as opposed to technology); and c) the changing nature of private sector participation (in particular the growing dominance of a small number of transnational enterprises in the internet and ICTs more generally). These trends illustrate the importance of re-emphasising the commitment of all stakeholders to the multi-stakeholder model, at global, regional, and national levels. They also illustrate the need to encourage fuller commitment by UN and other human development agencies to the promotion of ICTs for development, focused on the public interest rather than just on narrow commercial interests of the ICT sector.

C2. Information and communication infrastructure
- The principal trend in this Action Line area concerns the differential spread of broadband infrastructure, which is currently widening the gap in infrastructure provision between developed countries and emerging markets, between emerging markets and least developed countries, and between urban and rural areas in developing countries. A second key trend is the rapidly growing deployment of very large data centres providing cloud computing services in global markets.
- The adequacy of wireless infrastructure to meet future needs remains in question, as does the adequacy of infrastructure in most developing countries (in terms of latency and redundancy as well as network deployment) to enable effective use of cloud computing.
- The digital switchover, more dynamic approaches to spectrum management (including of Television White Spaces), the establishment of IXPs and transition to IPv6 are all ongoing trends that need to see more rapid implementation.

C3. Access to information and knowledge
- A key trend in access to information and knowledge has been the development of new types of content, in particular user-generated content in social networking, microblogging and other Web 2.0 formats. Associated with this has been additional efforts by some governments to restrict access to content from outside their territories and to suppress content originating in their territories, in contravention of international human rights instruments. These developments present, respectively, considerable opportunities for extending access to information and knowledge, and threats to such access.
- While the price of access to ICTs, and in particular the internet, is falling, it remains substantially too high in many countries to enable equitable access for citizens and to enable

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10   http://www.itu.int/wsis/review/inc/docs/submissions/Form1_WSIS10-HLE-OC_OfficialSubmissions-APC_web.pdf

developing country businesses to compete effectively in international markets. Priority attention should be given to reducing the cost of access to knowledge.

- Other existing issues of major concern in this action line area, which need to be considered alongside emerging trends, include the constraints on access to information imposed by intellectual property regulations which are being 'hard wired' in trade agreements and in shifts in internet intermediary liability with internet service providers being made responsible for enforcement in ways that can restrict access to knowledge. The last ten years have seen significant improvements in multilingualism on the internet, but more needs to be done to increase the availability of content in languages which are not currently widespread on the internet if access to information is to become more effective to whole populations.
- More positively, an increasing number of governments have increased the availability of public information through open data and open government programmes, though many remain reluctant to do so or reluctant to make available information which may lead to criticism of government behaviour. With regard to open data and open government, it would be important (as stated in the challenges) that governments make sure that they provide citizens with information that citizens have expressed a need for, or interest in, rather than with any data that is easily publishable online. Open government does not necessarily constitute good government.
- Capacity in open source software at desktop level: At the time of the WSIS free and open source software choices were limited and posed many challenges. This is no longer the case, but there is a need to build the capacity of people to make the transition to FLOSS and of people and institutions that can support this transition.

C4. Capacity building

- Capacity building needs to be continuous. As technology changes, and the way in which networks enables interactions between people, and between citizens and government capacity will need to be developed to make the best use of this. The same applies to commercial activity. Key priority areas are:
- Technology and application design and development. An information society which just generates more consumers cannot be truly inclusive, or effectively respond to development challenges. Skills and opportunity to develop applications and solutions need to be built in developing countries.
- Security: This will be increasingly important. We need a secure and trusted online environment and our service providers need the capacity to keep platforms and service secure, and users need the capacity to be able to check and hold them accountable. Security needs to be hard-wired in internet and other ICT services and infrastructure, and not left to negotiations (often secret) between states and large internet and telecoms companies.
- Capacity building of children to enable them to be prepared for the diverse content, applications and people they will encounter on the internet. Child online safety cannot be achieved by blocking content, there is just too much and too many ways in which content can be distributed. Children need access to digital literacy skills from an early age, and skills on how to use the internet safely. Access to sex education becomes even more critical than it has always been to prepare children for the sexual content they encounter via the internet.
- Human rights on the internet: Increasing understanding about the relationship between access and use of the internet and the promotion, respect and defense of human rights is key, as well as the role of governments to set conditions for the full enjoyment of human rights.
- Internet governance and policy matters: The WSIS process is a privileged space to engage proactively with policy makers and regulators (and non-governmental groups) to build their capacity on internet governance and internet policy matters. There is a need for peer-to-peer learning and to offer specialised capacity building opportunities which enrich the experience

and understanding of policy makers and regulators on internet governance and policy matters and to contribute, in that way, to make policy and regulation development a more effective process at national levels.

C5. Building confidence and security in the use of ICTs

- Public confidence and security in the use of ICTs are critical in determining the extent to which they will be used and to which they can contribute to social and economic development.
- Public confidence in the privacy of personal data has been shaken by a) the increasing use of personal data by commercial enterprises to maximise business revenues, with limited control available to individual users over their own information; and b) recent revelations concerning the extent of mass surveillance of personal data and communications, including internet use, by government agencies. These two factors threaten public confidence in ICTs and especially the internet, and could in particular inhibit the use of cloud computing. They also raise the risk of data becoming available to criminal organisations and so increase the vulnerability of electronic commerce.
- Threats to disrupt the internet are growing from a number of sources. As the internet becomes more important to the functioning of government and business systems, including public utilities, the consequences of serious disruption also become more dangerous. Increased attention is being paid to cybersecurity. Attention to cybersecurity needs to balance the protection of individual citizens with the protection of ICT and internet access and services for society as a whole.

C6. Enabling environment

- The development of broadband networks has altered the characteristics of regulatory governance of telecommunications networks. There has been a trend towards converged regulation of communications networks in general, and towards technology and service neutral authorisation regimes. This is appropriate for the regulation of complex and dynamic communications markets.
- A significant number of governments have re-entered infrastructure markets by establishing government-financed or government-owned broadband networks. While this has been beneficial in extending network provision, care must be taken to ensure that it does not reinstate government-controlled monopolies over critical infrastructure which could jeopardise both future network deployment and freedom of expression. Care also needs to be taken to avoid negative outcomes for future infrastructure deployment and for consumer prices arising from consolidation of network operators and service providers in national markets.

C7. ICT Applications

- E-government
  - E-government has enormous potential for inclusion, but it is not a substitute for 'good' government and sustained public sector capacity. The more enabled the public sector is in general, the better the outcome of e-government efforts.
  - There is a strong trend towards the provision of public services over the internet, in order to improve service quality and reduce administrative costs. While desirable, care must be taken to ensure that this does not lead to the provision of second-class services to those who are not connected to the internet.
  - A second trend concerns big data analysis, which can significantly improve the evidence base for public services, but which can also be misused to undermine privacy . Strong data protection is required where it is concerned.

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- Developing and collecting gender and sex-disaggregated data, and undertaking research and impact analysis on gender and ICT, should be a priority for evidence based policy making and programming.
- A third trend concerns open data, extending transparency by making information freely available for investigation and use by all citizens as an automatic process rather than on request. This trend should be encouraged, but as said previously, unless it coincides with government that 'listens' to people and cares about their welfare, its benefits are likely to be limited.

- E-business
  - B2C e-commerce has been developing much more slowly in developing countries than in developed countries. Enactment of appropriate legislation governing electronic transactions, this has been slower than necessary to unlock advantages for local businesses and consumers. Developing countries should prioritise this.
  - The deployment of cloud computing is now a rapidly growing trend, particularly in developed country markets, and is likely to extend to developing countries over the next few years. The very large economies of scope and scale in cloud computing have led to the dominance of a small number of very large cloud provider businesses, often using proprietary standards. This poses significant risks to the inclusiveness and openness of ICT and internet development to developing countries.
  - It also poses a challenge to the notion of 'network neutrality' and to regulators who try to ensure a level playing field among service providers.
  - And a further challenge related to taxation, e.g. should Amazon.com register for VAT in countries where they compete with local online and offline booksellers who are forced to levy VAT on the books they sell?

- E-environment
  - The critical emerging trend in relation to the environment concerns the extent to which ICTs contribute towards environmental harm, in particular in relation to electronic waste, including toxic waste, and in relation to the carbon emissions that are among the causes of climate change. As the industry body GeSI has made clear, the ICT sector's carbon footprint is increasing by 6% p.a., which is the fastest growth rate of any industrial sector. The internet of things will greatly increase this carbon footprint. The high rate of churn in IT devices is also a major contributor to growth in electronic waste.
  - It is clear that ICTs can also reduce the carbon footprint of other sectors by improving their efficiency of operation. However, these two impacts should not be traded off against one another. It is essential for all stakeholders both a) to seek to reduce the growth in waste and carbon emissions resulting from ICT use and b) to seek to leverage the potential for carbon savings in other industrial sectors which may be available through ICTs. This cannot be achieved by technology alone but requires full engagement by those concerned with social and economic processes, including utilities and manufacturing industries outside the ICT sector.

C8. Cultural diversity and identity, linguistic diversity and local content
- The critical development in relation to content and cultural diversity since WSIS has been the emergence of user-generated content, including blogging, social networking and microblogging content and, more particularly, citizen journalism, citizen science and crowdsourcing.

- There has been considerable improvement since WSIS in multilingualism and the cultural diversity of content on the internet, but these processes still have a long way to go. The value of ICT devices and of the internet to vulnerable and minority communities depend on their accessibility and on the ability of those in vulnerable and minority communities to access content which is relevant to them. Women's voices remain underrepresented on the internet. WSIS should ensure women's equal and meaningful participation in the knowledge society by establishing equality in women's access to ICTs, in all its forms, by taking into account the differences in levels of access, opportunity and participation of women and men and addressing the disadvantages and barriers that women and girls experience in the knowledge.

C9. Media

- There have been very considerable changes in media since WSIS as a result of ICTs and the internet. Media consumers are increasingly making use of online media, in addition or in preference to traditional print and broadcast media. This is widening the scope of available media but is also challenging the viability of newspapers in some countries through loss of readers and advertising revenue to internet alternatives. Publications and broadcasters are increasingly sourcing content from a wider variety of sources, including citizen journalism, blogs, tweets and other online content as well as conventional journalism. The proliferation of media content sources has supported transparency and freedom of access to information in many countries but has also led to increased threats to freedom of expression from censorship and intimidation. There is need to promote awareness and prevention of prevalent discriminatory and negative gender stereotypes and violence against women in the online.

C10. Ethical dimensions of the Information Society

- It has now been recognised by the United Nations Human Rights Council that the international rights regime should apply equally online and offline. Increased online activity has enhanced freedoms of expression, information and association, but has significantly threatened rights of privacy. The extent of government surveillance of communications content which has recently become apparent poses clear threats to human rights and to the balance of power between citizens and governments. Commercial businesses have also gained substantial power over individual data, which is currently poorly regulated or unregulated.
- ICTs and the internet enable individuals and organisations to do things that were not previously possible and to do things more efficiently. This includes behaviour which is harmful to others. Women and children are among those that are more exposed and vulnerable to malicious use of ICTs. [APC's concerns regarding violence against women are summarised in the response at section B.2.B.C10.]
- The growing dependence of social and economic infrastructure on the internet, in almost all countries, makes the welfare of individuals and societies increasingly vulnerable to any future breakdown in the availability of the internet. This requires greater attention to the risk of technical failure, accident or criminal disruption of the internet.

C11. International and regional cooperation

- ICTs have become increasingly mainstream in public life, affecting all aspects of social and economic development. However, the role of ICTs in development is often underestimated and downplayed in international discourse and in documents such as the outcome document of the Rio+10 summit, the Beyond 2015 UN High Level Panel report, and the outcome

document of Open Working Group on Sustainable Development Goals. Many mainstream development agencies within the UN system are insufficiently involved in WSIS follow-up, and show little sign of becoming more involved. Their engagement is essential in ensuring that the international community's post-2015 approach to the information society responds to human development as well as to changes in technology, and that it addresses the needs of citizens and communities as well as those of ICT professionals and businesses.

- The past ten years have demonstrated the value of multi-stakeholder approaches to international decision-making. The WSIS+10 process offers an excellent opportunity to consolidate the impressive achievements that have taken place

13. What should be the priorities for stakeholders seeking to achieve WSIS outcomes and progress towards the Information Society, taking into account emerging trends?

The priorities for implementation of WSIS beyond 2015 are[11]:

- access for all - provision of affordable access to broadband and networks and services for all citizens worldwide to ensure inclusiveness, social and geographical equity;
- the interconnection between human rights online and offline – both the reinforcement of the rights of freedom of expression, information and association on the internet as well as economic, social and cultural rights; ensure that women's rights are taken into account in internet rights and principles and dialogue
- protection of the privacy of ICT and internet users against commercial exploitation and government intrusion;
- ending technology-based violence against women and girls;
- maintenance of open standards and innovation in the ICT sector and the internet, alongside coordinated multi-stakeholder activity to ensure protection of the internet's security and integrity;
- strengthening the use and development of transformative technology to enable more sustainable social and economic development;
- improvement in the governance of ICTs, including the extension of the principle of multi-stakeholder participation, which has been so successful on the internet, into other areas of national and international ICT governance.

14. What role should information and communications play in the implementation of the post-2015 development agenda?

As noted above, the role of ICTs in development is often underestimated and downplayed in international discourse, including the post-2015 development agenda. We believe that the fact that the overall WSIS review is taking place after the adoption of the post-2015 development agenda is unfortunate. Affordable and universal access to ICTs, including public access, will be essential in ensuring that the international community's post-2015 approach to the information society responds to human development as well as to changes in technology, and that it addresses the needs of citizens and communities as well as those of ICT professionals and businesses.

The need to ensure access to ICTs is now well accepted. Therefore it is indeed unfortunate that the goals set out in the WSIS with regard to access are not likely to be achieved by 2015. The overall WSIS review and the post-2015 agenda alike should adopt a renewed sense of urgency. Concerted efforts by all stakeholders will be needed to ensure that they can be realised as soon after this date

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11 http://www.itu.int/wsis/review/inc/docs/submissions/Form1_WSIS10-HLE-OC_OfficialSubmissions-APC_web.pdf

as possible.

But this will require rapid resolution of the many questions that are still being debated.about improving ICT access, especially in developing countries – questions such as 'how should 'access' be defined? how can network infrastructure be operated most effectively? and what safeguards need to be in place to limit the negative impacts of wider access?

It is critical to be clear about targets for availability and speeds, but also affordable prices for all. Other key factors to consider are the need to quickly roll out the most efficient mix of fixed and wireless technologies that best suits the local environment, the need to promote the development of locally relevant content and applications (in local languages), and the need to ensure that the public can use ICTs securely, protected from fraud, invasions of privacy or online abuse.

To do all this effectively, an integrated approach will be needed which recognises that many different but related actions must happen in concert with the support of all stakeholders. It is of little use to roll out wireless broadband networks in rural areas if there is no regular power supply for the end-user equipment. If import duties and luxury taxes continue to be levied on ICT equipment and services, then efforts to extend access to the poor will have more limited success. Without effective awareness raising and legal recourse, the Internet can be manipulated by the state and it can also promote violence against women and children.

Harnessing the potential of ICTs will be essential to implementing the post-2015 development agenda. But ensuring better access will ultimately depend on implementing a variety of important policy decisions. Some of these may not be easy to make for politicians, such as resolving the conflict of interest in state ownership of telecom operators. Other issues may be difficult to understand in a complex and rapidly changing technology environment, for example the need for liberation of wireless spectrum. Civil society's role in all this is particularly important. In addition to providing relevant expertise, civil society can carry out the public awareness-raising needed to put pressure on the political process that will ultimately determine our ability to achieve universal affordable broadband and implement the post-2015 development agenda.

15. Please add any other comments that you wish to make on the subject of the review that you believe would be helpful.

16. We would also welcome any documents, reports, etc. that you can forward which you think will provide useful evidence for the review. Please send these to cstd-wsis10@unctad.org. It would be helpful if you could list these in this box, together with any URL which enables access to them on the World Wide Web.

APC's response to WGEC questionnaire:
http://www.apc.org/en/system/files/APC_response_CSTD_WGEC_10092013.pdf

APC's contribution to WSIS MPP:
http://www.itu.int/wsis/review/inc/docs/submissions/Form1_WSIS10-HLE-OC_OfficialSubmissions-APC_web.pdf

Communication rights ten years after the World Summit on the Information Society (WSIS):
Civil society perceptions
http://www.itu.int/wsis/review/inc/docs/roreports/WSIS10_Country_Reporting-APC.pdf

APC's priorities for 9th IGF
https://www.apc.org/en/system/files/APCIGF2014Priorities_29082014_0.pdf

Global Information Society Watch
Global Information Society Watch is a space for collaborative monitoring of implementation of international (and national) commitments made by governments towards the creation of an inclusive information society, and for building national level civil society awareness of WSIS goals. It focuses on monitoring progress made towards implementing the WSIS action agenda and other international and national commitments related to information and communications. It also provides analytical overviews of institutions involved in implementation. Each year, GISW focuses on a different theme. In 2014, it addresses the issue of surveillance of communication surveillance in the digital age.
http://www.giswatch.org/