COMMISSION ON SCIENCE AND TECHNOLOGY FOR DEVELOPMENT (CSTD)

Eighteenth Session
Geneva, 9 to 13 May 2016

Submissions from entities in the United Nations system and elsewhere on their efforts in 2015 to implement the outcome of the WSIS

Submission by

International Chamber of Commerce

Business Action to Support the Information Society (ICC-Basis)

This submission was prepared as an input to the report of the UN Secretary-General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" (to the 18th session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

Business initiatives and investments

Enabling sustainable development through information communication technology (ICT) and striving to reach the World Summit on the Information Society (WSIS) action lines

Business provides affordable, science-based solutions and technologies to reduce poverty

1 NO POVERTY

C1: The role of governments and all stakeholders in the promotion of ICTs for development

C2: Information and communication infrastructure: an essential foundation for the Information Society

C3: Access to information knowledge

C4: Capacity building

C5: Building confidence and security in the use of ICTs

C7: ICT Applications

C10: Ethical dimensions of the Information Society

Millennium Villages Project As lead telecom partner in the Millennium Villages Project (MVP), a project of the Earth Institute at Columbia University and Millennium Promise, Ericsson began a long-term commitment to demonstrate that connectivity could play a decisive role in fighting poverty in Africa. The MVP is a community-led initiative intended to address the UN Millennium Development Goals (MDGs) in Africa, village by village. By providing affordable, science-based solutions and technologies, the project has improved access to health and education and boosting livelihoods, among other benefits. Ericsson committed to help achieve the MDGs by promoting affordable access to telecommunications. Ericsson is also actively involved in the global discussions on broadband's enabling role to meet sustainable development goals[1].

For more information click [here](#)

Business initiatives and investments supply life-changing agriculture services

2 ZERO HUNGER

C3: Access to information knowledge

C4: Capacity building

C6: Enabling environment

C7: ICT Applications: e-agriculture,e-health,e-business

C8: Cultural diversity and identity, linguistic diversity and local content

C10: Ethical dimensions of the Information Society

mAgri Challenge Fund The GSMA mAgri Challenge Fund launched in February 2014, aims to reach 2 million users with life-changing mobile agriculture services. The primary focus of the Fund is on information and advisory services for farmers that can improve farm productivity, income as well as the nutritional status of the household (Agri VAS).Mobile agriculture information services could include (but are not limited to): weather and climate advice, market information, agronomy advice for livestock, crops and fisheries, advice on post-harvest and processing practices, guidance on certification and standards of agricultural production, information and advice on inputs, pests and disease management. All information services must

---

[1] http://www.ericsson.com/thecompany/sustainability-corporateresponsibility/communication-for-all/millennium-villages

include a nutrition sensitive agriculture component. In addition information services might include advice and training on financial literacy, which is highly recommended in cases where information services are a supporting component for an agriculture-tailored mobile financial service (Agri MFS).The Fund seeks to support innovative mobile financial solutions for smallholders that can increase the efficiency of agriculture-related transactions, increase farmers' access to saving opportunities as well as increasing access to derivative financial products such as insurance, credit and farm equipment lease[2].

For more information click here

Business delivers health-improving products directly to those who need them

3 GOOD HEALTH AND WELL-BEING

C1: The role of governments and all stakeholders in the promotion of ICTs for development

C3: Access to information knowledge

C4: Capacity building

C7: ICT Applications: E-health

C10: Ethical dimensions of the Information Society

**Living Goods** Cisco's support helps Living Goods deliver health-improving products directly to those who need them, while giving the agents who sell them opportunities to earn an income and become financially self-sufficient. Cisco's support for Living Goods began in 2012, when they provided a cash grant investment to help develop a mobile technology platform that is now the cornerstone of its program. The tool has improved marketing and sales efforts, client follow-up, and workforce management. Agents use SMS to register every pregnant women and newborn child in the community. Follow-up text messages promote healthy pregnancies, safe deliveries, and newborn care. Agents can remind customers to administer follow-up rounds of malaria, diarrhea, or respiratory infection medications. Agents message customers directly about product and health tips and upcoming sales promotions[3].

For more information click here

**True-Kare** In Moldova, Orange is rolling out True-Kare, its e-health solution for sick and/or dependent people. The core of the system is the True-Kare Phone, a handset specially-designed for the least able users, featuring large keys, a higher volume-level and GPS for locating and being located. It connects via Bluetooth to medical instruments that send out alerts to the GP or other informed persons in the event of a problem. True-Kare brings comfort to the sick and elderly and to their friends and families, for enhanced day-to-day living[4]

For more information click here

---

[2] http://www.gsma.com/mobilefordevelopment/programmes/magri/challenge-fund
[3] http://csr.cisco.com/casestudy/living-goods-partner#sthash.0ldoqOHB.dpuf
[4] http://www.orange.com/en/actus-courtes-tuiles/responsabilite/actions/Developpement/True-Kare

Business investment is improving the quality of education for all

4 QUALITY EDUCATION

C3: Access to information knowledge

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: E-learning, E-agriculture, E- employment, E- science

C8: Cultural diversity and identity, linguistic diversity and local content

C10: Ethical dimensions of the Information Society

**White House ConnectED initiative** AT&T Invest $250 million planned by 2017 to drive innovation in education, support effective local programs and create collective impact through collaboration with AT&T business units, national partners, employers and customers to ensure that more students who are at risk of dropping out graduate from high school prepared for college and a career. Additionally, as part of the White House ConnectED initiative, AT&T provide $100 million of free mobile broadband access to educational websites, applications and services, and professional development to help middle school students and their teachers over a three year period through 2016.[5]

For more information click here

**Internet Essentials program** Through their Internet Essentials program, Comcast NBC Universal has offered affordable, high-speed broadband service to 1.8 million low-income U.S. households so more families can seize the educational, employment, and communication opportunities that the Web makes possible. Comcast NBC universal is also working with local schools and nonprofits to help stoke young people's interest in science, technology, engineering, and math (STEM) — preparing them to pursue college degrees in those areas and compete for jobs in many of the fastest-growing career fields[6].

For more information click here

**Open Online Courses** Using its infrastructure, technical expertise and sales network, Orange is seeking to encourage the publishing of Massive Open Online Courses (MOOCs). This is the core concept and purpose of the Solerni platform, which was launched by the Group on 20 February 2014.This software solution, drawing inspiration from how social networks are used, has been designed for companies wishing to develop and publish MOOCS for a French-speaking audience[7].

For more information click here

---

[5] Investments 2014 http://www.about.att.com/content/dam/csr/PDFs/CSR%20Goals%202014.pdf
[6] http://corporate.comcast.com/csr2015/investing-in-the-next-generation
[7] http://www.orange.com/en/actus-courtes-tuiles/responsabilite/actions/Developpement/Mooc-Solerni

Business leads initiatives to bridge the gender gap and support women's access to and careers in ICT

5 GENDER EQUALITY

C1: The role of governments and all stakeholders in the promotion of ICTs for development

C3: Access to information knowledge

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: e-agriculture, e-business, e-health

C9: Media

Girls Who Code AT&T has supported Supporting Girls Who Code, a national nonprofit working to close the gender gap in the technology and engineering sectors, with a $1 million contribution to expand its Summer Immersion Program and Girls Who Code clubs to additional cities across the United States[8].

For more information click here

Girls Power Tech Every April, Cisco supports Girls in ICT Day, a global event organized by the International Telecommunication Union (ITU). As part of their Girls Power Tech Global Mentoring Initiative, employees at Cisco offices worldwide spend the day with girls age 13 to 18, encouraging them to consider education and career paths in STEM (science, technology, engineering, and math.) Cisco events include office visits, tours, presentations, and mentoring. Students meet women role models and men who are advocates for women in technology, learning about their career paths and lives in the technology field. Students use Cisco TelePresence and Jabber collaboration solutions to interact with other girls across the globe and with successful women working at Cisco and elsewhere. Students learn about the Internet of things (IoT) World Forum Young Women's Innovation Challenge, an opportunity for young women aged 13-18 to submit ideas around new uses of Internet of Things and Internet of Everything technologies. In 2015, 80+ Cisco offices are participating and 3000+ girls are attending from 50+ countries. In 2014, 75 Cisco offices participated and 2331 girls attended. Cisco has pledged that 20% of its workforce will spend 20 hours a year on STEM mentoring by 2020, with an emphasis on women and girls[9].

For more information click here

She will connect Intel and its partners have developed the Intel She Will Connect program to reduce the Internet gender gap around the world through an innovative combination of digital literacy training, an online peer network and gender relevant content. The goal is to reach 5 million young women in Africa and give these women the opportunity to acquire or improve digital literacy skills and expand their understanding and use of technology[10].

For more information click here

---

[8] Investments http://www.about.att.com/content/dam/csr/PDFs/CSR%20Goals%202014.pdf 2014
[9] http://csr.cisco.com/casestudy/girls-in-ict-day#sthash.Vt05sGjU.dpuf
[10] http://www.intel.com/content/www/us/en/technology-in-education/she-will-connect-exec-summary.html

Business support is developing long last solutions for safe, clean water

6 CLEAN WATER AND SANITATION

C3: Access to information knowledge

C4: Capacity building

C7: ICT Applications: e-science

C8: Cultural diversity and identity, linguistic diversity and local content

NextDrop Next Drop leverages the recent proliferation of mobile phones in India to provide households with accurate and timely information via SMS about the intermittent supply of local main-line water in Indian secondary cities. This reduces waiting time for water and enables better planning and rationing of stored water supplies. In order to monitor and improve the operations of the water utility companies with whom it works in partnership, Nextdrop also provides a mobile reporting system for the water utility workforce and utilises customer feedback on the quality of water supply received. This provides unprecedented real-time visibility on the functioning of the system, which improves decision making towards the delivery of a better water service. The service has reached over 35,000 households, and covers 70-90% or more of the occupants of the areas it serves. With users providing feedback about the quality of service, citizens who never become a registered user of the service may benefit from overall improvements to the water supply delivered because of NextDrop's work on the utility networks[11].

For more information click here

Water For People With grant support from Cisco, Water For People uses the power of technology to develop more effective and long-lasting solutions. Water For People believes that collaboration and information sharing are key to improving water and sanitation. Its goal is to deliver safe, drinkable water to people in 30 districts in 9 countries serving 4 million people. Using smart phone and web-based technology, developed with Cisco support, Water For People monitors water investments by collecting and analyzing data from remote and difficult-to-reach field locations. The data helps increase the water delivery sector's competency, accountability, and transparency. Field Level Operations Watch (FLOW) is a mobile application that collects, manages, and analyzes data on the condition of water service distribution points[12].

For more information click here

---

[11] http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2015/06/M4D-Impact-NextDrop-2015-06-02.pdf
[12] http://csr.cisco.com/casestudy/water-for-people#sthash.aaEosMPL.dpuf

Business is championing renewable energy

7 AFFORDABLE AND CLEAN ENERGY

C3: Access to information knowledge

C5: Building confidence and security in the use of ICTs

C7: ICT Applications: e-science

Green Power for Mobile In 2008 the GSMA established the Green Power for Mobile programme with an objective to "Extend the coverage, reduce the cost and minimise the environmental impact of mobile networks by championing renewable energy". The programme, in partnership with the International Finance Corporation, supports operators to resolve these challenges by developing a body of knowledge and insight, supporting a thriving vendor ecosystem, hosting working group forums, assessing latest technologies and resolving financing challenges[13].

For more information click here

GSMA reports that operators have built approximately 43,000 renewable energy sites globally since 2008 using a range of technologies including solar, wind and fuel cells. These sites require minimal amounts of diesel to operate and therefore significantly reduce the operating costs and maintenance burden of rural cell towers. This allows operators to expand network coverage to more remote areas on a cost effective basis[14].

Mobile Energy Efficiency Optimisation (MEEO) In 2013, Cascadiant, Warid Telecom and the GSMA collaborated to perform a Mobile Energy Efficiency Optimisation (MEEO) project in Pakistan. The GSMA's MEEO service helps operators lower their energy costs and carbon footprint by trialling energy efficiency solutions on cell sites, analysing their technical and financial performance, and rolling out the most attractive solutions. The project objectives were to identify the elements consuming the greatest amount of energy in Warid's network and to trial equipment that could significantly reduce energy consumption and environmental impact, as well as improve performance cost-effectively. An initial assessment showed opportunities to reduce energy by using advanced batteries, sophisticated cooling and fuel cells[15].

For more information click here

---

[13] For more information visit www.gsma.com/gpm
[14] http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2014/11/GSMA_Digital-Inclusion-Report_Web_Singles_2.pdf
[15] http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2014/11/GSMA_Digital-Inclusion-Report_Web_Singles_2.pdf

Business investment builds a stronger ecosystem for local industries
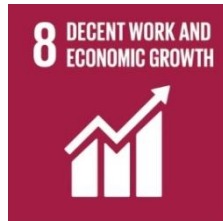
8 DECENT WORK AND ECONOMIC GROWTH

C2: Information and communication infrastructure: an essential foundation for the Information Society

C3: Access to information knowledge

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: e-employment, e-business, e-agriculture,

C8: Cultural diversity and identity, linguistic diversity and   local content

C10: Ethical dimensions of the Information Society

__Cisco's Palestinian Investment Commitment__ helped build a stronger ecosystem for a local ICT industry. From 2008 to 2012, Cisco invested US$15 million to help stimulate long-term, sustainable growth in the Palestinian ICT industry. Cisco Israel became an outsourcing customer of three firms in the Palestinian Territories, helping expand their access to global markets. Cisco staff in the region collaborated with local companies, investment firms, and government agencies to expand economic development programs and increase opportunities[16].

For more information click here

Business provides mechanisms for support to entrepreneurs and invests in infrastructure

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

C2: Information and communication infrastructure: an essential foundation for the Information Society

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: e-agriculture, e-business, e-environment

C10: Ethical dimensions of the Information Society

__Zoona__ Zoona is the leading mobile money operator in Zambia. The company's core product is a mobile-based Zoona Account. These accounts are managed by their Zoona Entrepreneurs, enabling them to process money transfers, pay suppliers, and access working capital financing.

These Zoona Entrepreneurs provide members of the public – the service's end users – with a quick and safe money transfer service, along with third-party cash-in/cash-out services. The service has reached over 600,000 end users, through a network of over 650 dedicated 'Zoona Entrepreneurs', who earn an average of $500 per month in commission per outlet.

For more information click here

---

[16] http://csr.cisco.com/casestudy/commitment-for-palestine

National Research and Education Networks (NREN) Google has provided infrastructure and non-infrastructure related support to NRENs in Africa, Latin America, Middle East and Asia Pacific. In Africa, Google spent more than US$1.2 million for bandwidth augmentation, google global caches and technical training to NRENs in countries such as Kenya, South Africa, and Ghana. In 2012, Google provided free Google Apps accounts to 70 educational institutions in Asia Pacific. At US$50 per account, this works out to more than $90 million worth of free Google apps accounts to students and teachers across the region. In June 2013, Google worked with the World Bank, Internews, and the Kenyan government to provide training on frequency spectrum management, ICT policy and regulation and spectrum mapping for senior policy-makers and regulators (deputy-minister and head of section level) from Somalia and South Sudan. In 2014, Google will work with industry groups such as the Messaging, Malware, and Mobile Anti-Abuse Working Group (MAAAWG), ISOC, USTTI and local African organizations such as NEPAD to conduct workshops for African regulators in Washington DC and Africa in 2014.

For more information click here

Orange Fab By 2020, Orange aims to be supporting 500 start-ups around the world via a range of programmes. To this end, the Group is deploying dedicated platforms such as incubators, accelerators and social innovation sites to accompany and support young companies leveraging the new technologies to develop innovative services with high social impact. Orange Fab, is a global network of start-up accelerators, to allow their creators to focus on growth and launch their services around the globe. In addition to logistics and financial support, Orange makes its expertise in the telecommunications industry and that of mentors from local technology ecosystems available to them. Le soutien aux startups. In Dakar, Orange set up CTIC, the first ICT incubator in Senegal and French-speaking Africa, which is today the yardstick in West Africa. In Niamey, in 2014, Orange Niger and its partners helped set up CIPMEN, the Niger SME Incubator Centre, the latest incubation facility supported by Orange[17].

For more information click here

Business is working to reduce inequalities

C1: The role of governments and all stakeholders in the promotion of ICTs for development

C3: Access to information knowledge

C6: Enabling environment

C7: ICT Applications: e-employment

C10: Ethical dimensions of the Information Society

Unidos programme In all countries where Orange operates, initiatives are set to comply with local regulations and facilitate the work of persons with disabilities. In Spain, for example, Orange participates in the Unidos programme, which more than 20 companies have already joined. Its aim is to help students with disabilities enter the workforce. Students spend three years discovering the business world in the facilities of one of the signatories of the programme,

---

[17] http://www.orange.com/en/Responsibility/Development/Supporting-entrepreneurship

9

which include Orange, under the guidance of an internal mentor. They then receive a six month training and a potential job offer. Poland has in turn set up the project "Yes to Health", to develop an open and friendly work environment. Awareness-raising workshops are organised, especially designed for managers with disabled employees in their teams.

In Egypt, the group cooperates with the Ebtessama Foundation in a training, rehabilitation and empowerment programme designed for young adults with disabilities. 200 mentally disabled young people have benefited from training, following which 150 of them were able to find employment[18].

For more information click here

Business is empowering cities to apply technology to address their needs

11 SUSTAINABLE CITIES AND COMMUNITIES

C2: Information and communication infrastructure: an essential foundation for the Information Society

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: E-environment

C8: Cultural diversity and identity, linguistic diversity and local content

C10: Ethical dimensions of the Information Society

Microsoft CityNext Microsoft CityNext is empowering cities to apply technology to address their needs—and turning many of today's biggest challenges into opportunities. Microsoft CityNext helps cities become healthier places to work and live. With Microsoft cloud, Big Data, mobile, and social technologies, civic leaders can provide citizen-centric services that improve access to healthcare from virtually any location at any time[19].

For more information click here

Smart Cities solutions Verizon's Smart Cities solutions enable entities, like the city of Charleston, South Carolina, to transform data from connected machines into insight that help make communities more efficient, productive, sustainable and secure. In the case of public safety, Verizon's smart cities solutions connect personnel, systems and applications across diverse organizations to help improve situational awareness and facilitate fast, effective service[20].

For more information click here

Intel Inside Increasing demand for everything from reliable energy to improved air quality and traffic flows will require innovation in our urban centers. Intel provides building blocks for IoT solutions that address these changing needs. The city of San José and Intel are working together to further the city's "Green Vision" initiative with the use of Intel technology.

---

[18] http://www.orange.com/en/actus-courtes-tuiles/responsabilite/actions/Confiance/Handicap-international-s-Actions
[19] http://www.microsoft.com/en-us/citynext/stories.aspx
[20] http://news.verizonenterprise.com/2015/05/smart-cities-internet-things-strategy/

The pilot program in San José is Intel's first smart city implementation in the United States and is intended to improve air and water quality, reduce noise pollution, and increase transportation efficiency.[21]

For more information click here

Business is promoting dematerialization of waste through smart use of technology and waste management strategies

13 CLIMATE ACTION

C3: Access to information knowledge

C4: Capacity building

C7: ICT Applications: v. e-employment, e-agriculture

C8: Cultural diversity and identity, linguistic diversity and local content

C10: Ethical dimensions of the Information Society

Take-Back program Airtel, leading mobile operator in Ghana, is working with Ericsson under their global Ecology Management Product Take-Back program to minimize the potential environmental impact associated with the disposal of decommissioned electrical equipment. As a pioneer and leader in the Ghanaian telecommunications industry, Airtel takes seriously the responsibility to limit its environmental impact.[22].

For more information click here

Business develops sustainable technological solutions to kick start climate action

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

C3: Access to information knowledge

C4: Capacity building

C7: ICT Applications: e-environnement, e-agriculture, e-science,

C10: Ethical dimensions of the Information Society

Amazon Climate Research Grant Program In 2014, Amazon Web Services announced the Amazon Climate Research Grant Program. In support of the US Government's Climate Action Plan and the White House Climate Data Initiative, AWS has committed to award a total of 50 million core hours of supercomputing using Amazon EC2 Spot Instances (with training and

---

[21] http://newsroom.intel.com/community/intel_newsroom/blog/2014/06/11/san-jose-implements-intel-technology-for-a-smarter-city
[22] http://www.ericsson.com/news/141215-ericsson-and-airtel-partner-for-responsible-e-waste-disposal-and-recycling_244099435_c

guidance from the AWS Scientific Computing team) to apply to research on better understanding and mitigating climate change23.

For more information click here

Digital Energy and Sustainability Solutions Campaign Intel is engaged in a range of climate and energy-related initiatives. For instance, Intel founded and co-chairs the Digital Energy and Sustainability Solutions Campaign (DESSC). This coalition brings together information and communications technologies (ICT) companies, non-governmental organizations (NGOs), and trade associations that advocate public policies that will promote the enabling role that ICT plays in improving our environment and driving long-term economic growth.24

For more information click here

Business investment and support is protecting life below water

14 LIFE BELOW WATER

C3: Access to information knowledge

C4: Capacity building

C7: ICT Applications: e-environment, e-science

Disney Worldwide Conservation Fund (DWCF) Disney's DWCF, a granting program focused on protecting wildlife and connecting kids and families with nature provides grants of $3.5 million in grants to benefit wildlife and habitats spanning five continents—from African lions in Tanzania and elephants in China to giant armadillos in Brazil and monk seals in Hawaii. The DWCF has now distributed more than $27 million since its inception in 1995. To date, this support has: funded efforts to conserve more than 400 species around the world, Funded projects that have protected 3,600 square miles of habitat—an area equal to nearly 60 Walt Disney World Resorts.[25]

For more information click here

---

[23] http://www.amazon.com/b?node=13786321

[24] http://www.c2es.org/business/belc/members/intel

[25] https://thewaltdisneycompany.com/content/disney-worldwide-conservation-fund-announces-2014-grant-recipients-surpasses-25-million-givi

Business investment and support is protecting life on land

C3: Access to information knowledge

C7: ICT Applications: e-environment, e-science

The Dian Fossey Gorilla Fund International The DFGFI is dedicated to the conservation of gorillas and their habitat through a multifaceted approach that includes daily monitoring, research, education, and ecosystem health services. Oracle has consistently funded DFGFI for more than 25 years, providing cash grants and in-kind donations to support the protection and study of the world's remaining population of gorillas in Rwanda and the Democratic Republic of Congo. In 2014, Oracle increased its cash grant to help the organization tackle these challenges. The grant enabled the organization to develop a custom application, replacing pencils and field notebooks with iOS devices. The application features a user-friendly GUI for fast, reliable entry of behavioral, demographic, and environmental data in the field, plus the capacity for real-time data transfer to a DFGFI database developed and hosted by Oracle[26].

For more information click here

Business is supporting programs to help those suffering from war and violence

C3: Access to information knowledge

C4: Capacity building

C6: Enabling environment

C7: ICT Applications: e-government

C9: Media

C10: Ethical dimensions of the Information Society

Harmonizer Program With the support of Ericsson the Whitaker Peace and Development Initiative (WPDI) launched the three-year Harmonizer Program in Tijuana, Mexico in 2014. Harmonizer is aimed at conflict transformation in urban settings where violence has had an impact. The program concluded its first stage with the graduation of 34 youth in leadership, ICT usage, and skill development in conflict resolution and well-being. Harmonizer is slated to expand to the state of Chiapas in Mexico in 2015. Some 35 Ericsson volunteers in Mexico are supporting the youths by teaching ICT and social media skills to help promote the program[27].

For more information click here

Through hands-on training in Uganda, as part of the Harmonizer program, throughout 2014 Ericsson has worked with the Hope North school to provide hands-on ICT training for youth

---

[26] https://www.oracle.com/corporate/citizenship/corp-giving/gorilla-fund.html
[27] http://www.ericsson.com/news/1754130

13

affected by Uganda's civil war and to help build vocational skills. The training covered use of the internet, social networks and staying safe online, as well as communication and entrepreneurial skills[28]

For more information click here

Free Wifi hotspots In Europe, as refugees have continued to make the dangerous journey from Syria and the Middle East, operators have also taken supportive action. Deutsche Telekom has focused its efforts on providing shelters for refugees equipped with free Wifi hotspots, has supported staff who wish to assist in the response at refugee centres and registration points, and is working to set up an information portal. Assessments have been conducted on Deutsche Telekom owned buildings to establish if those no longer being fully utilised by the operator can be used as temporary shelter centres for refugees. In addition the operator is also providing a number of intern positions for refugees themselves.

For more information click here

Business is collaborating with different stakeholders to address sustainable development and connectivity

C3: Access to information knowledge

C5: Building confidence and security in the use of ICTs

C6: Enabling environment

C7: ICT Applications: e-health, e-business, e-agriculture, e-science

C10: Ethical dimensions of the Information Society

C11: International and regional cooperation

WSIS+10 ICC BASIS ICC convened business during the World Summit on the Information Society (WSIS) in Geneva and Tunis and the prepatory process, and through ICC BASIS has since ensured business experience and expertise contributed to the post-WSIS activities including the Internet governance forum (IGF), the WSIS action lines forum and the CSTD among others.

For more information click here

Telecom Italia and other telephony and communications have signed a non-profit memorandum of understanding with the Civil Protection Department to activate and disseminate solidarity numbers for fundraising in support of people affected by natural disasters. Thanks to this Memorandum, when the Council of Ministers declares a natural disaster, telephone operators – when requested by the Civil Protection Department and after having evaluated the needs of the affected Regions – can make telephone numbers to be used for donations available in the shortest possible time. It will also allow communications operators to broadcast the news as quickly as possible, in a unified communication campaign with regards

---

[28] http://www.ericsson.com/news/1754130

content and graphics, making fundraising easier and more effective. Based on the amounts collected, the affected Regions will present proposals for use of the funds to a Supervisory Committee, nominated each time and composed of people with unquestioned morality and experience. The amounts collected by telephone operators will be deposited into a non-interest-bearing account opened at the Central State Treasury in the name of the Department, which will then transfer the funds to implementing bodies after authorisation by the Supervisory Committee[29]

For more information click here

The Emergency Telecommunications Cluster Ericson and GSMA are part of the Emergency Telecommunications Cluster (ETC), a global network of organizations that work together to provide common communications services in humanitarian emergencies. Timely, predictable, and effective information and communications technology (ICT) services provided by the ETC support improved:

- Response and coordination among humanitarian organizations

- Operational security environment for staff and assets

- Decision-making through timely access to critical information.

Within 48 hours of a disaster, the ETC provides vital security communications services and voice and internet connectivity to assist humanitarian workers in their life-saving operations. Within four weeks, ETC services are expanded for continued emergency relief.

For more information click here

Humanitarian Connectivity Charter Following two years of industry consultation, the GSMA launched the Humanitarian Connectivity Charter in March 2015 to support Mobile Network Operators in improving preparedness and resilience among mobile networks. The Charter consists of a set of shared principals adopted by key players in the mobile industry to support improved access to communication and information for those affected by crisis in order to reduce the loss of life and positively contribute to humanitarian response. The principles of the Charter are: To enhance coordination within and among Mobile Network Operators before, during and after a disaster, to scale and standardise preparedness and response activities across the industry to enable a more predictable response, to strengthen partnerships between the Mobile Industry, Government and the Humanitarian sector[30]

For more information click here

---

[29] http://www.telecomitalia.com/tit/en/sustainability/news-events/news-group/Solidarity_Numbers.html
[30] http://www.gsma.com/mobilefordevelopment/programmes/disaster-response/humanitarian-connectivity-charter

Attainment of nearly all of the United Nations Sustainable Development Goals will be facilitated by Information Communication Technologies (ICTs) both connected over the Internet and in back end-systems.

Below are examples of how business investment and initiatives are addressing connectivity and the digital divide

Project Loon Project Loon is Google's early-stage effort to deliver broadband via high-altitude balloons. It is one of several exploratory initiatives by Google aimed at connecting the most remote and hard-to-reach areas[31].

For more information click here

Enabling Use of TV White Spaces for Delivering Broadband Google has long advocated that unused channels in the television broadcast spectrum -- called white spaces -- could be used to deliver low-cost broadband in unserved, underserved, and hard-to-reach areas. To that end, they have developed a database to make this spectrum available for the transmission of broadband data. Google are also working with many other stakeholders to ensure that regulatory frameworks support rapid deployment of these networks[32].

For more information click here

Rural connectivity In 2014, Ericsson implemented the first rural connectivity project in Latin America to provide internet to Amazon communities with 4G/LTE technology, together with mobile operator Telefonica Peru. The aim is to further social inclusion, foster economic growth, and contribute to a better quality of life for thousands of people. This is the first project in Latin America to use 4G technology as fixed wireless internet access in remote rural areas with difficult geography, such as that of the Amazonian jungle – going a long way in bridging the digital divide for people living in these communities[33].

For more information click here

Combating the digital divide To combat the geographic digital divide, Orange is investing to extend the coverage of their fixed and mobile networks. In Europe, the rate plans adapted to growth in demand and the development of very high-speed broadband networks are being rolled out, boosting the attractiveness of the regions.

As early as 2007, Orange began deploying FTTH (Fibre to the home) in a number of large French cities: Paris and the adjacent Hauts-de-Seine département, Lille, Lyon, Marseille, Poitiers, and Toulouse, later followed by other cities. In 2011 and 2012, the Group signed pooling agreements with competing operators to accelerate the deployment of fibre optic

---

[31] http://www.google.com/loon/)
[32] http://googlepublicpolicy.blogspot.com/2013/11/launching-our-spectrum-database-to-help.html)
[33] Ericson http://www.ericsson.com/thecompany/sustainability-corporateresponsibility/communication-for-all/4g-in-peruvian-amazon

coverage. By end-2014, Orange fibre optic networks were present in 350 cities, reaching nearly a third of French homes. Some 2.3 million households can now subscribe to fibre optic services, which now have more than 480,000 customers. Orange has also deployed FTTH in Spain and Poland. At end 2014, the two countries totalled 800,000 and 62,000 connected households respectively[34].

For more information click here

Connectivity lab The Connectivity Lab at Facebook is developing ways to make affordable Internet access possible in communities around the world. The team is exploring a variety of technologies, including high-altitude long-endurance planes, satellites and lasers[35].

For more information click here

Free basics Free Basics makes the Internet accessible to more people by providing them access to a range of free basic services like news, maternal health, travel, local jobs, sports, communication, and local government information. To date, Facebook has been able to offer these services to a billion people across Asia, Africa and Latin America. By introducing people to the benefits of the internet through these services, Facebook hopes to bring more people online and help improve their lives. Facebook's goal is to work with as many developers as possible to extend the benefits of connectivity to diverse, local communities around the world[36].

For more information click here

Driving Demand for Locally Relevant Content Google has worked with local businesses across the globe to establish an online presence for their businesses. Not only does this effort contribute to locally relevant content, it allows businesses to grow their revenues by expanding their reach to a broader audience. In Africa alone, Google has developed localized country domains for over 30 countries and provided content in 37 languages.

For more information click here

Digital inclusion In April 2014 the GSMA launched Digital Inclusion, a programme aimed at expanding global connectivity by addressing barriers to mobile internet adoption, with the goal to "support the connection of an additional one billion people to the mobile internet4 ." The programme collaborates with mobile operators, governments, broader mobile ecosystem players and non-governmental organizations (NGOs) to address four key barriers to mobile internet adoption.[37]

For more information click here

Har Mobile Par Internet To address digital literacy barriers in India, Idea launched an initiative called "Har Mobile Par Internet" (Internet on every Mobile), targeting rural consumers. The

---

[34] http://www.orange.com/en/Responsibility/Development/Digital-inclusion
[35] https://internet.org/projects
[36] https://developers.facebook.com/docs/internet-org
[37] http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2014/11/GSMA_Digital-Inclusion-Report_Web_Singles_2.pdf

service provides step by step digital literacy lessons via IVR; the first tutorial is designed to teach consumers how to access and use basic mobile internet skills on feature phones. Building on the success of the basic internet access tutorials, Idea launched additional IVR lessons for consumers to teach them how to open Gmail and Facebook accounts, check availability and times of trains and search Google. Each tutorial is provided in both English and Hindi, and is made available to all Idea consumers on a toll-free short code. When a consumer finishes listening ic the tutorial, a WAP link is automatically sent via SMS to the consumer's phone, enabling access to the information anytime, anywhere and providing the ability to share the link with family and friends. Outcomes There has been approximately 500 tutorial activations per day since the launch of the IVR tutorial, making a clear business case for Idea to continue providing the tutorials.[38]

For more information click here

Compartel BT worked with Colombia to help all its 45 million citizens gains access to the latest communication technologies. To reach out and embrace remote communities, satellite technology was used by BT. Now although only 30 % of new connections are in rural areas,, 85% are delivered by satellite. BT co-ordinated skills training programmes for 35,000 people across the country including school teachers and students. Members of the public can try out computers at tele-centres. These are 755 schools equipped by BT where people can use the Internet outside of school hours. BT has made significant investment in Colombia since Compartel began[39].

For more information click here

---

[38] P.67 http://www.gsma.com/mobilefordevelopment/wp-content/uploads/2014/11/GSMA_Digital-Inclusion-Report_Web_Singles_2.pdf
[39] http://www.globalservices.bt.com/static/assets/pdf/case_studies/EN_NEW/compartel_case_study.pdf