1. Which stakeholder category do you belong to?
Government

If non-government, please indicate:

If non-government, please indicate if you are:

2. What do you think is the significance, purpose and scope of enhanced cooperation as per the Tunis Agenda? a) Significance b) Purpose c) Scope

(a) Significance: The significance of the enhanced cooperation is that people and organizations from many backgrounds and with different expertise are involved. Their participation is based on knowledge and need, rather than formal membership. Besides enhanced cooperation is the main approach for achieving the global human rights objectives in the new information society as stated in the Millennium Development Goals.

(b) Purpose: International, transparent, human oriented and democratic management of the Internet as an essential public resource, facility and value should represent the gist of the Information society strategies. With regard to this close cooperation which can enable achievement of the full potential offered by technology and can effectively guarantee the fundamental right of access to an open and neutral Internet is highly needed.
In this respect all stakeholders, particularly those from developing countries, including the private sector, civil society and international organizations have to identify a shared understanding of enhanced cooperation on public policy issues pertaining to the Internet, in accordance with paragraphs 34 and 35 of the Tunis Agenda in order to achieve WSIS Targets. Several sub-goals can be distilled and enlisted further:
- to make a most efficient use of the capabilities, experience and know-how of all the relevant intergovernmental organizations, governments, businesses and civil society representatives in achieving progress on the main issues addressed by the Tunis Agenda and especially in building the new knowledge-based society rooted in the wide use of ICT and the Intenet;
- to achieve value for money through the orchestrated efforts of and shared resources between all stakeholders;
- to contribute to the functioning and development of the Internet – a key factor on the path towards knowledge based society;
- to bring benefit to the billions of people who have not yet access to the Internet;
- to tackle policy making but also to pursue effective and transparent decision-making.
(c) Scope: The Internet and the Internet governance in particular have changed substantially since the adoption of the Tunis Agenda, and therefore the steps required to achieve enhanced cooperation must take into account recent developments. The enhanced

cooperation shall take place within and between existing organizations and there is no central mechanism or a new body to discuss "enhanced cooperation."
A mechanism that could accomplish the enhanced cooperation goals shall consist of all relevant stakeholders and the latter may evolve through time to include new players - academic, technical and human rights defenders' communities for instance, having in mind the role of enhanced cooperation for maximizing human rights. The media can also be a relevant stakeholder in this respect. A crucial element of the methodology of enhanced cooperation is the openness and transparency of Internet governance based on active public participation and implementation of the right to receive and impart information

3. To what extent has or has not enhanced cooperation been implemented? Please use the space below to explain and to provide examples to support your answer.

Admittedly there is lack of common understanding on enhanced cooperation on international public policy issues pertaining to the Internet. However, there is common understanding that governments have an important role in Internet governance, within the multistakeholder framework established by the Tunis Agenda.
A considerable part of enhanced cooperation has been achieved so far at a global level and through international organizations in particular. During years this kind of cooperation has become visible to the public. This cooperation was apparent in existing Internet governance mechanisms, including the Internet Governance Forum, the Governmental Advisory Committee and other mechanisms of the Internet Corporation for Assigned Names and Numbers, a variety of other intergovernmental, international and Internet organisations, as well as more informal mechanisms and arrangements. It is suggested that enhanced cooperation could be developed starting from these existing mechanisms already taking place, although there are certain gaps.
In greater detail various international fora contribute to it and mainly the IGF where the accomplishments and future developments of enhanced cooperation have been thoroughly discussed (for instance in Baku at the IGF in 2012 see Report of IGF 7, Baku). The problem however, is how to coordinate the efforts made at different levels and achieve tangible results.
Paragraph 80 of the Agenda calls for"the development of multi-stakeholder processes at the national, regional and international levels to discuss and collaborate on the expansion and diffusion of the Internet"as " means to support development efforts to achieve internationally agreed development goals and objectives, including the Millennium Development Goals."
The most difficult coordination is the coordination at a regional and local level in order to find ways to harness the energy and resources of regional and local people and communities. The contribution of the latter is of crucial importance if we wish to establish open and inclusive information society and should be more distinctive and recognizable. A good example of a regional cooperation initiative is the Eurodig – the pan European platform for open and inclusive discussion on Internet governance among European countries. Despite wide promotion and participation in Eurodig and similar platforms a possible avenue toward enhanced cooperation is also the creation of a network of national IGFs which can provide local input and experience.
As far as Bulgaria is concerned enhanced cooperation has been implemented to a certain extent.Bulgaria has made progress in ICT in recent years. The international comparative data show that Bulgaria comes nearer the average for the EU usage of ICT. While satisfactory for the country as a whole, the degree of completeness of the ICT network in some of the regions, and notably in the Northwest NUTS 2 Region and in all rural areas, is lagging behind the desired level.According to some national surveys, the share of people who have never used Internet is not satisfactory enough in Bulgaria. The share of young people using computer every day is lagging behind the EU average. The Bulgarian e-government project is taking shape, providing scores of administrative services to both citizens and businesses.
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government project is taking shape, providing scores of administrative services to both citizens and businesses.

4. What are the relevant international public policy issues pertaining to the Internet?

The principal international public policy issues pertaining to the Internet are elaborated in the Tunis Agenda, with two of them appearing to have caused widespread concern and posing a major challenge – overcoming the Digital Divide viewed as a form of discrimination dividing the rich and the poor, both within and among nations, on the basis of accessto the new information technology, and the Digital Dilemma, a complex of ethical issues and potential risks related to information society.

In a nutshell the relevant public policy issues pertaining to the Internet comprise: Economic Development, Security and Sustainability.

To this one can add more as consumers' protection, affordability, dissemination of information and knowledge, opening of e-job opportunities and digital copyright, management and free access of the Internet's root, management and free secure access to the DNS, management and free allocation of IP addresses, free network interconnection, free and unlimited Internet access for everybody, high speed broadband and mobile broadband, preservation of human rights, protection of personal data, defence against terrorrism.

Human rights on the Internet is an essential universal issue. Topics that have to be remembered are freedom of expression and users' privacy in the digital world. These principles have so naturally applied to digital world as they have to our physical existence. Data protection is the right without which other rights, such as freedom of expression and user's privacy, will be undermined. The list of the needs and the interests that necessitate enhancement and protection has to be updated according to the development of technologies.

5. What are the roles and responsibilities of the different stakeholders, including governments, in implementation of the various aspects of enhanced cooperation?

It is stated in the Tunis Agenda that governments possess a key role in the enhanced cooperation process and their main objective is to shape the relevant public policy on an international scale

It would be valuable to collect examples of cooperation on international public policy issues pertaining to the Internet which are currently taking place, in both United Nations and other contexts. These could then be mapped and reviewed in order to identify gaps in existing cooperation, to establish the effectiveness of these examples of cooperation in enabling governments to fulfil their responsibilities, and to suggest ways in which cooperation could be further enhanced. It is suggested that this would provide a systematic evidence base for decision-making by governments and international organisations including the CSTD.

The term "Internet stakeholders" has neither been defined, nor agreed upon yet.

We recognize different service and infrastructure providers, venue owners, regulators, end-users, retailers, researchers, policy-makers, to name but a few. That makes it extremely difficult to prescribe specific roles to each category of stakeholders.

6. How should enhanced cooperation be implemented to enable governments, on an equal footing, to carry out their roles and responsibilities in international public policy issues pertaining to the Internet?

As declared by international organizations the international management of the Internet should be multilateral, transparent and democratic, with the full involvement of governments, the private sector, civil society and international organizations.

The Internet's growing importance for society as a whole increasingly requires governments to be more actively involved in the key decision making that underlies the Internet's development.

It is also important to recognize that public attitudes have changed towards the concept of self-regulation in the wake of the financial crisis. When critical resources are concerned, whether they are banking systems or Internet infrastructure and services, there is now a higher and understandable expectation that governments will be more proactive than they may have been in the past in defending the public interest.

Private-sector leadership and effective public policies are not mutually exclusive. A strong and clear public policy framework can also help create a predictable environment conducive to investment by identifying public policy targets that will be supported and 'red lines' that must not be crossed. This includes the need for governments to be able to verify whether those principles are followed and thus entails a requirement for accountability of the private entities dealing with everyday Internet operations.

The best way for enhanced cooperation to be implemented in order to enable government to carry out their roles and responsibilities in international public policy issues pertaining to the Internet is to set regular meetings for the governments, non-governmental organizations, IT specialists and other stakeholders. The IGF is a good place to start the cooperation between the stakeholders. The meeting of the IGF should happen at least once a year. The development of technologies (both software and hardware) is so fast that stakeholders should not be left behind.

Enhanced cooperation is the key instrument enabling governments through equality based partnership to tap the potential of non-governmental stakeholders that possess unique expertise and practical experience

The role of UN and different mechanisms around suitable UN committees should play the major role in helping, fostering and controlling governments to play their roles and responsibilities.

7. How can enhanced cooperation enable other stakeholders to carry out their roles and responsibilities?

We consider the question closely related to the previous one. In practical terms equity or equal footing means that all stakeholders should have the opportunity to participate actively and effectively in enhanced cooperation - not only by taking part in debate but also in decision making. Experts suggest elevating the status of some stakeholders in international organizations in order for an equal play ground for all to be laid out. In this way the whole process of policy making will prove more fruitful and effective. Such mechanism of exchange and decision taking should be adopted not only globally with the support and involvement of international organizations but also at a regional and local level.

The experience of the last 10 years demonstrates the viability of the policy approach advocated by the EU for Internet governance so far. The Commission believes in maintaining the EU's strong emphasis on the need for security and stability of the global Internet, the respect for human rights, freedom of expression, privacy, protection of personal data and the promotion of cultural and linguistic diversity .

8. What are the most appropriate mechanisms to fully implement enhanced cooperation as recognized in the Tunis Agenda, including on international public policy issues pertaining to the Internet and public policy issues associated with coordination and management of critical Internet resources?

The establishment of another global mechanism to accomplish enhanced cooperation will be costly because it will result in new bureaucracy; notwithstanding the fact that the aim is pertinent and it is expected to foster transparency, inclusiveness and efficacy of the process of interaction, paradoxically it may lead to overregulation of the Internet sphere, parallelism and final inefficiency. Enhanced cooperation can be pursued within existing international, regional and local structures by improving their procedures and especially by giving a chance to all stakeholders to have their voices heard and taken into account in decision making.

9. What is the possible relationship between enhanced cooperation and the IGF?

The Tunis Agenda created two tracks – the Internet Governance Forum and a process of 'Enhanced Cooperation'. It is in fact carefully crafted diplomatic language, full of creative ambiguity. The Secretary General's report on the consultative process, carried out so far, reflects this well. Cooperation lies at the top in the mechanism for global Internet governance which is multinational, democratic, and transparent using multi stakeholder participation mechanism which is advocated by IGF.

Therefore both initiatives should have strong correlative relationship. The Internet

Governance Forum (IGF), run by the IGF Secretariat and supported by the United Nations Secretary-General in carrying out the mandate from the World Summit on the Information Society (WSIS) with regard to convening a new forum for multi-stakeholder policy dialogue - the Internet Governance Forum (IGF). The enhanced cooperation is the broader and general framework of all ICT related issues so for reaching the global goals they have to be deeply related.

A number of governments felt that, while the IGF has become an established and valued mechanism for Internet governance, progress towards enhanced cooperation on international public policy issues pertaining to the Internet has been much more limited. Participants noted the lack of common understanding on enhanced cooperation on international public policy issues pertaining to the Internet. There was much praise for the achievements of the IGF, which was felt to have established a sound basis for multistakeholder dialogue about Internet governance and public policy issues. The IGF has stimulated the exchange of views and ideas about a wide range of Internet issues, including critical Internet resources.The ICANN, the technical community, including ISOC, international NGOs as APC ("cooperation in internet governance implies that all partners should, in their respective roles, work together on an equal footing and with a shared mission") and the Internet Society have declared the IGF to symbolize institutionally and functionally enhanced cooperation.

However, responding to the novel challenges the IGF should improve its methods and procedures to include on an equal footing all existing stakeholders and even go further to reflect the dynamic development in the field by inviting more stakeholders. The IGF should work not only globally but pay particular attention to regional and local IGF fora and establish a stable network. Most welcomed goals could be the adoption by all interested parties the priorities of enhanced cooperation such as the principles of Internet governance and a memorandum of understanding between countries, clear and transparent principles of prioritization of the Internet traffic and harmonization of laws in the field to avoid gaps, duplications and freedom of expression and information abuses.

10. How can the role of developing countries be made more effective in global Internet governance?

The role of developing countries can be more effective in global Internet governance by giving them an equal voice as the other countries. However, before that, they should establish and implement national public policy on matters of Internet governance. They should also take part in forming the international policies on such matters. The rest of the world should recognize their willingness to be part of the global Internet governance.

By participating in Internet governance structures, the developing countries have the opportunity to advocate for the participatory models and specific technical policies that will lead to more and cheaper connectivity, secure the free flow of information, and ensure home grown entrepreneurs have a fair playing field in global markets.

The effectiveness of the developing countries could be strengthened by educational enhancement, domestic Internet penetration and development of ICT sector services. Increasing the number of e-services in public and private sector will dramatically increase the usability of the Internet and effectiveness of the Internet governance.

Apart of the considerable demographic potential that is the basis for speedy education and ICT development, the role of developing countries in global Internet governance could be made more effective through their participation in relevant multilateral cooperation efforts such as WSIS, IGF etc.

 Strong support and motivation is needed for developing countries using different mechanisms of UN, UNESCO and other relevant international organizations.

11. What barriers remain for all stakeholders to fully participate in their respective roles in global Internet governance? How can these barriers best be overcome?

In its international engagements for internet governance, the European Commission has been one of the key players throughout the World Summit on the Information Society (2002-2005) and actively contributes to many of the action lines that followed it.

It is also a member of the Governmental Advisory Committee of ICANN and, while supporting the principle of bottom-up, consensus-based policy-making for domain names and "Internet

numbering resources", it has also consistently pushed for ICANN to strengthen its accountability, independence and transparency framework, so that ICANN can truly be a globally accepted model for multi-stakeholder governance of the Internet.

The legal structure and incorporation of ICANN under Californian law poses problems, including conflicts of applicable law and jurisdictions. In addition, legitimate concerns remain as to whether a governmental committee advising a private corporation is an appropriate and effective mechanism to enable governments to exercise their public policy responsibilities. Moreover, the self-regulatory approach as practised by ICANN means that incumbent operators play a potentially inappropriate role (e.g. from the standpoint of competition policy) in setting entry conditions for new competitors.

Most common barrier for stakeholders to fully participate in their respective roles in global Internet governance is the economic barrier. Both governments and other stakeholders see the economic development as an obstacle to fully participate.

One of the barriers for the stakeholders could be that they do not fully understand their roles, potential influence and governance mechanisms in the global Internet governance.

Among the remaining barriers for all stakeholders to fully participate in their respective roles in global Internet governance are the old thinking and insufficient partnership between governments and civil society, which could be best overcome by publicizing and making use of existing good practices from those countries that have paved the way in this field.

The main barrier is to find the proper way in which UN, UNESCO and other relevant international organizations can play their major role in managing the whole process and ensuring the desired progress will be made.

12. What actions are needed to promote effective participation of all marginalised people in the global information society?

Effective participation of all marginalized people in the global information society is a complex issue which goes beyond the simple use or use-not of computers. Firstly, these people have to be effectively empowered in order to benefit from technology and to become genuine members of information society. The problem is not only technical but solutions based on better comprehension of complex social surroundings of the groups and their interaction with technology should be found

Secondly, new inclusive information society policy should be pursued. We have already mentioned that the scope of stakeholders in global dialogue should be widened and new participants should be encompassed, particularly communities. Possibly novel forms of participation and involvement – more direct as expression - should be sought and encouraged. In this respect experts claim that governments should create suitable regulatory frameworks and generally an enabling environment for communication with the poor and neglected. Such approach is intertwined with settling issues of social and economic complexion securing sustainable development and poverty eradication - the Millenium Goals. The most important tool, however, for inclusion of the poor and marginalized communities is the right to communication. Freedom of expression is crucial and suppressed voices of refugees, migrants, indigenous people should be heard by policymakers. Activities and procedures of international organization should become more open and democratic for various participants including communities and individuals. Respecting cultural diversity, languages, and traditions is unalienable element of this multi-stage process.

To achieve these goals (question 12|crucial is the multi stakeholder approach. All policy and standards developing processes are carried out in an open, inclusive and transparent format. Whoever wants to, can participate in these processes and have his or her voice heard. Past experience and success stories of countries which have adopted open, inclusive participatory process show that the multistakeholder approach helps to take better decisions.

Marginalized people can be involved effectively in global information society by giving them the possibility to realize the simplicity, usability and benefits of global information society. These could be done by educational and promotion programs of local stakeholders organizations.

Information society offers unique opportunities not only for the integration and emancipation of marginalized people and communities but also for making full use of their potential for the benefit of the society as a whole.

The only way to involve marginalized people in the global information society is through the development of strong local civilian societies and the support of non-government

organizations aiming to develop local civilian societies in different regions, especially in developing countries.

13. How can enhanced cooperation address key issues toward global, social and economic development?

These issues could be addressed through international fora and organizations structuring complex agendas. Enhanced cooperation should be connected to the topic of digital divide and economic growth at any level. The best suited one is the UN agenda because it is supposed to be overarching.
On the one hand, of course public authorities have a duty to enforce the law and protect rights. Equally, we should not cramp the Internet's potential for innovation. Not least because that innovation is in public authorities' interests too: it can benefit growth, democracy – and higher quality public services.
So the answer lies in a middle ground, between public intervention and public inaction. Common rules to recognise and accept eIdentification and authentication not only give high levels of security, for example when shopping online, they can also enhance web anonymity. That is because e-IDs allow an authority or business to verify only the information that needs to be verified for a given transaction. In contrast filling in a physical form of showing a standard ID card tends to automatically share a lot of information.

14. What is the role of various stakeholders in promoting the development of local language content?

All stakeholders have a key role in developing and implementing a local language content because only a small part of all informational contend is from public organizations.
It is apparent that without relevant content in local languages the usage of the Internet will remain limited. At present most content comes from providers in the developed countries, reflecting languages, lifestyles and concerns that may be alien to the wide consumers of the content. Here is the role of the various national stakeholders linked with the local communities, defined by their location, culture, language, area of interest, having strong cultural, linguistic, religious orcommon interest links to produce original language content, or to localize, customize, culturalize and socialize existing content (keeping IP rights). Local stakeholders should promote and facilitate the use of local language in order to preserve all the local knowledge and wisdom available.
The role of member states to adopt appropriate policy and strategies is crucial in this respect. States and their bodies should do this inviting other stakeholders such as the private sector and civil society to participate. The most relevant stakeholders for this purpose are publishers, content providers, translators, ministries of culture, librarians, and sponsors as well. For economic, cultural, public and entertainment purposes, national libraries should be digitalized. The private sector could offer for instance, new technical solutions and systems that boost creation of local language content. Civil society can ensure the training of local communities to use effectively the opportunities provided by the new platforms. From a technical perspective global stakeholders should strive to promote the use of multi language and multi cultural software tools and systems and ability for meaningful translations of all important information to all major languages.
In greater detail developing social media platforms, search engines and entertainment portals should promote local language content. The telecommunication authorities'/Internet service providers' role in promoting local language content is quite important here. They can for example, offer free domains for those who would develop local content websites.The biggest ICT companies should provide their software tools in local languages in order for to allow local communities to use these tools.

15. What are the international internet-related public policy issues that are of special relevance to developing countries?

These issues can be divided into material and procedural. On the one hand, the substance discussed and reflected by the public policy adopted should take into account the needs of developing countries in building an information society that is not transplanted from outside

but that relies on local culture, knowledge and traditions, serves people at large and brings economic and human rights benefits to all. On the other hand, developing countries should have the opportunity to participate effectively in the discussion of the Internet policy set up by the international organizations, at global, regional and local level. Another crucial point with respect to this is that their role in decision-making must be real and visible. Procedures should be devised in such a way as to allow all participants to have contribution in taking decisions.

16. What are the key issues to be addressed to promote the affordability of the Internet, in particular in developing countries and least developed countries?

Analysis of this issue should be included as a permanent issue in the IGF agenda. It requires intense discussions of pragmatic approaches in which the experience of some stakeholders can be extremely useful. One of the solutions is to attract investments to these countries to build infrastructure. Possibly by-lateral and multilateral projects can be discussed. Also public-private partnerships can be a fruitful mechanism to be implemented the elaboration of which should be subject to the principles of openness, transparency and respecting the public interest.
Information and communications technologies present new opportunities and challenges and there is a pressing need to address the major impediments that developing countries face in accessing the new technologies, such as sufficient resources, infrastructure, education, capacity, investment and connectivity, as well as issues related to technology ownership, standards and flows, and in this regard it calls upon all stakeholders to provide adequate resources, enhanced capacity-building and transfer of technology to developing countries, particularly the least developed countries; the rapid growth in broadband access networks, especially in developed countries, and it is noted with concern that there is a growing digital divide in the availability, affordability, quality of access and use of broadband between high-income countries and other regions, with least developed countries and Africa as a continent lagging behind the rest of the world;

17. What are the national capacities to be developed and modalities to be considered for national governments to develop Internet-related public policy with participation of all stakeholders?

The process is complex and it should be shaped according to the national legislative and managerial traditions of the countries However, a number of fundamental principles can be distilled. Four phases of developing the Internet public policy are of relevance here: preliminary phase – setting the design – approving stakeholders, sketching the decision-making process, defining avenues for exchange of information; planning - formulating objectives and goals and the means for accomplishing them, identifying the major issues and risks, structuring the executive team, inviting and involving stakeholders, appropriating the budget and settling logistics matters, implementation of the whole process and final feedback and evaluation. We would suggest indicators for developing Internet policy with participation of all stakeholders to be elaborated – a challenging task to be pursued by relevant international fora (IGF) in an open, transparent and multistakeholders' manner.
Bulgaria as a part of European Union has already participated in developing and implementing Digital Agenda for Europe, A Europe 2020 Initiative. On local level Bulgarian Ministry of transport, information technologies and communications has developed national program Digital Bulgaria 2015 with the collaboration of all government and non-government stakeholders.
Bulgaria has a reasonably well developed capacities in this aspect, both as ICT development, relevant businesses, academic community and civil society, and as government strategy for the development of appropriate policies and partnerships both on national, regional and international level.

18. Are there other comments, or areas of concern, on enhanced cooperation you would like to submit?

The Internet's complexity, global reach, and constant evolution require timely, scalable, and innovation-enabling policies. The multi-stakeholder processes should involve the participation of all interested stakeholders and occur in a transparent manner. In particular, continued support is needed for the multi-stakeholder environment, which has underpinned the process of Internet governance and the management of critical Internet resources (such as naming and numbering resources) and these various stakeholders should continue to fully play a role in this framework.