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| **Physical open consultation of the Council Working Group on international Internet-related public policy issues Geneva, 3 February 2020** |  |
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|  | **3 February 2020** |
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PHYSICAL OPEN CONSULTATION OF THE COUNCIL WORKING GROUP ON INTERNATIONAL INTERNET-RELATED PUBLIC POLICY ISSUES (CWG-INTERNET)

**Brief Summary of the Online Open Consultation and Physical Open Consultation Meeting
(October 2019 - February 2020)**

**1. Introduction**

The 2016 Council instructed the CWG-Internet to produce a brief summary of the Open Online Consultation and Physical Open Consultation Meetings:

a) ITU secretariat should prepare a brief draft summary of the written contributions to the online open consultation and the discussions during the physical open consultation meeting,

b) Stakeholders present at the physical open consultation meeting should agree on the brief summary,

c) Submit brief summary, without edits, to the next CWG-Internet for inclusion as an Annex to the Chairman’s report.

d) CWG-Internet should consider and discuss the open consultation brief summary.

**2. Online Open Consultation on the "International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development "**
**2.1** An Online Open Consultation was conducted from October 2019 to February 2020 on the topic of "*International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development*". During this consultation, 52 responses were received from a variety of stakeholders and regions (15 Governments, 15 Private Sector entities and Industry Associations, 11 Civil Society representatives, and 8 Intergovernmental Organizations). The responses provided rich inputs, sharing different views with regard to the four specific questions of the consultation:

"**International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development”**

CWG-Internet invites all stakeholders to submit contributions on harnessing new and emerging telecommunications/ICTs for sustainable development, focusing on the following questions:

1. How will new and emerging telecommunications/ICTs impact both the internet and sustainable development, including the digital economy?

2. What are the opportunities and challenges for the adoption and growth of the new and emerging telecommunications/ICTs and internet?

3. How can governments and the other stakeholders harness the benefits of new and emerging telecommunications/ICTs?

4. What are the best practices for promoting human skills, institutional capacity, innovation and investment for new and emerging telecommunications/ICTs?”

The meeting appreciated and thanked all stakeholders who responded to the online consultations.

**2.2** A compilation of the summaries received directly from the individual online submitters, including relevant comments made by participants during the meeting, can be found in the Annex of this document. The detailed responses and views submitted during the Online Open Consultation can be found in the published compilation document [OPCWGINT7/2-E](https://www.itu.int/md/S20-OPCWGINT7-C-0002/en).

**3. Physical Open Consultation meeting on the "International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development"**

**3.1** The seventh Physical Open Consultation meeting, on the topic of the "International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development", took place on 3 February 2020 at the ITU HQs in Geneva, Switzerland with over 100 registered participants, both onsite and remotely.

**3.2** Deputy Secretary-General, Mr. Malcolm Johnson, opened the meeting welcoming the participants to the Physical Open Consultation meeting. He informed the meeting that CWG-Internet Chairman Mr. Majed Al-Mazyed, was not able to join due to unavoidable commitments and thanked Vice-Chairman, Mr. Cesar Martinez from Paraguay, for stepping forward to chair the meeting. He further commended the results of the Online Open Consultation and highlighted the increasing interest in moving the debate on the topic forward at the international level.

**3.3** A panel session was held at the beginning of the Physical Open Consultation meeting, with the following panellists:

**Speakers:**

* **Mr. Silulami Julius Doyi**, Minister Counsellor: South African Mission to the UN Office and other International Organisations, Geneva
* **Ms. Anna Lerner Nesbitt**, Program Manager, Global Impact Partnerships, Facebook
* **Dr. Jovan Kurbalija**, Founding Director of DiploFoundation and the Head of the Geneva Internet Platform
* **Ms. Mengyi Wang**, PhD candidate, Graduate Institute of Geneva

**Moderator:**

**Ms. Maricela Munoz**, Minister Counsellor, Permanent Mission of Costa Rica to the United Nations, Geneva

Presentations made during the panel session were made available on the [ITU Website](https://www.itu.int/en/council/cwg-internet/Pages/consultation-oct2019.aspx).

The intent of the panel session was to share experiences and factual information with regard to the topic of “*International Internet-Related Public Policy Issues on Harnessing New and Emerging Telecommunications/ICTs for Sustainable Development*”. Expert panellists from various stakeholder groups presented their unique experiences and shared practices and views, as these related to the questions of the open consultation. The panel was followed by an open discussion with the rest of the participants.

**3.4** Compilation document [OPCWGINT7/2-E](https://www.itu.int/md/S20-OPCWGINT7-C-0002/en) was presented during the physical consultation meeting and various stakeholders took the floor- both onsite and through the remote participation tool- to present their submitted views.

**4. Summary of Discussions during the Physical Open Consultation meeting**

**4.1** Stakeholders present at the physical open consultation meeting agreed on the brief summary of the seventh Physical Open Consultation meeting of CWG-Internet, as included below:

**4.2** The participants noted that new and emerging telecommunications/ICTs offer considerable opportunities to advance sustainable development across a range of sectors, contributing *inter alia* to driving innovation, communication and economic growth. However, they can also bring with them significant challenges, especially those related to aspects such as widening of the digital divide, privacy and security. Keeping in mind that nearly 50% of the world’s population is still offline, some participants further noted that it is important to continue innovative use and deployment of technologies that are currently reaching and connecting the further parts of the population.

**4.3** A number of policy issues on new and emerging telecommunications/ICTs were highlighted, which included affordable access, security and user trust, data privacy, connectivity, education and training, investment and infrastructure.

**4.4** There was general consensus that appropriate pro-competitive regulatory frameworks can help to foster digital innovation and investment, and that regulatory reforms may be required in some cases.

**4.5** There was also consensus that, in view of a converging digital ecosystem, there is a need for greater multi-stakeholder action and a closer cooperation between the different stakeholders involved. Specific examples of how governments could facilitate better collaboration with the private sector were highlighted.

**4.6** It was reinforced that human rights must be respected, including access to information, freedom of expression and privacy.

**4.7** The meeting invited CWG-Internet to have a substantive discussion on the outputs of the open consultation.

**5. Closing**

**5.1** In closing, Mr. Cesar Martinez thanked all stakeholders who sent submissions and participated in the open consultation discussions and encouraged the CWG-Internet to consider the received responses and the fruitful discussions of this meeting. He further thanked the moderator and the panellists for the informative panel session, which the meeting found very useful. He also expressed his thanks to the Deputy Secretary-General for his presence and support and the Secretariat, in particular Ms. Sadhvi Saran, for their efficient assistance during the meeting.

**5.2** The participants thanked the Chairman and Secretariat for their effective organisation and management of the online consultation and of the physical meeting. The participants also thanked the Vice Chair of the Americas who graciously agreed to chair the meeting in the absence of the Chairman.

**ANNEX**

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|  | Date | Submitter(Contributions hyperlinked) | Response |
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|  | October 24, 2019 | [Association for Proper Internet Governance](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=10) | **Text provided in comment box:**​​The factors that are key for harnessing new and emerging telecommunications/ICT for sustainable development are largely the factors that we have discussed in our previous submissions to CWG-Internet, in particular the urgent need to reduce the cost of connectivity in developing countries. This can be achieved by fostering competition (which may include functional separation), funding infrastructure, taking steps to reduce the cost of international connectivity, supporting the development of local content, capacity building, and a proper governance system. It is also necessary to improve trust and security. It is urgent to recognize that market failures are partly the cause of the current lack of security of the Internet. Steps must be taken to address the externalities arising from lack of security (entities that do not secure their systems sufficiently do not bear all the costs of security breaches), and to address information asymmetries (consumers have no way of knowing which services are sufficiently secure). At the same time, it is imperative to protect human rights, protect data privacy, protect consumers and workers (in particular against abuse by dominant platforms), curtail unnecessary and disproportionate mass surveillance, address the issue of job destruction and wealth concentration engendered by the Internet’s current governance mechanisms, address the ethical issues arising from automation and artificial intelligence, and deal with platform dominance. States should practice good faith in negotiations and refrain from forum shopping. In particular, states should not propose to agree binding treaty-level provisions in free trade negotiations while, at the same time, arguing in ITU that no such treaty-level provisions are needed. Further, states should not propose to discuss Internet-government related issues in free trade negotiations, which are not open, not transparent, and not multi-stakeholder. And they should not propose to discuss telecommunications issues in the WTO: given the specialized and technical nature of the subject, such discussions should take place in ITU. Finally, those states that support these open consultations should refer to the contributions made to the open consultations in discussions in CWG-Internet, which has not been the case in the past. The body of the paper contains specific recommendations for the issues mentioned above. |
|  | October 24, 2019 | [Association for Proper Internet Governance](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=11) | **Text provided in comment box:**Many of these questions raised in this open consultation are addressed, with evidence-based justifications, in the UNCTAD Digital Economy Report 2019; Value Creation and Capture: Implications for Developing Countries. A key conclusion that can be drawn from study of this report is that it is not appropriate at this time to lock in the current laissez-faire policies regarding data flows and taxation of the digital economy. In the body of this contribution we cite some portions or the report which appear to of particular relevant to this consultation. The report presents quite a bit of data, and analyses various well-known trends. It appears to us that it can be summarized as noting that "Key questions for governments include how to assign ownership and control over data; how to build consumer trust and protect data privacy; how to regulate cross-border data flows (CBDFs); and how to build the appropriate capabilities for harnessing digital data for development." |
|  | November 14, 2019 | [Credentia](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=12) | **Text provided in comment box:**Credentia is a digital credentialing platform. Credentia offers a tool to create, issue, and store digital verifiable documents. **Text provided in submitted document:**1) We at Credentia believe that blockchain will have a huge impact on the internet and the digital economy. We believe so as there are many examples of it: Harvard, MIT and leading in universities are issuing diplomas using Verifiable Credentials format. Verifiable credentials is an open-source standard for any kind of credentials: certificates, diplomas, licenses and etc. Due to this standard credentials are: — Programmable, any metadata might be added to them — Controlled by the user, not by issuing organization — Allow zero-knowledge proof: the user can prove diploma validity, not sending it. — The user collects all the credentials in one portfolio. 2) The most important challenge for blockchain adoption is legal. The right legislation will provide the right environment for implementations to flourish. 3) As a result of verifiable credentials technology adoption, the government will be able to get data about their citizens' education in real-time. Due to this, it will become possible to make better decisions on education and labor markets. 4) As mentioned earlier, Harvard and MIT are issuing digital diplomas. They managed to cut costs and provide an individual portfolio to each student. |
|  | November 15, 2019 | [Association for Proper Internet Governance](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=13) | **Text provided in comment box:**​The World Bank, one of the biggest promoters of information and communication technology in developing and emerging countries, admitted self-critically in its 2016 World Development Report Digital Dividends that digital change had lagged far behind its (self-imposed) expectations. Digitalisation, it said, was threatening to destroy jobs in Africa, Asia and Latin America. It was also increasing social inequality because it is often only the better-off who participate in digital change while others – perhaps because of poverty or illness – are excluded from in. The publication Global Justice 4.0: The impacts of digitalisation on the Global South (Bread for the World) discusses the extent to which digital technology can help tackle poverty and social inequality, and makes nine specific proposals that would help make digitalisation fair.  |
|  | November 18, 2019 | [Garda Technologies](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=14) | **SUMMARY (provided in submitted document)**Talking about new and emerging telecommunications/ICTs I answer with a quote “with great power comes great responsibility”. Technologies provide huge opportunities and positively affect the Internet. The more useful results there are the less need to raise them synthetically. Therefore, practice makes benefits. However, don’t forget about pitfalls. Cybersecurity risks is a greatest challenge. First, we should not be closed, it is necessary to share competences and information about issues between countries and companies. Next, applied Internet or digital technologies must be in accordance with standards and best practices, if there are not – let’s design them. Finally, we, industry definitely have to explain how to use Internet securely. Security awareness activity is very important for both companies and for government. Let’s strictly prohibit the use of technology, even user insists. It's not good practice to shift responsibility, it won't work in the end. |
|  | November 27, 2019 | [Just Net Coalition](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=15) | **Text provided in comment box:**​A digital society is upon us.The emerging digital future is generally greeted with a mixture of positive anticipation, awe, helplessness and even horror. Such a merely passive reaction to society’s most powerful driving force is both dangerous and unnecessary. The digital reshapes our social relationships and power structures so fundamentally that society’s data and intelligence governance requires a new digital social contract. There is no time to lose in taming the power of the digital. We can either surrender our digital future, or we can take ownership of it. In our determination and struggle to enable people to own their digital futures, we adopt the following principles towards a digital society that is just, equitable and sustainably productive: 1. Data subjects must own their data – individually and collectively 2. Our data requires protection from abuse 3. We need the tools to control our data4. Data commons need appropriate governance frameworks 5. Data protection, sharing and use require new institutions 6. Data-creating work ought to come with data rights 7. Data should be processed close to the point of its origin 8. Cross-border data flows must be decided nationally 9. Techno-structures need to be reclaimed as personal and public spaces 10. We should own our software and be able to control it 11. Key digital infrastructures need to be governed as public utilities 12. Techno-structures must be decentralised for open use, with interoperability 13. Global digital monopolies should be broken 14. Societies’ datafication needs to be managed democratically 15. Digital standards must be developed by public interest bodies 16. The digital has to be governed in a local-to-global manner |
|  | December 10, 2019 | [World Meteorological Organization (WMO)](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=16) | **Text provided in comment box:**The most relevant develop in the World Meteorological Organization community with regards to the four questions in consultation is The Review of Emerging Data Issues. The study report of the review is attached for reference. Although the report does not provide direct response to the four questions, it reflects the concerns and views of the WMO community in the changing context of Internet technologies and policies. Here is an executive summary of the report. The review responds to a range of concerns raised by Members related to their preparedness for the rapidly growing volume and diversity of data, their growing awareness of the potential of ‘Big Data’ analytics, new data technologies, such as internet of things (IoT), and of the new players active in providing data and services, the changing approaches to data sharing as the diversity of data sources and players has expanded, and the implications of greater capacity and agility for innovation by the private sector on the operation of the overall global weather enterprise. The discussion and the framing of potential advice to bring back to Congress roams from evolution to revolution, including the need to strengthen the 'irreducible core' of WMO and its Members through reinforcing the essential role of the World Weather Watch (WWW); the aspiration that 'no Member will be left behind' and that 'no Member stands alone'; the need to engage, be inclusive and build alliances, especially between the public, private and academia sectors; the need to create and exploit opportunities through data; and the need to challenge traditional pathways while recognising the important ongoing, though potentially changing, roles of people. Emphasis is placed on harnessing the excellent work already being provided through WMO's response to data and technology, in particular through WIGOS, WIS/WIS2.0, GDPFS/S-GDPFS (which together are heralding WWW 2.0) and Service Delivery Strategy (SDS), on equipping Members with the essential tools and advice to adapt, adopt and respond to these opportunities, and on mobilising WMO as a brand focussed on standardisation, coordination and facilitation of a global community in the service of society. Recognising that some Members are better equipped than others to manage the challenges of increasing data volumes and technical complexity, the review calls for practical steps to equalise capacity, guide decisions and extract genuine value from data for all Members. The review converges around the important reminder that data is a means to an end, not an end in itself. It is only through its intelligent use in engaging with users and in the development and uptake of services and associated outcomes that meet societal needs, that data delivers its full value, be it over the long term required for historical climate insight and impact management, the medium term for effective water and natural resource management and disaster preparedness, or over the shorter term to warn of, and support response to, impending severe weather events and disasters. The review provides a response framework featuring concrete actions centred on: Thinking global: Building on the fundamental role and strengths of WMO epitomised through its mandate and regulatory framework, its unique global science capacity, its global observing and data sharing policies and infrastructure, and its commitment to building capacity across all Members, and committing to implementing the next generation of WWW systems (WWW 2.0) that are fit-for-purpose for the evolving, and increasingly disruptive, data paradigm that WMO and its Members are experiencing; Reinforcing the importance of a strategic approach to data and data sharing, and the leadership role and convening power of WMO in the overall global weather enterprise through proactive engagement and partnering with the wider community of participants, embracing the public and private sectors and academia, and through collaboration in reviewing the principles, policies and resolutions that underpin free and open sharing of meteorological and related data; Supporting Members, through guidance material and WMO’s cascading processes, on emerging data and supply chain decisions, including on defining national mandates and policies in relation to weather, climate and water data and services; and Aligning WMO programmes and the working mechanisms of technical commissions and regional associations with due consideration to emerging data challenges, risks and opportunities. Acting local: Harnessing the power of Members, data and people to inform choices across national data and service delivery supply chains, and to extract the highest value from data and the best outcomes for national and regional communities; Building partnerships with non-NMHS data providers to extend the coverage of observations, to collaborate in the design of networks and targeting of services and to harness their voice as advocates; Investing in people and capabilities for the long term through identifying current and emerging skill requirements that enable Members to uniquely deliver user-valued benefits and sustainable outcomes through more effective use of data and management of data infrastructure, with a focus on diversity, inclusion and collaboration; and Leveraging digital communications and social media to build productive two-way connections with user communities. Reaching out: Embracing emerging opportunities in data, science, technologies and partnerships and harnessing the power of innovation and data-disruption, including through sharing experiences and participation in pilots and/or coordinated initiatives with partners across the global weather enterprise; Implementing an innovation framework at the institutional level to identify and test new ideas aligned with priority needs and strategy, in the context of budget and capability; and Reimagining what high-impact services might look like, including through expanding the concept of impact-based services into an integrated services approach, where publicly-funded-data is freely accessible and integrated with data from sector-based sources to develop more context-relevant and actionable services that directly inform and benefit users. Emerging trends in data and data technologies offer the whole WMO community, individual WMO Members and the broader global weather enterprise, the challenge and the opportunity of new scientific and technological horizons. They challenge us to reimagine what efficient, effective and relevant services and service delivery could look like, how through working together in new and innovative ways we can better position ourselves for the future, and how genuine value can be delivered to society through and from data. |
|  | December 11, 2019 | [MTITC](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=17) | **SUMMARY (provided in submitted document)**There is no widely accepted definition of the digital economy and reliable statistics on its key components and dimensions, especially in developing countries, are lacking. So measurement is difficult. The world is characterized by a yawning gap between the under-connected and the hyper-digitalized countries.First driver is the ability to collect, use and analyze massive amounts of machine-readable information (digital data) about practically everything. Platformization is the second driver. Platform-centered businesses have a major advantage in the data-driven economy. Platforms facilitate transactions and networking as well as information exchange.Telecommunication Industry will fully unleash the power of 5G. Core telecom services will continue to dominate the value contribution to the mid-size and large enterprise business. The focus of the telecoms should stay with the customer: offering turnkey solutions to businesses via integrated services and improving the customer journey throughout the whole lifecycle. Telecoms continue to struggle with decreasing revenues and have to optimize with no compromise in every direction.If we want to use digital technologies to improve life for everyone, we will have to go about it consciously and deliberately – with civil society, companies and governments recognizing their interdependence and working together. The speed and scale of change is increasing – and the agility, responsiveness and scope of cooperation and governance mechanisms needs rapidly to improve. The unique benefits and risks arising from the dramatic increase in computing power and interconnectivity in the digital age reinforce our underlying interdependence. CREATING AN INCLUSIVE DIGITAL ECONOMY need to find ways to promote financial inclusion, innovation, investment and growth while protecting people and the environment with no one left behind. The immense power and value of data and digital public goods in the modern economy can and must be harnessed requiring new models of collaboration for future development. The slowing progress in bringing more people online points to the urgent need for new approaches to building digital infrastructure, expanding access to it. Where getting online is possible and affordable, efforts are to be done to empower groups that are discriminated against and excluded.The best practices for promoting human skills, institutional capacity, innovation and investment for new and emerging telecommunications/ICTs are:* Smart energy grids (an electrical grid, which includes a variety of operation and energy measures including smart meters, smart appliances, renewable energy resources, and energy efficient resources).
* Supervisory Control and Data Acquisition (SCADA) is a control system architecture that uses computers networked data communications and graphical user interfaces (GUI) for high-level process supervisory management, but uses other peripheral devices such as programmable logic controller (PLC) and discrete Proportional Integral Differentiator (PID) controllers to interface with the process plant or machinery.
* Intelligent transportation systems (an advanced application which aims to provide innovative services relating to different modes of transport and traffic management and enable users to be better informed and make safer, more coordinated, and 'smarter' use of transport networks).
* Smart city initiatives (as an urban area that uses different types of electronic Internet of Things (IoT) sensors to collect data and then use insights gained from that data to manage assets, resources and services efficiently).
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|  | December 11, 2019 | [PROTEGE QV](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=18) | **Text provided in comment box:**Internet becomes a cross-cutting tool that enables emerging digital/ict technology to tackle the issues of social, cultural and economic rights for the wellbeing of people, and help for the achievement of sustainable development. |
|  | December 18, 2019 | [Alliance for Affordable Internet/Web Foundation](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=19) | **Text provided in comment box:****​**With only half of the world’s population connected to the internet today and the digital gender gap widening, there is much to do to achieve the SDG goal 9.c to significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020 and SDG goal 5.b to enhancing the use of enabling technology, in particular information and communications technology, to promote the empowerment of women. The Web Foundation and A4AI believe that there are opportunities and challenges with harnessing new and emerging technologies to achieve these sustainable development goals and others, such as the need to address the issues of affordability, consumer facing taxations on social media and mobile data, as well as expanding alternative innovative business models to expand access to the internet. Please see attached PDF for our responses to the four main questions posed by the CWG-Internet. |
|  | December 20, 2019 | [United Nations Industrial Development Organization (UNIDO)](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=20) | **Text provided in comment box:**UNIDO considers as one of the most promising feature of emerging telecommunications/ICTs, their ability to offer all stakeholders a platform to traverse different boundaries and gain access to new opportunities that were not previously possible. The convergence and growing integration of digital technologies is promoting a paradigm shift with enormous economic, social and environmental impacts to the economy at large. These technologies are changing the traditional industry models by constantly increasing the attention to the needs of consumers or users, thus promoting the transformation of traditional manufacturing to customized production. International organizations should play a more participatory role for leveraging from the wide range of digital technologies. UNIDO, for example, has made important strategic alliances to develop joint initiatives related to supporting countries digitalization efforts. Several challenges arise on the adoption of these new and emerging technologies; for most countries: data, safety and security, regulatory framework and policies in place, including quality and ICT infrastructures; while for developing countries: the demographic changes, the polarization of the work force and changes in FDI; are significant too.However, there will be also unprecedented opportunities for developing countries, as they could lower the entry barriers to leapfrog into high value-added areas by fostering capacity building, technical cooperation, appropriate regulatory and policy guidance, and partnerships. Governments should support the transition to the digital economy by developing effective national policies that play a vital role in value creation and capture in the digital era. They should explore the creation of incentives to attract relevant stakeholders in the establishment of infrastructure that provides access to these technologies. They can also increase the efficiency of their administrative procedures/services offered - thereby transition to an e-government ecosystem. In addition, re-education to enhance the capabilities required for the application of new technologies, and establishment of innovation ecosystems at the national and regional levels are effective ways for governments to maximize the advantages of emerging telecommunications/ICT technologies as well. Combined with ICTs, SMEs can become operational tools for improving the economic globalization process and foster sustainable development. Some UNIDO successful experiences and best practices for promoting human skills, institutional capacity, innovation and investment are described. |
|  | December 20, 2019 | [Committee on IT and Communication of St. Petersburg](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=21) | **Text provided in comment box:**Modern cross-cutting technologies, such as blockchain, robotics, virtual and augmented reality technologies offer new exciting opportunities for all public institutions. In the field of E-Government the first thing we need to do is to reorient public services and to create a united digital space for interaction between citizens, businesses and public authorities. The future is with proactive approach to public services, with comprehensive solution to the life situations as opposed to provision of separate public services. With the onset of the «digital era» smart cities and their development become very important. The transition to the «digital economy» and the creation of a «smart city» are the strategic priorities for the development of St. Petersburg. 1. How will new and emerging telecommunications/ICTs impact both the internet and sustainable development, including the digital economy? Modern technologies offer new exciting opportunities for all public institutions. According to the expert evaluations, the blockchain technologies (smart contracts, in particular) will help to eliminate the ineffective bureaucratic procedures, to eradicate the market of intermediaries between citizens, businesses and public authorities and to decrease the transaction costs significantly. Virtual and augmented reality technologies are capable to completely transform education process, and Internet of Things will change today’s vision of safe and customized urban environment. Robotics will make it possible to maintain 24-hour production cycle in manufacturing industry and make work conditions safe for the staff. We will also face the necessity of job cuts because robots will substitute the traditional workplaces, but at the same time the number of job positions in maintenance (programming, repair, control of robots) and project management will increase in the future. This is a global trend in the field of training and requalification of digital transformation human resources.2. What are the opportunities and challenges for the adoption and growth of the new and emerging telecommunications/ICTs and internet? There are many promising possibilities in the field of E-Government. To move with the times, we need to remodel public services, to provide a united digital space for citizens, to create an ID-profile of a resident of St. Petersburg (and then an ID-profile of tourist) using all available tools, and foremost the system which controls all processes in the sphere of public services (Interdepartmental Automated Information system providing public and municipal services in electronic form in St. Petersburg). We are sure that the future is with proactive approach to public services, with comprehensive solution to the life situations as opposed to provision of separate public services. For example, when a child is born a citizen receives an already formed application for a birth certificate, for subsidies, for a place in the queue for kindergarten. All that is left to do is to check and send it. In terms of technologies it is feasible now, but we must finalize the legal framework. 3. How can governments and the other stakeholders harness the benefits of new and emerging telecommunications/ICTs? With the onset of the «era of digital economics» smart cities and their development become very important. The switch to the «digital» and the creation of a «smart city» is one of the strategic priorities for the development of St. Petersburg now. This process includes digital transformation of economics, financial sphere, industry, social sphere, education, health, public administration and others. Digitalization has acquired the status of a cross-sectoral trend. That is an indispensable condition for any innovation and transformation. In addition, we have to remember the main goal of all these innovations and Government's work is citizens` well-being, their rights to a comfortable urban environment, simplification of navigation in the digital space. The emerging of new digital services will make citizens' interaction with the polity easier and save their time. Citizens should know more about the opportunities available to them, participate in the solution of the urban problems and in changes of the urban environment, improve their digital literacy. Digital transformation will provide more information about citizens' needs to the Government: what is relevant for people, what they would like to improve and what problems to solve. It will help to develop new public services, to make right decisions about expanding interaction with business. Current trends require the creation and development of city loyalty programs, active support of social entrepreneurship. As for business, its representatives will have a state resource that has the trust of users (the St. Petersburg Portal of Public Services) in the capacity of a platform for placing their services. Various companies and organizations will be able to obtain reliable information about the citizens` needs and the prospect for the development of certain projects. 4. What are the best practices for promoting human skills, institutional capacity, innovation and investment for new and emerging telecommunications/ICTs? The E-Government platform has been fully implemented in St. Petersburg: a technical infrastructure has been created, electronic public services are available to the people, cybersecurity is ensured, interagency interaction is carried out online. In some cases applicants may refuse to visit a public authority office even to get a result of a public service. Today 73.6% of applications for public services are carried out electronically. The digitalization of the interaction between public authorities and citizens and business is the «smart» specialization of St. Petersburg. Elements of proactive provision of public services, all-in-one solution to life situations and automatic interagency interaction are being pursued in the city. The multi-channel approach is also being implemented: when citizens apply for the public services through the St. Petersburg Portal of Public Services or the Multifunctional Centers, the status of application is available in electronic form at all stages. Information about the status of application is communicated in the multi-channel mode: through personal User Account, mobile application, email, texts and telephone depending on user’s choice. The region is also conducting experiments on rejecting the paper workflow in Multifunctional Centers. |
|  | December 20, 2019 | [Nominet](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=23) | **Text provided in comment box:**Nominet believes in a world that is connected, inclusive and secure. The internet and digital technologies have the power to transform lives by creating opportunities and providing support where it's needed most. However, technologies also have the power to leave people behind. It is therefore essential that those with the skills, expertise and technology to drive change do so to the benefit of the wider digital economy and end users globally. We see a risk of a digital divide growing, which threatens to undermine opportunities and exacerbating social challenges, leaving too many people and businesses behind as we try to digitally advance as global citizens. We believe that a number of principles are key to ensuring that as connectivity increases, technology has a net positive impact. These include: ensuring new technologies have a net positive impact on the lives of everyone, including the most vulnerable and isolated; ensuring that where and when technology affects people's lives, social responsibility is the foundation of our actions; supporting the social sector to adapt in terms of its reach, efficiency and effectiveness; being user-centric, and design with the needs of all in mind, and listening to voices that genuinely represent the diversity of all users to support this; building a digitally inclusive society - being mindful of the emerging digital poverty premium and its disproportionate effect on the poorest and most isolated |
|  | December 20, 2019 | [The Department of Communications and the Arts, on behalf of the Australian Government](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=25) | **Text provided in comment box:****​**The Australian Government recognises that the Internet and new and emerging telecommunications/ICTs are enablers of sustainable development and inclusive economic growth. Emerging technologies are also increasing the reliance of our societies on digital connectivity for basic services and utilities, economic activity and information. This dependence introduces new opportunities, such as driving innovation and economic growth, as well as risks concerning the pace of adoption, privacy and cyber security. The Australian Government addresses these opportunities and risks by engaging in multi stakeholder partnerships to encourage growth and innovation, and by making significant investments in our region through programs to deliver activities to improve access, capacity development and cyber security assistance. The Australian Government has also invested in new and emerging telecommunications/ICTs by implementing a strategy to support the rollout and use of 5G, and by establishing a 5G Working Group to raise awareness of the opportunities this technology offers. Similarly, to support large scale Internet of Things (IoT) projects, all levels of government in Australia have fostered investment in IoT projects through public-private partnerships. Benefitting from the opportunities that the Internet can provide as an enabler of sustainable development and economic growth will only be possible if the fundamental aspects of the Internet’s success, including global interoperability and multi-stakeholder governance, continue to be maintained and strengthened. The Australian Government supports activities that increase awareness, opportunity, and capacity development regarding Internet and telecommunications/ICTs to support these values. |
|  | December 26, 2019 | [Kaspersky](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=24) | **SUMMARY (provided over email):**In the submission, Kaspersky shares its vision on the international internet-related public policy issues to ensure a safe, secure, trusted and resilient internet sphere for the prosperity of the global community. Specifically, coherent policy actions developed in close consultation with companies, industry and civil society, have a significant role to play in the beneficial use of new and emerging ICTs, including (1) promoting digital skills and entrepreneurship through the modernization of education and training systems; (2) building a data-driven economy; (3) ensuring a level playing field and evidence-based competition; (4) overcoming fragmentation in the regulation of ICTs; (5) increasing the cyber-resilience of digital network infrastructure; (6) transforming the public sector for digital government services; and (7) building a human-centric digital economy by enhancing user trust in ICTs. For the latter, Kaspersky has been developing its Global Transparency Initiative (GTI)[[1]](#footnote-1)[1] for more than two years – a set of clear and practical measures that increase transparency and accountability in cybersecurity. We are pioneering new principles for cybersecurity through: (1) openness of our data management processes; (2) two Transparency Centers already operating in Zurich and Madrid and two more planned in 2020 for source code reviews and security briefings about the company’s products and operations; (3) third-party independent assessment of our engineering practices; and (4) Vulnerability Management through the Bug Bounty program with rewards of up to $100k for the most critical flaws in Kaspersky’s systems.  |
|  | December 29, 2019 | [**Telecommunications Regulatory Commission**](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=26) | **Text provided in comment box:**The new ICT ecosystem has unleashed a virtuous cycle, transforming multiple economic and social activities on its way, opening up new channels of innovation, productivity and communication. The rise of the app economy and the ubiquity of smart mobile devices create great opportunities for users and for companies that can leverage global scale solutions and systems. Technology design deployed by online service providers in particular often reduces transaction costs while allowing for increasing economies of scale. The outlook for both network operators and online service providers is bright as they benefit from the virtuous cycle − as the ICT sector outgrows all others, innovation continues to power ahead creating more opportunities for growth. Meeting the expectations of all ICT stakeholders by creating an environment conducive to investment is critical to stimulating the growth and achieve the overall goal of facilitating the smooth transition to digital society. This will also call for a different regulatory approach, which will require innovative and forward-looking regulatory set of actions without any future impediment. Question 1: How will new and emerging telecommunications/ICTs impact both the internet and sustainable development, including the digital economy? Due to the rapid evolvement of ICT sector and the raise of new technologies like BigData , internet of Things (IoT), cloud computing , Artificial Intelligence and many other technologies, the internet become the main platform for a tremendous amount of services, since smart mobile phones, all communications and recently government businesses rely on internet ,the world would vastly embrace such technologies to overcome social and environmental obstacles that operate against development, supporting more participation for people and communities in social and economic life by replacing traditional costly modes of production with more sustainable ones, like IoT evolvement in improving food security and agricultural development , also helping the medical field monitoring patient in real time to be able to intervene in the right cases when needed. Another example is the ultra-fast wireless technology offered by 5G technology to offer connectivity in more rural areas which will provide better services like remote learning through the Internet and monitored water quality, Also Artificial Intelligence, machine learning and Big Data have impacts on trade, competition, and decision making for business which keen on the internet as its platform, thus leveraging more digitalized services to all business sectors and satisfy sustainable development goals. Question 2: What are the opportunities and challenges for the adoption and growth of the new and emerging telecommunications/ICTs and internet? Opportunities: • Innovation is required among vertical sectors and cross-sector. • More fast and real time communications, quicker businesses and more revenues • More virtualization-oriented, saves investment on new infrastructure and platforms. • Decrease domination and monopoly, stimulates competition • Contribution to GDP and economy, encouraging entrepreneurship. The adoption of the emerging telecommunications, information technology and internet are mostly concentrated on the following barriers and challenges: • Cultural Barriers • Lack of policy and regulations • Uncertainty • Security and Privacy issues. Question 3: How can governments and the other stakeholders harness the benefits of new and emerging telecommunications/ICTs? • More contribution to GDP • Improving digital communications • Utilizing smart platform, analyzing governmental data and help in decision making. • Encouraging entrepreneurship and investment. Question 4: What are the best practices for promoting human skills, institutional capacity, innovation and investment for new and emerging telecommunications/ICTs? 1-Setting up institutional capacity building strategies and plans to tackle the lack of labor in innovative technology required for the digital era. 2-Performing and implementing RIA (Regulatory Impact Assessment) prior to issuing any legislations or regulations to have a clear view of the impact estimation on national economy and GDP. 3-More Agile Regulations, allowing innovative technology to be implemented without any future impediment. |
|  | December 29, 2019 | [Umniah](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=27) | **Text provided in comment box:**1. ​​How will new and emerging telecommunications/ICTs impact both the internet and sustainable development, including the digital economy? Telecoms/ICT work on strengthen their infrastructure, follow new technological trends, adopt new innovations, and support demands on different content types through partnering with platforms’ owners that have rich/different content . Investments in Telecom/ICT focus at infrastructures and platforms, such investments’ direction will try to meet the demands from societies for faster, safer and richer access to internet and richer content in platforms. Emerging telecom/ICT that grant smooth accessibility to internet without any type of discrimination on origin, class, age or gender, and that maintain security of data and protect users’ privacy, will be a major player in providing better future.Enriching and granting accessibility to different platforms that contain social and educational contents will participate in creating well-educated communities that provide it citizens with equal chances to communicate and learn. These platforms are empowered by AI and Bigdata, and provide MOOC, advanced contents, etc. , such direction will have massive impact on the way communication is done and will force communities to develop it laws, culture and behaviors in order to cope with these changes that touch all life aspects. Societies will demand stronger laws to regulate this development, which now became a life fact and necessity, to assure the rights/freedom/equality to data accessibility with high level of security and privacy to all society members. This development on communities will lead to more familiarity and trust on the digital worlds, and therefore communities start accepting the evolution of economical transactions toward digital world. Blockchain for example will be more popular and commonly used to/by individuals and corporates, this acceptance grew under the umbrella of easy &secure accessibility to internet that telecom/ICT created. 2. What are the opportunities and challenges for the adoption and growth of the new and emerging telecommunications/ICTs and internet? Main challenges are related to Technology changing trends, demands on infrastructures, regulations and legalizations. The opportunities come from these challenges, as high/proper accessibility will be by law a “right to all “ , the regulations must support providers to build and expand their infrastructures. The regulation support comes through lowering taxes, reducing entrance barriers and promoting creativity. At the same time regulation shall keep security and privacy as priority one demand from providers. 3. How can governments and the other stakeholders harness the benefits of new and emerging telecommunications/ICTs? As mentioned earlier , emerging telecommunications/ICT will lead to a digital community (through equal & proper accessibility, privacy/security protection , and rich contents), will have positive reflection on all stakeholders specially governments , as services will be more digitally trusted and provided in a smoother manner, reducing bureaucracy and routine , human forces and time will be directed to more critical/productive matters and satisfaction toward government will be higher. Service and content providers/facilitators will be keener to invest in a so well growing movement. 4. What are the best practices for promoting human skills, institutional capacity, innovation and investment for new and emerging telecommunications/ICTs? The best practices come from well-established digital platforms that cover education, socializing, government works, business and commercial acts. Our believes that access to international high quality educational platforms, which are reachable/enabled by the emerging telecom/ICT, will boost human skills and empower individual with high knowledge. Digitalizing the economy will also be one of the major practices that will participate in promoting innovation and industries in general. |
|  | December 29, 2019 | [Central Bank of Jordan](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=28) | **Text provided in comment box:****​​​**1) How will NAET/ICTs impact both the internet and sustainable development including the digital economy? a) Providing secure communication. b) Providing reliable communications. c) Providing new payment methods. d) Providing 24/7 Free communication cost. 2) What are the opportunities and challenges for the adoption and growth of the NAET/ICTs and internet? a) The global awareness regarding the usefulness of using technology for humanity. b) The adoption of AI for security and classification of traffic. c) The low cost of connections. d) The High speed of communication that result in new opportunities for applications/services. e) Security and Privacy are a major challenge. 3) How can governments and the other stakeholders harness the benefits of NAET/ICTs? a) Governments, stakeholders and citizens are easily connected. b) Multi-Payment systems and gateways can benefit the economy and increase the GDP. c) Governments and stakeholders can provide services abroad. d) Improve trust and security. 4) What are the best practices for promoting human skills, institutional capacity, innovations and investment for NAET/ICTs? a) The creation of new needs that result in the adoption of new technologies. b) The creation of new jobs for NAET/ICTs. c) New NAET/ICTs regulations. d) Increase the awareness about the benefit realization for NAET/ICTs. e) Decreasing the cost of ownership. |
|  | December 30, 2019 | [FSUE NIIR](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=29) | **Text provided in comment box:**​​Previous years have been a period of technological growth and revolutionary technologies have been introduced: Internet of Things, artificial intelligence, blockchain, biometrics, big data, new generation of mobile communication (5G), robotics, drones and etc. At the same time, these technologies should not be considered only as a “technical invention”, since its use affects the social and economic development of human society and states. Accepting the importance, tremendous opportunities and potential risks of such new technologies different countries have been actively developing national regulations in information space and Internet services. Under the open consultations held by CWG-Internet on “International public policy issues pertaining to the application of new and emerging technologies in telecommunication/ICT for sustainable development” examples of the national policies and initiatives on Internet regulation, new ICT technologies in particular, has been prepared. However, the Internet is a global virtual environment and internet services are difficult to tie to geographical boundaries. That is why all stakeholders should seriously think about how fragmented national initiatives should be integrated with international regulation that remains to be created. Further continuation of the creation of new national standards carries significant risks that ultimately the regulation of new and emerging technologies will become ineffective, therefore, the need to harmonize such national norms at the global level should be emphasized. The world community needs immediate, coordinated and effective actions aimed at improving the current model of governance for new technology and Internet and development international legal basis for that. |
|  | January 2, 2020 | [Viasat, Inc.](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=31) | **SUMMARY (provided over email):****​**It is the view of Viasat, Inc. that applications of new and emerging technologies bring enormous potential to fuel sustainable development in the developing world. All around the world, new types of ICT services including OTTs, social networking, and diverse applications enabled by big data and Artificial Intelligence are being used in the developing world. In order to achieve this potential, connecting all people, everywhere, to broadband is a prerequisite. Therefore, bridging digital divides sooner rather than later must be the goal of national and international policy.As the UN Broadband Commission notes, broadband adoption growth is slowing and barriers are more challenging to reach those who remain unconnected. This means all stakeholders need to focus on finding new ways to affordably connect the remaining 3.5 billion people. These challenges are especially pronounced for those in rural and remote areas where the economics of broadband deployment are challenging. New connectivity technologies, including High Throughput Satellite (HTS) services offered by Viasat and others, present opportunities to dramatically accelerate broadband deployment to different communities. High Throughput Satellites are new generations of satellite technology, capable of delivery vast throughput compared to previous generations of systems.Experimentation and competition in broadband access markets should be encouraged in order to drive investment and innovation. These forces will not just help connect those already online, but will incentivize improvements in services and reductions in cost for those already connected. National broadband plans have proved important tools in several markets to help countries cohesively plan connectivity policy. These policies should focus on inclusive deployment of broadband for all communities, improve conditions for competition and investment by industry, and direct government investments towards results-oriented projects. Countries should also work to remove other regulatory barriers that discourage investment.The submission goes into detail on two case studies, including the Community Wi-Fi project pioneered by Viasat in Mexico, and the Public-Private Partnership between the Brazilian government and Viasat. Each of these programs has affordably connected millions in timespans that are measured in months, not years. In the case of Community Wi-Fi, this has been done with private investment, rather than government subsidies. *COMMENT:**A stakeholder raised the question of how Member States can help in fostering partnerships with private sector entities such as Viasat. The submitter expressed the view that active dialogue is essential to every phase of development of a programme so that the vision for all stakeholders are met. It is important that any such programme be developed as technology neutral, and take into account international best practices.* |
|  | January 2, 2020 | [Hellenic Coast Guard](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=30) | **Text provided in submitted document:**Answer to question 1: The Safety of Navigation Directorate is responsible to: • determine the terms and conditions regarding the safety of life and property at sea, • establish the national regulatory framework on maritime safety issues, to adapt the national law to the EU legislation and the International Conventions ratified by Greece, • organize and monitor the quality control inspections on Greek-Flagged ships, as well as foreign-Flagged ships which call to Greek ports, • promote and coordinate the activities dealing with international matters related to the maritime safety, • organize the operational function of the vessels traffic monitoring systems (VTS, VTMIS), as well as the systems of coastal surveillance and the National Maritime Single Window (NMSW). Telecommunications / ICTs constitutes the base for the operational use of our systems and their performance. Systems as the VTSs are in need of a high-quality telecommunications / ICTs in order to provide their services that have a great impact to the safety of the human life, the maritime environment, the ship and its cargo. The NMSW is proven to facilitate transportation via sea as the administrative burden is reduced and the administrative procedures are simplified. Internet is the basic condition for the exchange of information, so that these systems can work and be interoperable. Telecommunications / ICTs and interoperability provide the need for fast, safe and reliable connections/networks in order to operate efficient and provide high-quality services to every maritime activity. This has a positive impact to sustainable development and economy in general.Answer to question 2: Shipping exploits every aspect of technology. As technology is evolving, it is only logical that shipping follows and adapts. One emerging technology that is applicable and has already being tested is Maritime Autonomous Surface Ships (MASS). This is divided to categories from manned ships to fully autonomous ones. These ships will operate to serve safely their purpose, navigate through straits and coasts among other ships and respond to every call (as from VTSs). This requires uninterrupted and high-quality telecommunications / ICTs and has a big impact to the economy.Answer to question 3: Governments and the other stakeholders with respect and aim to development, should follow and apply new and emerging telecommunications / ICTs, so they can keep up, help and boost all these factors that a modern state should provide to the shipping. |
|  | January 3, 2020 | [EchoStar Corporation](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=32) | **SUMMARY (provided over email):**EchoStar Operating, LLC and Hughes Network Systems, LLC (collectively “EchoStar”) thanks the International Telecommunications Union Council Working Group for the opportunity to respond to the Open Consultation on International Internet-related public policy issues on harnessing new and emerging telecommunications/ICTs for sustainable development. EchoStar believes that satellite technologies play an integral role for sustainable development and growth by connecting people in some the most remote areas, so they may benefit from all that broadband has to offer. Furthermore, as technology continues to advance, mobile connectivity and the use of the S-band satellite services will become increasingly necessary to ensure sustainable development around the world as a promising area of growth for global, sustainable development for the provision of IoT, M2M, and other important services.  |
|  | January 3, 2020 | [Department for Digital, Culture, Media and Sport](https://www.itu.int/en/council/cwg-internet/Pages/consultation-oct2019.aspx#InplviewHash244aeba1-668b-4f3f-8ee5-4dd2eed3d0b7=FolderCTID%3D0x012001) | **Text provided in comment box:**​New and emerging telecommunications/ICTs offer great opportunities to promote global development. However, there are significant barriers to realising the full potential of new and emerging telecommunications/ICTs for sustainable development. To overcome these barriers we need to 1) address the fundamental importance of affordable connectivity, 2) tackle sustainable development issues holistically and 3) harness local demand-driven applications of new and emerging telecommunications/ICTs. |
|  | January 7, 2020 | [United Nations Office on Drugs and Crime (UNODC)](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=34) | **Text provided in comment box:****​**New and emerging telecommunications/ICTs will have dual uses and multiple outcomes. AI, for example, will be applied across industry and can have relevance for all the SDGs. The associated challenge is to make it affordable, scalable, and crucially, legal and ethical. We must place ethics and the rule-of-law at the heart of our work. We have seen tech impacting, both positively and negatively, upon democracy, freedom, privacy, human rights, crime, terrorism and State behaviour. Policy formulation has to involve a cross-section of expertise – and it must be responsive, quick and, ideally, predictive. Best Practice must show a proportionate, legally-valid, accountable and necessary understanding of the dual-use of any new technology. Ultimately, we must continue to work together, to challenge each other and to have the peaceful betterment of the human race as the core premise for our work. |
|  | January 9, 2020 | [Food and Agriculture Organization of the United Nations](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=35) | **Text provided in comment box:****​**FAO's contribution to the online open consultation[View submitted document](https://www.itu.int/en/Lists/consultationOct2019/Attachments/35/ITU%20Invitation%20to%20participate%20in%20the%20Open%20Consultation%20of%20the%20CWG.Final_.pdf) |
|  | January 14, 2020 | [Angola Cables](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=65) | **Text provided in submitted document:**Answer to question 1: Our world is experiencing unprecedented technological advancement. The developments being made within the global ICT environment are occurring at a faster pace than at any other time throughout our history. Since the first email message was transmitted from UCLA to a research lab at Stanford University back in 1969, the internet and digital connectivity has dramatically transformed the way we live, the way we interact – and the way we communicate. Approximately 4,4 billion people of the 7,7 billion people currently living on this planet are connected to the internet. We are in the midst of a digital revolution that is evolving each day.Almost 97% of data shared across the world is made possible by the submarine cable connections that crisscross the ocean floor and make modern communication possible. These subsea cables form the backbone of the internet as we know it today. Increasingly though, additional ecosystems are being developed an integrated in ways that will transform the future of our planet. We can expect that AI technology will continue to permeate every aspect of our lives from food production and the manufacturing of goods to the assembly and operation of super computers that will run entire cities. Information and data will be the new global currency and will provide the foundation for trade, economic development and growth.Answer to question 2: The opportunities being presented by new and emerging ICT technology are virtually unlimited as network developers, software engineers and even content providers find more efficient and innovative ways to provide a product or service emanating from the Internet of things (IoT) and the digital economy. Advancing developments in AI, robotics and big data analysis will fundamentally change the IT landscape in the coming years presenting new and innovative ways of integrating IT-driven solutions into the workplace and our global society as a whole. Collaboration is key when it comes to harnessing these new opportunities and we will see more entities working together to develop shared ecosystems and services. This is already happening within the data centre and cloud computing environments.Perhaps the biggest threat or challenge to progress will be between those who have internet connectivity and those that do not. Access to high-speed, reliable and affordable internet will become a basic human right and telco’s and other supporting industries will need to play a major contributing role to ensure access for all.Answer to question 3: Governments - particularly those in Africa (Africa has the lowest level of connectivity when compared to other continents and geographies) and in developing countries have a critical role - if not duty, to play in promoting internet access and connectivity. Furthermore, it is incumbent on sovereign states and the relevant authorities to play a more positive role as an enabler for future investments that will need to be made in infrastructure, data centres and other digital platforms. At the same time, governments in developing countries should also look to privatise or commercialise the ICT and telco assets under their control. In Africa for instance there are many examples where public authorities have deployed fibre networks, most often on the long-haul segments (backbone). Tanzania, Uganda, Guinea, and Sierra Leone come to mind in this regard. However, those assets often end up being underutilised by the operators, who cite issues with quality of service, and pricing for access to the infrastructure as one of their major reservations.To this end, governments should enlist the assistance of the private sector for operating and commercialising assets, under innovative win-win models of partnerships, such as PPPs or concession-types of agreements. To further enhance global competitiveness, governments must also encourage stronger adoption of the latest technologies, especially broadband technologies as well as actively encourage the development of digital capabilities within their own countries as this will serve as incubators for economic growth and enterprise opportunities. Answer to question 4: As mentioned previously, internet access and connectivity provide the gateway to social and economic development on many levels. It presents an environment where new skills can be acquired or learnt – this is evident in the many online, distance learning institutions, whilst applications and ecosystems that are currently in use or being designed are dramatically improving institutional capacity across many fields from medicine to agriculture. Connectivity also provides an environment for co-operative and collaborative development between entities across the globe which will provide accelerated learning and progress in areas ranging from R&D to academic and scientific research.From an investment perspective, much of the venture capital investment available within the global financial market currently is largely being earmarked to support and promote the development of future applications, apps and IT systems that will transform our lives in the future. Massive strides are being made in the development of future technology and the advantages of its applications; Bitcoin is just one example. Today’s on-demand economy will eventually give rise to an ‘always-on’ environment where people and machines will have permanent access to information, applications and services at the touch of a button.  |
|  | January 17, 2020 | [United Nations Environment Programme](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=38https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=38) | **Text provided in comment box:****​**While ICTs are an important element in achieving a sustainable earth, particularly in mitigating and adapting to climate change, and reducing overall emissions of greenhouse gases, they are also contributors to greenhouse gas emissions, as well as a significant contributor to e-waste, and they will very soon produce/be a source of space debris due to the massive sending of satellites to low earth orbit space. UNEP's response attempts to look at both the great contribution emerging ICTs can offer in achieving a sustainable earth, and the potential harm they may bring to the planet if not handled well. |
|  | January 19, 2020 | [IT for Change](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=39) | **Text provided in comment box:****​**Progress towards every single one of the 17 goals and 169 targets of Agenda 2030 hinges on the effective deployment of digital technologies. As the UN Secretary General’s High Level Panel on Digital Cooperation has flagged in its 2019 report, this cannot be restricted to the idea of promoting access to connectivity technologies. In the age of digital interdependence, a transformative vision in relation to Agenda 2030 requires building digital ecosystems, including elements such as public data pools and public platforms. Only by overcoming crucial weaknesses in the current data economy will such ecosystems be able to catalyse and sustain progressive socio-economic change. A binding international treaty on data – enabling states to develop national policy frameworks for the governance of their data resources – is necessary for the realisation of the sustainable development goals (SDGs). |
|  | January 20, 2020 | [ADC - Asociacion por los Derechos Civiles](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=41) | **Text provided in comment box:****​**We suggest considering the perspective of the smart and sustainable cities (SSC) since it is an innovative approach to work around the intricacies regarding the growth of urban population. SSC proposes urban planning and management focusing on the citizen, in this matter thinking around the use of emerging technologies should mean merged this technologies with traditional infrastructure ICTs. Regarding the activities of children and adolescents in the digital environment, our contribution is to focus on a different way of understanding connection time. One of the challenges we have in Argentina is the quality and extension of internet connectivity, not only on mobiles devices but also on residential connections. Internet coverage in Argentina is one of the larger on Latin America, it’s the fourth country in the region.. In the last three years residential connections have been duplicated, on January of 2019 there were 38.493.045 connections. The development on digital economy has prompt the creation of companies whose business model is based on personal data exploitation. This transformation of the production model led to change the paradigm on which commodities are not natural resources, instead there are personal aspect of the citizens. ADC suggests continuing and deepening the work for the incorporation of more women in ICT-related jobs as well as considering a broad perspective on women's access to ICT. |
|  | January 20, 2020 | [Ministry of Industry and Trade](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=42) | **SUMMARY (provided over email):**The Czech Republic welcomes the opportunity to comment on issues related to the impact of emerging telecommunications services on the Internet and sustainable development. Given the dynamic development of the industry we consider this issue very substantive.We believe that it is necessary to share good practice examples of these technologies, solutions and respective activities, and to create a favourable environment through non-regulatory tools. It is important to work with the challenges including privacy and data protection while balancing them with preventing (cyber)crime of various kinds. This is how the humans can benefit from new technologies, how the divides can be bridged. Mainly we should bear in mind necessary activities in education heading to safe use of new technologies and roll-out of modern companies, including SMEs/start-ups, in the up-to-date digital economy environment. It is why we emphasize also good practice sharing among countries, which may lead to harnessing the best in the whole ecosystem of modern ICTs.*COMMENT:**A stakeholder expressed their agreement with the following statement of the contribution: “We believe that privacy and data protection, cybersecurity and prevention of abuse are the main challenges associated with the development of emerging telecommunications services….it is necessary to ensure adequate connectivity, while not forgetting the different types of digital divide, so as not to widen existing inequalities.”* |
|  | January 21, 2020 | [RIPE NCC](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=43) | **SUMMARY (provided in submitted document)**In the context of supporting the use of new and emerging telecommunications/ICTs for ongoing and sustainable development, ITU members must prioritise strategies to ensure that the underlying telecommunications infrastructure – which to a large extent is the Internet – is itself sustainable and can facilitate the evolution of these new technologies for the benefit and inclusion of all people. Identifying, developing and prioritising public policy strategies to foster the rapid adoption of IPv6 would represent one of the most important contributions that ITU Member States and Sector Members could make in this effort.*COMMENT:**A stakeholder expressed their agreement with the following statement of the contribution and noted that, at an international level, there is a role for ITU in this respect: “there is an important role for governments and regulators to stimulate [certain aspects of IPv6 deployment”* |
|  | January 21, 2020 | [GSMA](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=44) | **Text provided in comment box:****​**GSMA response to consultation on International internet-related public policy issues on harnessing new and emerging telecommunications/ICTs for sustainable development Mobile networks are at the heart of the digital transformation, as the primary channel over which people communicate and access online applications and the internet. The mobile industry itself is now going through a transformation as it looks to a future that will be opened up by 5G mobile networks. Governments have embraced the vision of 5G as the catalyst for economic growth and beneficial services. However, significant new investment will be needed to fund equipment costs as well as spectrum access licences and regulatory costs and a reset of traditional policy and regulation will be required to drive adoption and growth. A holistic policy framework that reflects the changing digital landscape while reducing costs and barriers to network deployment will deliver the best outcomes for society and the economy, including achievement of the UN’s 2030 Agenda for Sustainable Development.*COMMENT:**A stakeholder expressed their agreement with the contributor that the CWG-Internet should be open to Sector Members.* |
|  | January 22, 2020 | [Access Now](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=45) | **Text provided in comment box:**In this submission, Access Now raises four main points to address the CWG-Internet’s questions on harnessing new and emerging telecommunications/ICTs. First, expanding access to the internet and new and emerging telecommunications/ICTs is critical, as these tools are essential for meaningful participation in the information society. Yet, access to ICTs is more than a question about connectivity and coverage areas. Public policies regarding access to the internet and new and emerging telecommunications/ICTs must also consider the type and quality of internet accessible, and by whom. Specifically, institutions from governments to the private sector must foster a rights-respecting internet underpinned by the principles of openness, security, and neutrality, in addition to legislation, policies, and infrastructure aimed to maintain a resilient and inclusive internet ecosystem. This online open consultation is timely presented in 2020, the UN Sustainable Development Goal 9.C. target year calling for universal and affordable internet access in least developed countries. Through our #KeepItOn campaign, which tracks the impact of internet shutdowns worldwide, Access Now and more than 200 partners in over 60 countries monitor the human rights and economic impacts of intentional disruptions of access to networks, applications, and services. As we enter into 2020, data collected from our #KeepItOn campaign indicates that the number of internet shutdowns has dramatically increased around the world. Second, violations of privacy and data protection, compounded with increased use of malware and the exploitation of vulnerabilities to facilitate the surveillance of individuals and networks globally, pose unique and direct threats, not only on the integrity of new and emerging telecommunications/ICTs, but also for the social well-being of rights-holders communicating online or making use of new technologies in their daily lives. Third, we cannot achieve the Sustainable Development Goals without universal access to a free, open and secure internet. At the same time, we need to better understand the role technology plays in maintaining systems of exclusion, oppression, and marginalization. Digital inclusion must serve as a vehicle to ensure that all individuals, groups and communities have access to and skills to use ICTs irrespective of one’s intersecting identity. Finally, in the context of a global climate crisis, now more than ever, it is imperative to put the climate crisis on the agenda, particularly regarding sustainable development and the environmental impact of new and emerging telecommunications/ICTs. As the organizer of RightsCon, the world’s leading summit on human rights in the digital age, we are engaging in efforts to address environmental concerns within the intersection of tech and human rights.*COMMENT:**A stakeholder expressed their agreement with the analysis set out in this contribution and associated proposals.* |
|  | January 22, 2020 | [Intel Corporation](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=46) | **Text provided in comment box:**Intel’s mission is to utilize the power of Moore's Law to bring smart, connected devices to every person on earth. Intel powers the cloud and billions of smart, connected computing devices. We believe technology must constantly evolve to make more things possible and all things easier, smarter, and more connected than ever before. Especially 5G, IoT, AI will play a very important role for a smart connected world and sustainable development. Countries need to develop sound policies/regulations and national/regional plans for the digital transformation and benefit from this economic and social opportunity aligned with SDGs. Political support at top level (presidency, prime ministry) is also a an essential requirement for the success of digital transformation and implementation of new technologies. Intel supports market-based broadband policies to make affordable, high-quality broadband widespread, where necessary, using targeted, and competitively-neutral subsidies. Intel is encouraging countries to implement national digital/broadband plans (including new emerging technologies), adopt broadband subsidy ("universal service") programs to promote deployment and use of broadband, and reduce taxes impeding PC devices and broadband adoption. Spectrum suitable for 5G use should be cleared and flexibly licensed to allow carriers to change services, technologies, and business plans freely. Current- and next-generation Wi-Fi should be fostered by making additional internationally harmonized spectrum bands available on an unlicensed basis, thereby enabling wide-channel, video-rich experiences on devices. Intel has a long-standing commitment to corporate responsibility. We set ambitious goals and make strategic investments to drive improvements in environmental sustainability, supply chain responsibility, diversity and inclusion, and social impact. We’re constantly innovating to deepen the impact of our corporate responsibility efforts and exploring new ways to apply our technology to address global challenges. Details of Intel’s Corporate Social Responsibility can be seen at; https://www.intel.com/content/www/us/en/corporate-responsibility/corporate-responsibility.html |
|  | January 22, 2020 | [International Chamber of Commerce - Business Action to Support the Information Society (ICC BASIS)](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=47) | **Text provided in comment box:****​**Speaking on behalf of businesses from all sectors and sizes in every part of the world, the International Chamber of Commerce (ICC) Business Action to Support the Information Society (BASIS) is of the view that information and communication technologies (ICT) and the Internet are enablers to growth, development and inclusion. They empower citizens, support the spread of knowledge, facilitate communication and participation and allow for continuous innovation and emerging technologies. The Sustainable Development Goals recognise the Internet and connected ICTs as critical enablers for economic and social progress. To achieve these goals, it is crucial that the future of the Internet be shaped through an open, inclusive and truly multistakeholder process. When looking at the societal and developmental impact of both existing and emerging ICTs and the Internet, stakeholders must work collectively and collaboratively to promote the use of technology to address pressing developing country needs and to further their benefits, while respecting local social and cultural norms. Policymakers can benefit from close cooperation with business and other stakeholders to ensure that the legal, policy and regulatory approaches implemented will maximize the Internet’s developmental opportunities. ICC would like to take this opportunity to share global business perspectives on the topics addressed in this consultation. |
|  | January 22, 2020 | [SOLINTEL](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=48) | **Text provided in comment box:****​**The rise of the internet provides optimization in the supply of goods and services and the emergence of new businesses, being a promise of growth in the digital economy. In this contribution, we present comments on the new business opportunities that the use of the internet brings to the digital economy. On the other hand, challenges were pointed out for a new economy, among them the lack of regulation of the safe use of the internet and social inequalities. |
|  | January 22, 2020 | [U.S. Council for International Business](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=49) | **Text provided in comment box:**The U.S. Council for International Business (USCIB) is pleased to participate in this Open Consultation. We are a U.S.-based business association composed of leading U.S. multinational companies, law firms and trade associations from every sector of the U.S. economy. Importantly, USCIB members include a cross-section of the leading global companies in the information and communications technology (ICT) sector as well as a diverse array of leading users of ICT technologies. All of these companies have actively influenced the development of important digital work in the United Nations and its specialized agencies through USCIB’s affiliation with the International Chamber of Commerce (ICC). For at least the past four years, we have worked with the ICC to develop policy papers and statements to inform the work of the UN about the tremendous potential of emerging ICT technologies to help realize economic and social prosperity. Although access to and deployment of ICTs are cited as specific targets in only four of the SDGs (4, 5, 9, 17), we assert that since the digital economy essentially is the economy, ICTs play a role in realizing virtually all of the SDGs. Fully realizing the extraordinary potential of ICTs in the development space, however, requires a holistic approach involving several, inter-related elements to create a seamless, ICT ecosystem. Simply building infrastructure is not enough. Rather, one must create a broadly conceived enabling environment composed of various components, which interacting together, foster the development and dissemination of emerging technologies for sustainable economic development. These components include: • A foundation composed of infrastructure, applications and services, and user engagement; • A layer composed of policy issues – economic, technical, social/cultural, governance – that raise through the use and development of emerging ICTs; and • The participation of relevant stakeholders from business, government, civil society and the technical community to provide expertise that informs the policy layer. We commend to you ICT, Policy and Sustainable Economic Development (https://iccwbo.org/content/uploads/sites/3/2017/06/icc-ict-policy-and-sustainable-economic-development-2017.pdf) prepared by the ICC Commission on the Digital Economy with active contributions from USCIB members. This policy paper delves into the components needed to leverage ICTs for sustainable development. We urge the ITU to use this document as a reference since underlying elements of the framework – i.e., everything from infrastructure and spectrum allocation, to data protection and cross border data flows, to digital skill development and access – will continue be necessary to effectively harness the benefits of Artificial Intelligence and other emerging technologies going forward. USCIB also endorses comments submitted by ICC BASIS as part of this public consultation. We note that they draw upon insights gained in developing the above-referenced ICC policy paper as well as reflect updates contributed by USCIB and other ICC members to address the ITU’s specific questions.*COMMENT:**A stakeholder urged the ITU not to use as a reference the document* [*ICT, Policy and Sustainable Economic Development*](https://iccwbo.org/content/uploads/sites/3/2017/06/icc-ict-policy-and-sustainable-economic-development-2017.pdf)*, prepared by the ICC Commission on the Digital Economy, stating that this document promotes the same neo-liberal, pro big business, policies that have failed to deliver the promised benefits. It would not be appropriate to adopt its recommendations.* |
|  | January 22, 2020 | [Common Fund for Commodities](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=50) | **SUMMARY (provided over email)****​**The fourth industrial revolution provides new opportunities to tackle development challenges but the disruptive impact of technological change combined with the structural vulnerabilities of commodity dependent developing countries (CDDCs) may also result in the emergence of a new technological divide. Unmitigated vulnerabilities of CDDCs could further constrain their competitiveness and affect their rising aspirations towards sustainable development.The emergence of every new technology in the past created both winners and losers. Unemployment, loss of sources of income, economic migration and other major social changes have been routinely witnessed in every industrial revolution. The fourth industrial revolution will likely not be an exception. Concerns include the possibility of increasing inequality, social challenges resulting from the global expansion of new technological models. **An important feature of CDDCs is their reliance on commodity markets, which are global highly competitive and volatile. Innovation in one location will affect the vulnerable people in CDDCs around the globe resulting in loss of competitiveness and pressure on sources of income.** Disruptive technologies already identified in commodity value chains include: Satellite and unmanned aerial vehicle (UAV) imagery; Global navigation satellite systems (GNSS); Unmanned aerial vehicle (UAV) transportation (drone-driven logistics); Internet of things (IoT); Weather modelling; Smart irrigation systems; AI driven gene editing; Blockchain and traceability; Artificial intelligence (AI) and machine learning.Challenges facing CDDCS in adoption of new technologies include:Internet connectivityAccess to finance Technological capabilitiesThe technological divide and inequalityThere are a number of factors that create, exacerbate and otherwise expose the vulnerabilities of CDDCs, and mitigation appropriate activities have to be specific, time-bound and formulated with clear and measurable objectives which can be translated into SDGs. Project interventions, financed with impact finance resources are a tool which can be deployed to promote equitable benefits from the adoption of new technologies for all. The CFC in its niche as impact financier stands by to connect people, ideas, technologies, commodity markets and financial resources through project interventions.*COMMENT:**A stakeholder expressed their agreement with the proposals set forth in the last section of this contribution (THE WAY FORWARD (QUESTION 3 AND 4).* |
|  | January 22, 2020 | [Greek National Tourism Organisation](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=51) | **Text provided in comment box:****​**Οur contribution approaches the emerging telecommunications/ICTs impact on sustainable development and digital economy, from our area of expertise and one of the most dynamic sectors worlwide: tourism. Over the last 3-4 decades, ICTs in tourism have evolved from the opportunities provided by (the novel back to the nineties) websites and emails to the vast potential of big data, internet of things and mobile apps, among others, nowadays. However, tourism, the new and emerging telecommunications/ICTs and sustainable development constitute an interconnected triangle that requires proper planning and comprehension of the risks and challenges, apart from the opportunities. |
|  | January 22, 2020 | [Telecommunications Authority Suriname](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=52) | **SUMMARY (provided in submitted document)**New and emerging telecommunication/ICTs can help reduced the emission of CO2 as the adoption of IoT and fleet management software help increase the efficiency of delivery services. The opportunities for adoption and growth of new and emerging technologies are mainly the ability to reduce the cost of connectivity, making access more affordable and to promote/stimulate the development and usage of applications within the area of IoT, Big Data, e-learning, e-health etc. These developments will lead to new business models of which many companies, governments and individuals can benefit from.Too much regulation can stifle the adoption and use of new and emerging technologies. Regulation should support innovation. Incubator for innovation are adapting new and emerging technologies that help them to capitalized in a much faster pace. In developing countries with huge hinterland and disperse small concentration of indigenous communities, the main challenges are the lack of telecom infrastructure, which are required for narrowing the gap in digital knowledge and education of the community.New and emerging technologies can support the economy, however government should focus on fintech and set up incentives to attract venture capital and adhere to best practices for developing startup communities. This will attract scholars and foreign capital in the support of the economy. Nations cannot afford to let its economy be dependent on natural resources. |
|  | January 22, 2020 | [Intervozes - Brazil](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=53) | **SUMMARY (provided over email)**Intervozes is a Brazilian organization that understands communication as a human right. In this sense, it understands that public policies must always be premised on the right to human respect and guarantee access to services considered essential to the greatest possible number of people. Thus, our contribution is based on the assumption that new information and communication technologies must be accessible to those who do not have it.At the same time, as the telecommunications market has historically prevailed a logic of privileging markets with the capacity to consume its services, it is necessary that the State develop public policies for access to new telecommunications services, respecting human rights such as freedom of expression, privacy and non-vigilant policies. This points to public policies that guarantee access to the telecommunications infrastructure is available in areas that are also not economically viable. We also point out that it is necessary to guarantee respect for the principles that helped to build the internet in the way we know it, such as net neutrality, and to promote the teaching of skills that allow the necessary knowledge to make full use of all the benefits that internet provides.*COMMENT:**A stakeholder expressed their support for the recommendations in this contribution.* |
|  | January 22, 2020 | [INDOTEL](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=55) | **SUMMARY (provided over email):**This questionnaire answered the questions ITU Working Group of the Council on international public policy issues related to the Internet (CWG-Internet). In the contribution we explain what are the opportunities and challenges for the adoption and growth of the new and emerging telecommunications / ICT and internet since it is important to understand that for implementation of the 5th generation networks, we must optimize the use of our radio spectrum, also How can governments and other stakeholders take advantage of the benefits of new and emerging telecommunications / ICTs and best practices to promote human skills, institutional capacity, innovation and investment for new and emerging telecommunications / ICTs, and as country We are increasingly aware that, with the democratization of the new communication technologies (ICT), our day to day and the way we do our work or interact with others, In both the private and public sectors, we must initiate processes to direct the progress of digitization for the benefit of our societies. In the particular case of Dominican Republic, from Indotel, we are actively supporting the Digital Republic program,  It is a program of the current government that has several axes: education, access, productivity and employment, digital government, cybersecurity and social inclusion. |
|  | January 22, 2020 | [Global Partners Digital](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=56) | **Text provided in comment box:****​**Building upon the internet, new and emerging telecommunications/ICTs provide significant opportunities in a range of development-related areas. Greater access to the internet and new and emerging telecommunications/ICTs is critical, however access in and of itself is insufficient, and two further considerations must be borne in mind: ensuring a free, open, secure and human rights-respecting cyberspace (which requires equitable infrastructural development and human rights-respecting legal, regulatory and policy frameworks) and open, inclusive and transparent policy-making processes. In considering these dynamics, we provide a series of recommendations on how to help achieve the full potential benefit of greater access to the internet and new and emerging telecommunications/ICTs to sustainable development: investment in infrastructure should be equitable; increasing access should not simply be a numbers game, but take into consideration the need to leave no one behind; there should be a focus on better spectrum management; digital education should be supported and increased; cyberspace must be a human rights-respecting environment so as to ensure the trust of users; and relevant policymaking processes must be open, inclusive and transparent. We conclude with an examination of some of the challenges in the current social, political and economic environment facing states in facilitating greater access to the internet and new and emerging telecommunications/ICTs whilst ensuring sustainable development. We also look at how governments and other stakeholders can harness the benefits of new and emerging telecommunications/ICTs? This section sets out some of the potential opportunities offered by the clear, internationally agreed-upon frameworks and processes relating to sustainable development and the internet and new and emerging telecommunications/ICTs. It also highlights the importance of states engaging in, and supporting, the many existing processes and forums looking at new and emerging telecommunications/ICTs*COMMENT**A stakeholder expressed their agreement with the analysis and the associated proposals set out in this contribution, noting that the contribution states: “All relevant governance and policymaking forums, whether national, regional or global, should be underpinned by an open, inclusive and transparent approach.” The stakeholder invited Global Digital Partners to join the civil society coalition that objects to discussing digital economy matters in the WTO and in free trade agreements.* |
|  | January 22, 2020 | [BT](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=57) | **SUMMARY (provided over email):**ICT products and services are essential to advancing sustainability. Telecommunications/ICTs can help the rest of society lower emissions with the potential to enable a 20% reduction of global CO2 emissions by 2030.1 As new and emerging telecommunications/ICTs are rolled out, we also need to ensure that competition remains a key consideration. Competitive telecoms network access regimes in all major markets are essential. Crucially, competition drives innovation as well. New technologies can bring new security challenges and create unintended consequences, for example in AI and ML. We need to focus on the responsible use of AI and innovation. It will also be important to continue building in security protections for the future around emerging ICTs, just as we do with today’s technology. Another challenge will be ensuring that the development of new and emerging telecommunications/ICTs is aligned with global standardization - not regionally fragmented. Governments should continue working closely with all parts of the ICT industry to ensure cooperation and a common approach. Continuing coordination activities between governments, industry and all stakeholders is vital. We support the multistakeholder approach to internet governance as an inclusive, accountable, effective model that ensures the security and sustainability of the internet and enables innovation. The ITU, and other internet governance bodies, have a role to play, within their remit and responsibilities. It’s important that such bodies cooperate in open and transparent discussions, have clear processes which are consistently applied, and avoid duplication of effort and activity. Digital technology is transforming every element of the way we live. In a world where life and work increasingly depend on technology, digital skills can be the difference between getting ahead, or being left behind. The best ideas know no boundaries. BT takes a global approach to innovation and to exploring the possibilities that technology can bring. |
|  | January 22, 2020 | [Rwanda Utilities Regulatory Authority](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=58) | **Text provided in comment box:**Rwanda considers data as a new economic resource for creating and capturing value. Control over data is strategically important to be able to transform them into digital intelligence. In virtually every value chain, the ability to collect, store, analyze and transform data brings added power and competitive advantages. Digital data are core to all fast-emerging digital technologies, such as data analytics, AI, blockchain, IoT, cloud computing and all Internet-based services. Obviously, data-centric business models are being adopted not only by digital platforms, but also, increasingly, by lead companies across various sectors. The implications of digital disruptions for the creation and capture of value in developing countries are becoming increasingly important to understand. This involves shifting the focus beyond issues related to access and use of ICTs to the production side, to enable the overall impacts on structural change, growth and development. Therefore, the Government of Rwanda recommends the following:1.0. To encourage private sector for financing in 5G Implementation; to foster the public private partnership in order to implement 5G; and to review the National Table of frequency allocation to accommodate the new and emerging telecommunications like 5G where necessary. 2.0. To develop a 5G action plan (implementation) including a spectrum roadmap, call for studies on 5G use cases/applications relevant to Members States and to review/update their national ICT policy, broadband plan/strategy, and/or digital economy strategy to incorporate the needs for new technological development i.e. 5G. 3.0. A continental and regional organizations to develop a regional/continental Digital Strategy and a Regional broadband infrastructure strategy/action plan; and a regional/continental 5G-action plan. 4.0. The national development strategies need to include the objective of digital upgrading (value addition) in data value chains, to enhance domestic capacities to move from treating data as a raw material to processing digital data and using AI and developing ethical guidelines on Artificial Intelligence to ensure data privacy and accuracy of result provided by AI systems. 5.0. The development of emerging telecommunication/ICT technology policy and strategy and the establishment of the relevant institutions related to emerging telecommunication technology. 6.0. The harmonization of data protection and cyber security policies and laws in order to foster the cross-border flow of data respecting the data subject and the ratification of regional convention on data protection and cyber security. 7.0. A business model where Communications Services Providers (CSPs) collaboratively build infrastructure with OTTs as a service. Under this model, CSPs and OTTs form strategic partnerships to share resources and infrastructure in order to reduce the cost of deployment. This can create low CAPEX potential for CSPs who are now able to offer relatively cheaper services or affordable data to customers. CSPs should also consider developing mobile applications that are built around the freemium business model. 8.0. Through international mechanisms, to break the vicious circle to find alternative configurations of the digital economy that could lead to more balanced results and a fairer distribution of the gains from data and digital intelligence and digital platforms and involving developing-country involvement in global tax debates. 9.0. Defining at the international level market access commitments for some types of data, allowing free flow of data while maintaining greater regulatory space for other types of data.10.0. To encouraging commercial banks and other capital development mechanisms to develop tailored lending practices and products better adapted to the needs of digital entrepreneurs. Special efforts may also be needed to train MSMEs in developing bankable business plans that meet the requirements of commercial banks.*COMMENT:**A stakeholder highlight the following recommendation set out in this contribution and endorsed it: “3.8 Rwanda recommends, through international mechanisms, to break the vicious circle to find alternative configurations of the digital economy that could lead to more balanced results and a fairer distribution of the gains from data and digital intelligence and digital platforms and involving developing-country involvement in global tax debates.”* |
|  | January 22, 2020 | [Telecommunications Authority of Trinidad and Tobago](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=59) | **SUMMARY (provided in submitted document):**The opportunities created by emerging telecommunications/ICTs and internet are tremendous, including the opportunity for growing the local economy whether it be in the manufacturing industry, tourism sector or arts and entertainment arena, just to name a few. However, a major challenge is ensuring that the right infrastructures and frameworks are put in place in order to harness the benefits of new and emerging ICTs. It is essential that best practices are put in place to ensure that citizens are equipped to take advantage of the many opportunities as well as avoid the risks posed. This is critical to ensuring that the necessary trust in the online environment is not only created but maintained for the sake of future growth and development of the digital economy. This can be accomplished by ensuring an enabling environment that supports investment as well as targeted activities for the training and development of persons in the ICT sector. |
|  | January 22, 2020 | [SECRETARIA DE COMUNICACIONES Y TRANSPORTES](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=60) | **SUMMARY (provided over email):**To effectively bridge the digital divide, it is necessary to connect the unconnected and grant them access to all telecommunications/ICT networks have to offer (digital transformation). Emerging telecommunications/ICTs have created new challenges: Governments, civil society, the academia, scientific community and private sector must work together to find new solutions. Particularly, governments face the challenge of implementing policies and strategies to promote the adoption of telecommunications/ICTs among marginalized groups, as of to engage them in the digital transformation of the country and fight inequality.Countries often face scarcity of resources to address their most pressing issues, leaving few to promote digital innovation, and have few spaces in which multiple parties can discuss and have a say in digital public policy. To face these problems and accelerate the Fourth Industrial Revolution in the country, at the Ministry of Communications and Transport of Mexico, we have been working towards the implementation of an Observatory of Digital Technologies and Public Policy Trends. To foster human skills in technology-related fields, a successful model that has been promoted by the Mexican is the one about the Digital Inclusion Centers (CIDs, by their acronym in Spanish). The CIDs form a network of 32 community training and digital education centers, located one in each of the states that compose Mexico. They target marginalized and highly marginalized areas with high violence rates. To date, over 800 thousand users have registered. |
|  | January 22, 2020 | [UPU](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=63) | **SUMMARY (provided over email):**This new digital era has tremendous implications for national infrastructures such as Postal networks. Digital transformation of these infrastructures can be transformative for society. Digital inclusion to enable everyone to access digital services, products and networks can have marked economic, social and health benefits as is noted in the SDG. However, it is not simply about technology and ICTs – its also about enhancing analogue complements in a holistic manner, as was pointed out in the WorldBank Digital Dividends development report. In various countries, the postal physical network located in most villages and towns of the world married with ICT, has contributed to ensure that no-one-is-left-behind in inclusive and sustainable development. Just like the internet this local network is connected to global networks to help connect SMEs into global value chains.The Post has a number of significant assets that offer the potential of delivering digital inclusion services to meet local needs successfully.Our contribution highlights a number of case studies addressing different areas where Posts are contributing in key areas of the SDGs:I. Infrastructure dividesII. A gender divideIII. Digital literacyThe UPU has been following the impact of new technologies and published a report in 2019, UPU Digital Economy and Digital Postal Services report shows significant growth in postal digital services delivery in the areas of e-commerce, e-health and e-administration between 2012 and 2017. The report highlights the contribution of digitally transformed postal services to SDG targets.Looking to the future, the postal sector members are aware that several new technological trends to affect societies, and for which they are actively working. These are mainly:- Big data, data analytics and cloud computing technologies;- Cyberattacks, cybersecurity standards and technologies;- New payment technologies such as mobile wallets;- Sensors applied to the postal infrastructure (postal vehicles, mailboxes) – the Internet of Things (IoT);- BlockchainThese technologies will affect all stakeholders such as governments, private sector and civil society in tackling the development challenge.This new digital era will require changes to existing legal and regulatory frameworks, and has tremendous implications for the transformation of Posts.As has been mentioned by previous speakers, it is recommended that governments exploit the potential of ICTs through coherent public-sector-wide policies closely aligned with the broader national policies aimed at delivering the SDGs. Being successful requires a whole-of-government approach across ministries and agencies and between levels, as well as partnerships with non-government actors. |
|  | January 22, 2020 | [APC](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=64) | **SUMMARY (provided in submitted document):**In an increasingly interconnected world, it is easy to forget that many people, especially those living in the rural areas of low-income economies, lack basic internet connectivity. We encourage the ITU to continue to focus on its core mandate of “connecting all the world’s people”. Within this context, ITU’s expertise could help to explore new and emerging technologies to improve connectivity.New and emerging technologies and the institutional strategies around them need to be promoted and resourced to address, firstly, digital inclusion, so everyone, and not a privileged few, can benefit from other new emerging technologies, such as virtual reality, the internet of things, augmented reality and blockchain.Commitments for meaningful internet access and digital inclusion need to be reinforced before the benefits of new and emerging technologies can be fully realised. To achieve this, innovative complementary solutions to existing national mobile broadband strategies, such as community networks, should be prioritised. The social and cultural barriers that contribute to the gender digital divide should be also addressed, as well as access disparities among other people and groups to ensure that “no one is left behind”.The Association for Progressive Communications (APC) welcomes this opportunity to contribute to the work of the ITU Council Working Group-Internet (CWG-I). APC is an international network of civil society organisations dedicated to empowering and supporting people working for peace, human rights, development and protection of the environment, through the strategic use of information and communication technologies (ICTs). |
|  | January 23, 2020 | [NCIS](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=61) | **SUMMARY (provided in submitted document):**New and emerging telecommunications/ICTs are rapidly transforming society, simultaneously allowing for unprecedented advances in the human condition and giving rise to profound new challenges. Growing opportunities created by the application of digital technologies are paralleled by stark abuses and unintended consequences. Digital dividends coexist with digital divides. And, as technological change has accelerated, the mechanisms for cooperation and governance of this landscape have failed to keep pace. Divergent approaches and ad hoc responses threaten to fragment the interconnectedness that defines the digital age, leading to competing standards and approaches, lessening trust and discouraging cooperation. |
|  | January 28, 2020 | [Instituto Bem Estar Brasil - IBEBrasil](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=66) | **Text provided in comment box:**With more than 4 billion of people disconnected in the world, it is fundamental that the public policies works not only promoting economic policies to improve the market of the sector as the only possible solution to connect the unconnected. It’s important that the State assume your hole in the telecommunications as a conductor to universalize the internet access as a human right, promoting and stimulating also public policies in a social manner, as smart/digital cities, shared IXPs and backhaul, community networks for example. In this context, in a complementary way, it’s possible to create policies to capacity building and education about how to use and understand the functionality of the ICTs in the schools and other educational spaces.A shared infrastructure is imperative to reduce the costs not only in equipment, but also, about the traffic that the public policies and other relevant digital services will consume in the near future, than, the State needs to change the regulatory environment to create a safe and sustainable scenario for all the players in telecom, not only the market, but the other instances of the government and social initiatives that will work with ICTs to include all the people in the information society*Comment:* *A stakeholder expressed their agreement with the analysis and the associated proposals set out in this contribution.* |
|  | January 30, 2020 | [Department of Telecommunications, Ministry of Communications, Government of India](https://www.itu.int/en/council/cwg-internet/Pages/display-oct2019.aspx?ListItemID=67) | **SUMMARY (provided in submitted document):**1. Considering the continuous evolution of new services, technologies cutting across industry verticals and social-security-economic spheres, there is a continuous need to work on new areas of challenges including security threats, privacy and international policy frameworks as “internet of everything” is clear on horizon, as societies transcend from information societies to knowledge societies with their degree of dependency on digital infrastructure rising day by day.
2. Making technologies available for countries through technology transfer on mutually agreeable terms as envisaged in the Addis Ababa Action Agenda, WSIS High level review WTDC outcome document is an important enabling factor considering uneven innovative capacity, connectivity and access to technology, including information and communications technology, within and between countries.
3. Building trust and confidence in the ICT users is critical and ITU with its mandate is encouraged to facilitate successful outcomes with collaboration among stakeholders and other relevant international organizations.

Indian administration takes this opportunity to extend its continuous support and partnership while sincerely appreciating the ongoing efforts from ITU and its Membership. |

1. [1] <https://www.kaspersky.com/transparency-center> [↑](#footnote-ref-1)