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1. Which stakeholder category do you belong to?

Non-Government

If non-government, please indicate:

Business community

If non-government, please indicate if you are:

WSIS accredited

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

Perhaps the greatest significance of the reference to enhanced cooperation contained in the Tunis Agenda is the fact that it is a reflection of the global recognition that in order for the full potential of the information society to be realized actions must be fundamentally based in cooperation. It is a recognition that more progress can be made by parties working together than each party working on its own and a commitment to that approach going forward. What the participants in the Tunis Agenda were forward looking enough to recognize in 2005, is even more clear today – that the Internet ecosystem is complex and interconnected to such an extent that only through joint cooperative action between all participants in the ecosystem can real progress be achieved.

Clearly, there are areas where individual parties continue to have responsibilities – companies must act responsibly and ethically to deliver quality services and must be accountable for their impact on the ecosystem; national governments must continue to protect their citizens and organizations tasked with specific operational duties essential to the operations of the Internet must execute them responsibly. All of these functions are enhanced through greater cooperation with other parties, even those that are specific to or to be implemented by individual parties.

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.

A range of enhanced cooperation efforts have been ongoing. Some have taken the form of increased efforts to incorporate non-governmental stakeholders' views into bodies previously limited to governments. For example, the ITU has made efforts to increase non-government participation in some of its proceedings. As part of its preparations for the WTPF it created an Informal Experts Group to assist in the development of the Opinions to be adopted at the WTPF. Similarly, it created the Children's Online Protection initiative which includes non-government partners in order to promote Internet safety and protections for children online. The COP initiative advances the understanding of the benefits and threats to children online,

and is a strong demonstration of the improved understanding that can be achieved by working in a full partnership with industry and other non-governmental stakeholders. An example of this cooperative effort is the Global Youth Summit being held in Costa Rica in September 2013 where, among other activities, Disney will provide training and training materials to 200-300 young adults from around the world on delivering online safety programming to children so that these young adults can in turn provide online safety education to children in their home countries. Another example of tangible outcomes resulting from COP is the creation of resources for industry, parents, children and educators looking to understand best practices for promoting the safety of children online. These resources are important capacity building tools which can be particularly valuable to the newly connected looking to implement state of art policies that will protect children while promoting the use of ICT.

Other efforts have grown up around particular issues of high concern. For example, in response to ongoing frustrations with the way domain name registration data is collected, validated and disclosed, ICANN established an Expert Working Group (the Expert Working Group on gTLD Director Services) to resolve long controversial issues through a cooperative, multi-stakeholder process. ICANN established the working group by seeking expert volunteers from across the ecosystem and forming a working group with broad representation in terms of both geography and expertise. The group itself incorporated opportunities for input from outside the group as its work progressed. There is no doubt this process can be continuously improved to allow for even greater collaboration, and we continue to be concerned with the length of time it will likely be until improvements to registration data issues are realized, however, this effort serves as an excellent example of how all parties can cooperate to solve problems with practical solutions using existing organizations.

Similarly, we believe the IGF, the IETF and the W3C are enhanced cooperation in action. The IGF has been a vital forum for promoting dialogue around issues that affect the advancement of the Information Society. Since its inception we have seen the IGF help advance the thinking of and relationships between thought leaders in the Internet community on the norms and operating principles related to the Internet. For example, we have seen a deeper understanding of how fundamental human rights can be advanced or constrained using the Internet, which has led to all stakeholders - industry, governments and NGOS – reviewing their practices and policies to determine how they affect fundamental rights, an idea that we barely present at the first IGF. Similarly, we have seen an emerging consensus of the importance of locally relevant content to the growth of the Information Society which has led to the availability of non-English domain names and a more thorough examination of how the creation of locally relevant content can be encouraged, evidenced by the number of panels examining the issue at the 2013 IGF.

In addition, the UN organizations tasked with acting as facilitators for the Action Lines identified in the Tunis Agenda have put considerable effort into convening parties in order to make progress on the Action Lines, and document that progress as well as generate ideas for further actions. (Much of that documentation of these enhanced cooperation efforts can be found at (<http://www.itu.int/wsis/index.html>.)

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

There is hardly a public policy issue that is not touched by the Internet either as an opportunity for new solutions, a disruptive force to historical solutions, or, as is often the case, both. One of the main benefits of greater cooperation among parties in the ecosystem is the ability to work together to create a deeper understanding of the impacts and potential of the Internet on issues of interest. Enhanced cooperation can also help the Internet community prioritize issues that need attention and identify trends early so that any problems can be addressed.

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

There is no question that enhanced cooperation takes effort and resources. As was recognized in the Tunis Agenda, however, outcomes are improved and more progress made when parties work together to understand issues and advance solutions. Enhanced cooperation will be most effective when all the stakeholders are organized for its success. Organizers of cooperative efforts must make every effort to have processes that are transparent and accessible, including providing opportunity for remote participation and making efforts to include those with a stake in outcomes but not aware of the process. For their part, stakeholders should familiarize themselves with the tools and efforts underway and make resources available to staff involved in the issues. Governments have a particular responsibility to openness and transparency, and should make every effort to include all stakeholders in their decision making. The best most sustainable outcomes will be developed when all participants embrace the responsibility to recognize the interests of those not able to participate.

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?

Governments have special responsibilities to protect their citizens and national interests and, as a result, have a critical role in the formation and implementation of policy goals. While many issues fit squarely in the purview of sovereign nations, even in those cases, the best outcomes will be those that have been informed by increased collaboration, increased understanding of the factors that have allowed the Internet to flourish to date and a strong understanding of how national actions affect the broader ecosystem. Enhanced cooperation will not strip governments of their sovereign powers, nor should it increase regulatory control over Internet operations. Instead, it can ensure that national government actions are working to support the sustainable growth of the information society worldwide and for all.

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

Improved cooperation will ensure that all stakeholders are benefitting from the resulting increased understanding of the facts and how their actions affect the greater ecosystem. As outlined above, in a complex ecosystem each player must be accountable for how its actions affect the larger ecosystem. These affects can only be understood, anticipated and responded to with full collaboration of others in the ecosystem. Through enhanced cooperation between parties, deleterious effects of actions can be reasonably anticipated and mitigated, and benefits leveraged.

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?

As demonstrated by the range of successful approaches used to date, there is no established limited set of mechanisms that should be used. As a general rule, we believe that the direct and indirect costs of creating new entities should be avoided and that the existing flexible mechanisms of cooperation and knowledge available to and gathered by all stakeholders can be leveraged even further to advance the issues.

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

The IGF is an example of a successful forum for enhanced cooperation. The IGF serves as a critical forum for thought leaders in the Internet community to work towards greater understanding and consensus building. At the same time, it encourages new voices and new ideas to join the dialogue, in particular those from emerging and developing countries, thereby expanding participation in the cooperative model.

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

We look forward to hearing from stakeholders from developing countries about how their participation in the dialogue on international public policy issues pertaining to the Internet can best be promoted. We are aware of the constraints some governments have identified in terms of financial resources, staff, and knowledge and look forward to better understanding how these barriers can be overcome.

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?

Financial resources, adequate staff and an understanding of which issues are being discussed where are issues for all stakeholders. Ways to improve information available and meaningful remote participation opportunities should continue to be explored.

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

The same barriers that affect other stakeholders affect marginalized people most acutely. These barriers are even more difficult to address because the most marginalized are frequently not even aware that issue affecting them are being discussed, and they have little chance of participating directly in multi-stakeholder processes. Those making decisions must make special efforts to understand the needs of marginalized people and how they can be addressed without relying on their direct participation. We look forward to hearing from organizations with expertise in this area on how processes can be developed to ensure the needs of marginalized populations are understood and taken into account.

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

The Tunis Agenda recognized that in order for the full potential of the information society to be realized actions must be fundamentally based in cooperation between all stakeholders. It is recognition that the Internet ecosystem is complex and interconnected to such an extent that only through joint cooperative action between all participants in the ecosystem can real progress be achieved. The increased understanding of the goals and barriers to achieving them that come from enhanced cooperation will promote the adoption of practical measures that will best advance development goals.

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

Around the world we have seen that locally relevant content plays a critical role in the growth of the Information Society and we encourage greater focus on how its creation can be encouraged. The 2011 study by UNESCO/OECD/ISOC entitled "the Relationship Between Local Content, Internet Development and Access Prices," established a strong link between the availability of local content, adequate infrastructure and access prices identifying a virtuous cycle between the three. That study supported what we have seen over and over – users will adopt broadband when they can access content they find relevant. The benefits of this virtuous cycle will be maximized by taking a broad view of local content that includes all content local audiences find meaningful to their lives and interests and relevant to the communities they view themselves belonging to.

The promotion of local content can be best achieved by understanding the factors that create an environment encouraging its creation including:

- Investment in technology necessary to reach users (e.g., infrastructure, both last mile, transport, local IXP and local caching and hosting capabilities). Governments can encourage

this investment with policies of liberalized markets, encouraging private sector competition and avoiding over-regulation as well as encouraging development of local IXPs, caching and hosting capabilities.

- An environment that supports expression for both creative and political speech, including protections against harassment and abuse based on the views expressed. Governments, private sector stakeholders and NGOs can support policies that support expression rights. Such policies should also recognize the right to expression is not absolute. There are long standing legitimate limitations to expression where it interferes with the rights of others and consistent with international standards.

- Development of an e-commerce infrastructure based on trust. This includes privacy protections for creators and users, consumer protection infrastructure, developed payment platforms and intellectual property protection so that creators can monetize content if they wish. Governments, private sector stakeholders and NGOs can work to insure interoperable consumer protection, banking and privacy laws are in place that will promote commerce not stymie it. Similarly protection of intellectual property through strong laws and effective enforcement will encourage the kind of locally relevant content that will drive adoption.

- Improved digital literacy and ITC skills so that content creators can create and distribute content online

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

We understand that developed countries remain focused on how to capture the benefits of the digital economy in their communities and are therefore focused on infrastructure investment, development of technical solutions for bringing broadband to remote areas, affordability, adoption and digital literacy as well as the development of locally relevant content. We look forward to hearing more from stakeholders in these countries about these and other issues that are of special concern to them.

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?

Affordability of service in difficult to serve areas remains a concern even in developed countries. Affordability can best be addressed by encouraging open, competitive markets that will maximize private investment, leveraging the virtuous cycle of content, adoption and investment described above and supplementing this approach with universal service policies for areas that remain uneconomic to serve.

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?

Governments have a particular responsibility for openness, transparency and a commitment to the rule of law, and should make every effort to include all stakeholders in their decision making. Some national governments have established effective processes to seek multi-stakeholder input even into processes that are otherwise closed to non-governmental organizations through advisory groups, solicitation of written comments as part of a preparation process or including non-government representatives on national delegations. National governments should also consider how to develop civil society organizations that can participate in Internet-related public policymaking, especially on behalf of underrepresented populations. Some laws serve to restrict the development of effective civil society by requiring government permission in order to create such an organization, prohibiting a new organization to form if an organization with similar aims exists or restricting the ability of organizations to fundraise.

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

No