

Consumers International
Comments to WSIS Draft Declaration of Principles
(with Consumers International's comments/additions/deletions in RED)

[Draft Declaration of Principles

Based on discussions in the Working Group of Sub-Committee 2
(DT-2 revised)

[NOTE: the whole text of this Draft Declaration is in square brackets]

Section I

A. Building the Information Society: a new global challenge in the new Millennium

1. **We the representatives of the peoples of the world**, assembled at Geneva from 10-12 December 2003 for the first phase of the World Summit on the Information Society, declare our common desire and commitment to build a new kind of society, the Information Society, premised on the principles enshrined in the Charter of the United Nations and the Universal Declaration of Human Rights in which new technologies, in particular information and communications technologies (ICTs) become an essential tool, accessible to all, for the attainment of a more peaceful, prosperous and just world based upon our common humanity in all its diversity.
2. **We recognize** that knowledge, information and communication are at the core of human progress, endeavour, and well-being and that, although the dramatic increase in the volume, speed and ubiquity of information flows, which has been made possible through new information and communication technologies, have already brought about profound changes in peoples lives, and are creating enormous new opportunities, they have yet to benefit the vast majority of the peoples of the world.
3. **We recall** our common resolve as reflected in the Millennium Declaration to promote democracy and respect for all internationally recognized human rights and fundamental freedoms, including the right to development and re-iterate our commitment to sustainable development.
4. **We are convinced** that the information and communication revolution is still in its infancy, and the untapped potential of ICTs to improve productivity and quality of life is a serious issue for all of us, particularly for the majority of the peoples of the world

who live in developing countries and countries with economies in transition who risk being left behind and further marginalized.

5. **We are fully aware** that our individual and collective ability to create and share knowledge has become a driving force in shaping our future, and that concrete action and global commitment are now required; to ensure that these new technologies accelerate the attainment of the Millennium Development Goals that we set for ourselves at the Millennium Summit.
6. **Faced** with complex and ever-evolving challenges, all of us; governments, the private sector and civil society, have challenges that require new forms of solidarity and cooperation and new or increased roles and responsibilities.

B. We declare our Common Vision of the Information Society:

7. The Information Society that we seek to build is one which is inclusive, where all persons, without distinction of any kind, are empowered freely to create, receive, share and utilize information and knowledge, in any media and regardless of frontiers.
8. The Information Society should be people-centered, with citizens and communities at its core, and be at the service of humankind. It should be an environment where information and knowledge are disseminated and utilized by all sectors of the population, for their economic, social, cultural and political development.
9. The Information Society is a new and higher form of social organization, where highly-developed ICT networks, equitable and ubiquitous access to information, appropriate content in accessible formats and effective communication must enable all the people to achieve their full potential, promote sustainable economic and social development, improve quality of life and alleviate poverty and hunger.
10. The essential requirements for the development of an equitable Information Society include:
 - The respect for all internationally recognized human rights and fundamental freedoms. Notably the right to freedom of opinion and expression, including the right to hold opinions without interference and seek to, receive and impart information and ideas through any media and regardless of frontiers in accordance with article 19 of the UN Universal Declaration of Human Rights and to unhindered access by individuals to communication media and information sources,
 - The commitment to democracy and good governance as well as the existence, in accordance with the legal system of each country, of independent, pluralistic and free mass and other communication media in their various forms, as an important means of fostering public information, societal development and social cohesion.
 - The adherence to international undertakings with respect to peace and security, sustainable development, equality, solidarity, tolerance, human dignity, economic progress, and the protection of the environment and building of new values, trust and norms with respect to the use of ICTs.
 - The building of an environment that inspires confidence and trust in using ICTs, ~~and ensures~~ **by ensuring** the security of networks and information, **respecting the privacy of individuals, and protecting online consumers from unfair business practices** ~~in particular the protection of privacy.~~
 - Ensuring the adequate development of human capacity in order to be able to fully exploit the benefits that ICTs and building public awareness on the capabilities of

ICTs to improve the lives of people by circumventing traditional obstacles like distance and time.

- The nurturing of creativity and support for the flourishing of free flow of a multiplicity of ideas from a diversity of sources, recognizing cultural identity in all its variety, linguistic diversity, and multilingualism as well as the creating favorable conditions for the production, processing, dissemination and protection of local content.
 - **The active and real participation of all stakeholders in decision-making processes regarding the development and the future of the information society, providing the technical and financial resources by governments.**
11. The Information Society must respond to the additional development challenges posed by the digital divide and help to achieve the Millennium Development Goals of combating poverty and hunger, eliminating illiteracy, reducing infant mortality, improving the status of women, improving maternal health, combating disease and promoting environmental sustainability.

C. An information Society for all: key principles

12. The Information Society must serve the interests of all nations, in a manner that secures the fair, balanced and harmonious development of all the people of the world. Most particularly, the interests of the developing and least developed countries (LDCs), Smaller Islands Developing States (SIDS), economies in transitions and post-conflict countries, should be addressed, taking into account the unique geographic features and demographic diversity of nations and regions.
13. The Information Society must be oriented towards eliminating existing socio-economic differences in our societies, averting the emergence of new forms of exclusion and becoming a positive force for all of the world's people by helping to reduce the disparities between and within countries.
14. Empowerment and inclusion are fundamental characteristics and objectives of the Information Society. Accordingly, special attention must be paid to:
- The marginalized, including migrants and refugees, unemployed, underprivileged and disenfranchised peoples.
 - The vulnerable, including children and the elderly, the disabled, and those with special needs.
 - Indigenous peoples and communities.
 - **Rural and isolated communities.**
15. Unequal power relations and other social and cultural aspects have contributed to differential access, participation and status for men and women. More attention must be given to overcoming these constraints and ensuring that women can equally benefit from the increased use of ICTs for empowering themselves by full participation in shaping political, economic and social development and improving their lives.
16. Young people constitute the majority of the world's population, and are leading creators and adopters of ICTs. Yet too many of them, especially those in developing countries, remain disadvantaged and disconnected. More and special attention must be given to

empower young people as learners, the future workforce, and citizens with special needs.

1) Information and communication infrastructure

17. Universal, ubiquitous and affordable access to ICTs must be an objective of all stakeholders involved in building the Information Society.
18. **Building the infrastructure:** A well-developed and easily-accessed and affordable information and communication network infrastructure is essential for the social and economic progress of countries, and the well-being of all citizens and communities. The improvement of connectivity is of special importance in this respect.
19. **Community access points:** Public access from community centres such as post offices, libraries, and schools, provides an effective means for promoting universal access in particular in rural and remote areas and poor urban areas.
20. **Measuring and mapping the Information Society:** Indicators are essential to measure the evolution of the Information Society, more particularly the needs and performance of developing countries and their particular conditions. Targets should also be set to benchmark the penetration of ICTs services within communities at urban and rural levels.

2) Access to information and knowledge

21. The right to communicate and the right for citizens to access information are fundamental to the Information Society.
22. **Access to knowledge:** Individuals and organisations should benefit from access to information, knowledge and ideas. The sharing and strengthening of global knowledge for development can be enhanced by ensuring equitable access to information for educational, scientific, economic, social, political and cultural activities.
23. **Access to public domain information:** A vibrant and rich public domain is an essential element for the growth of the Information Society. Information in the public domain must be easily accessible.
24. **Open standards and open source:** Open standards and open source software are basic elements in the development of a more affordable access to ICTs.
25. **Barriers: Intellectual property protection should not unduly limit consumer and creator rights to access and fair use.**

Barriers to equitable access result from differences in education and literacy levels, gender, age, income and connectivity, as well as from a lack of user training and cultural and linguistic constraints and particular conditions of access to the relevant technology. ICTs can also be used in order to overcome these and other barriers in society.
26. **Information flows:** A better balance of the information flows should be sought in building the Information Society.

3) The role of governments, the business sector and civil society in the promotion of ICTs for development

27. All partners—public, private sector and civil society organizations—have a stake in the development of information and communications and should be fully involved in decision making at the local, national, regional and international levels. Governments should work in close coordination with private enterprise and civil society.
28. **ICTs manufacturing capabilities:** It is essential for governments to encourage technology transfer and investment, including venture capital, in the creation of national and regional ICT production facilities, research and development (R&D), incubation schemes and small and medium-sized enterprises (SMEs). Most developing countries are lagging behind in this respect.
29. **Demand-driven applications:** Growth in the demand for applications (such as e-government, e-learning, ehealth and e-business) will create a favourable environment for the private sector to invest in the development of new services.

4) Capacity building

30. All people must be enabled to acquire the necessary skills in order to participate actively in, and understand, the Information Society and knowledge economy thus benefiting fully from the possibilities it offers. Special attention must be paid to training of trainers as well as building the institutional capacities to collect, organize, store and share information and knowledge.
31. **ICTs for education:** The use of ICTs for education and human resource development, including ICT literacy, should be promoted, with special reference to the requirements of people with disabilities.

31A) Initiatives such as a “Virtual Consumer School”, that shows consumers the importance of using the internet and other ICT tools, must be encouraged. This virtual school should use the experiences and know how of public institutions, the private sector and civil society, and should develop educational materials.

32. **Capacity building to enable people to benefit from the opportunities provided by ICTs:** Individuals should be engaged in defining their own needs and in the development of programmes to meet those needs. Technological change requires life-long learning and continuous training by all. Public policy should take into account inequalities in access to quality education and training, particularly in the case of vulnerable groups and underserved or remote areas.

Individuals should be educated about the risks of online activity and how to minimize those risks. Consumers should be made aware of their rights, responsibilities and remedies in order to make informed purchasing decisions. Those publishing information online be educated about their responsibilities, especially in terms of transparency, honesty and fairness.

33. **Training ICT specialists:** The increasing demand for a wide range of ICTs specialists at all levels must be addressed.

5) Building confidence and security in the use of ICTs

34. An adequately developed infrastructure is a precondition for secure and reliable access to information by all stakeholders, and for the upgrading of relevant services.

Trust and confidence in new technologies cannot be achieved without effective consumer protection. The potential for people to be misled by inaccurate or deceptive information on the Internet is high. Measures should therefore be taken to improve the credibility of online information, to protect consumers from misleading or deceptive information, and to educate consumers about the risks of reliance upon this information.

In order to enhance consumer confidence in cross-border electronic commerce, effective, low-cost methods of online dispute resolution should be developed and offered as an alternative to judicial redress. As well, consumers should always have recourse to their own judicial systems in the event of transactional disputes.

34A. In the transition to an information society, individual privacy is threatened as never before. In this context, it is essential that the centrality of individual privacy to a just and democratic society be recognized, and that privacy be treated as a human right

35. **Secure and reliable infrastructure** : To realise the full benefits of ICTs, networks and information systems must be sufficiently robust to prevent, detect and to respond appropriately to security incidents. However, effective security of information systems is not merely a matter of government and law enforcement practices, nor of technology. A global culture of cyber-security needs to be developed (UNGA Resolution 57/295, of 20 December 2002).
36. **Role of stakeholders** : Governments must promote awareness in their societies of cyber security risks and seek to strengthen co-operation with the private sector and civil society to prevent the use of information resources or technologies for criminal or terrorist purposes, so as to build confidence and trust in the use of ICTs and the Information Society. The community and the family also have a special role to play in this regard.
37. **International cooperation**: International, regional and national efforts to improve ICT security, in both civil and military fields, must be coordinated, taking into consideration the importance of secure infrastructure and data flow, in concordance with international standards and guidelines.

6) Enabling environment

38. The existence of a supportive and predictable policy, legal and regulatory framework is an important prerequisite for enhancing trust in the development of the Information Society.
39. **Good governance**: The Information Society must support participative democracy, transparency, and accountability, at all times upholding the principle of legality. Information is the basis of a well-functioning and transparent decision-making process for both global society and local communities. ICTs can be an important and very effective tool not only for good governance but also for more accessible government.
40. **Market environment**: To maximise the economic and social benefits of the Information Society, governments need to create a trustworthy, transparent, and non-discriminatory legal, regulatory and policy environment, capable of promoting

technological innovation and competition, thus favouring investment in the deployment of infrastructures and development of new services.

40A. The territoriality of the law is challenged by the universality of the Internet. In order to provide a solid basis for consumer trust and confidence in the electronic marketplace, clear and fair standards of consumer protection online should be established through an international regulatory framework, elaborated with the participation of all stakeholders.

41. **Policy-making and national strategies:** Strengthening the policy-making capacity in the area of ICTs to enhance national and regional ICT policy-making processes and institutions is of utmost importance. ICTs will advance development if related efforts and programmes are integrated in national development strategies.

42. **Standardization:** Standardization is one of the essential building blocks of the Information Society. International policy dialogue at global, regional and sub-regional levels should promote the identification and application of interoperable standards, the transfer of know-how and the provision of technical assistance. The development and use of open standards are particularly important for developing countries. In this regard the increased use of open-source software can contribute greatly to increasing access and to adding to the diversity of choice of software for consumers. **The continued development and expanded use of open-source software should be encouraged, and governments should enact laws to the effect that all government software needs to be interoperable and open source.**

Standardization processes at all levels should be conducted in an open fashion and should include balanced representation from key stakeholders.

Spectrum management: The radio frequency spectrum must be managed in the public and general interest and in accordance with the basic principle of legality, with full observance of national laws and regulation and international agreements governing the management of frequencies.

43. **Management of Internet names and addresses:** Internet governance must be multilateral, democratic and transparent, taking into account the needs of the public and private sectors as well as those of the civil society, and respecting multilingualism. The coordination responsibility for root servers, domain names, and Internet Protocol (IP) address assignment should rest with a suitable international, inter-governmental organization. **This body should be publicly accountable, and should have no more control than necessary over the Internet.** The policy authority for country code top-level-domain names (ccTLDs) should be the sovereign right of countries.

44. Access to information and communication technologies shall be secured in accordance with international law, bearing in mind that some countries are affected by unilateral measures which are not compatible with it and which create obstacles for international trade¹.

¹ Reservations that have been made to this paragraph:

Statement of the United States: “The United States of America reserves on this paragraph and submits its objection to the language, which is inappropriate and is inconsistent with the purpose of the Conference.”

7) ICT-Applications

45. The usage and deployment of ICTs create benefits in all aspects of our daily life including government, health care, education and business.
46. **Appropriate applications** : Cooperation and collaboration are enhanced through the development of applications and content suited to local needs that encourage social and economic development, with particular emphasis on serving rural and remote areas, through supporting projects ensuring the sharing of information.

8) Cultural identity and linguistic diversity, local content and media development

47. The Information Society is founded on respect for, and enjoyment of, cultural expression. ICTs should stimulate cultural diversity and multilingualism and governments should develop active policies to that end.
48. **Cultural and linguistic diversity**: Cultural identity, linguistic diversity, multilingualism and local languages are driving forces for the process of developing content for local and international use (UNESCO, Universal Declaration on Cultural Diversity, 2001).
49. **Content**: The creation of local content must be accorded high priority. Creativity and the creation, processing, dissemination and conservation of local content can best be stimulated through an adequate balance between intellectual property rights and the needs of the users of information.
50. **Media**: ICTs strengthen the role of traditional media such as broadcasting and print, which will continue to have an important role in disseminating content in the Information Society.

9) Ethical dimensions of the Information Society

51. Cyberspace must be subject to universally held ethical values such as truth, justice, solidarity, tolerance, human dignity, shared responsibility and accountability. All actors in the Information Society must seek to promote the common good and to prevent abusive uses of ICTs.

10) International and regional co-operation

52. The Information Society is intrinsically global in nature. Thus, a policy dialogue based on global trends in the Information Society must take place at global, regional and sub-regional levels in order to facilitate:
- The provision of technical assistance aimed at national and regional capacity-building for the maintenance and reinforcement of regional and international cooperation;
 - Technology transfer;
 - The sharing of experiences;
 - The sharing of knowledge; and
 - The development of compatible regulations and standards that respect national characteristics and concerns.

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Statement of Canada: "Canada appreciates the efforts of the Host Government and other Governments to achieve a consensus text for this paragraph. Unfortunately, despite these efforts, Canada cannot associate itself with the final text of that paragraph."

