

Q1. What actions have been undertaken or to be undertaken by governments in relations to each of the international internet-related public policy issues identified in Annex 1 to Resolution 1305 (adopted by Council 2009 at the seventh Plenary Meeting)?

Singapore is pleased to transmit our responses to the above question which arose from a request from the third meeting of the Council Working Group on International Internet-related public policy issues (CWG-Internet), held on 11-12 November 2013. The question is enclosed in the Circular by the ITU General Secretariat dated 22 November 2013, reference CL-13/168.

2. The policy decisions highlighted below were taken by Singapore since 2007.

1) PERSONAL DATA PROTECTION ACT 2012, ENACTED 20TH NOVEMBER 2012

| Public Policy Issues in Res 1305 Annex I | Short Summary |
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| Respect for privacy and the protection of personal information and data | <p>Singapore enacted a data protection law in 2012 to govern the collection, use and disclosure of personal data. This is intended to address individuals' concerns about the proliferation of personal data as well as to maintain individuals' trust in organisations that manage personal data, even while enabling organisations to collect, use or disclose such data for reasonable purposes.</p> <p>By regulating the flow of personal data among organisations, the Personal Data Protection Act ("PDPA") also aims to strengthen and entrench Singapore's competitiveness and position as a trusted, world-class hub for businesses.</p> <p>The PDPA establishes a data protection law that sets out rules governing the collection, use, disclosure and care of personal data. It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use or disclose personal data for legitimate and reasonable purposes. The provisions relating to these data protection rules will come into force on 2 July 2014.</p> <p>The PDPA also provides for the establishment of a</p> |

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| | <p>national Do Not Call (“DNC”) Registry. The DNC Registry will allow individuals to register their Singapore telephone numbers to opt out of receiving marketing phone calls, mobile text messages such as SMS or MMS, and faxes from organisations. The provisions relating to the DNC Registry came into force on 2 January 2014.</p> <p>In the development of this law, references were made to the data protection regimes of key jurisdictions that have established comprehensive data protection laws, including the Australia, Canada, EU, Hong Kong, New Zealand and the UK, , , as well as the OECD Guidelines on the Protection of Privacy and Transborder Flow of Personal Data, and the APEC Privacy Framework. These references were helpful in the formulation of a regime for Singapore that is relevant to the needs of individuals and organisations, and also takes into account international best practices on data protection. The law was also shaped through three extensive public consultations conducted between 2011 and 2012.</p> <p>The PDPA is administered by the Personal Data Protection Commission, a statutory body set up for this purpose.</p> <p>More information is available at: http://www.pdpc.gov.sg/personal-data-protection-act/overview#sthash.K9v6Q35n.dpuf</p> |
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2) INTERNET PROTOCOL “NO ISLANDING” PRINCIPLE, PUBLISHED ON 30 APRIL 2012

| Public Policy Issues in Res 1305 Annex I | Short Summary |
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| <p>The security, safety, continuity, sustainability, and robustness of the Internet</p> | <p>Singapore has ensured that our industry is prepared for IPv6 as the underlying Internet protocol. However, IDA identified the issue of “islanding” as a potential problem during the initial period of IPv4/IPv6 co-existence.</p> <p>“Islanding” refers to a situation where there are groups of users on IPv4-only systems or IPv6-only systems who are unable to access content on systems using the other protocol and are therefore being limited to services and content within their respective protocols,</p> |

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| | <p>creating separate IPv4 and IPv6 Internet “islands”.</p> <p>To address this problem, the Info-communications Development Authority of Singapore (“IDA”) held consultations on an Internet Protocol “No Islanding” Principle (“Principle”) and published its decision on 30 April 2012. Under the Principle:</p> <p>a) Each Internet Access Service Provider (IASP) will be required to ensure that systems, equipment and networks within its control and operation for the provision of Internet access services to residential or non-business end-users in Singapore are capable of allowing access to content on the public Internet, regardless of the address type of the end-user (IPv4 or IPv6);</p> <p>b) Each Internet Exchange (IX) will be required to ensure that it will not be in a position to cause traffic (whether on IPv4 or IPv6) from IASPs peering at the IX to be disrupted, due to the IX.s inability to support IPv4 and IPv6; and</p> <p>c) Each wholesale broadband service provider will also be required to ensure that it will not be in a position to cause traffic (whether on IPv4 or IPv6) from IASPs to be disrupted, due to the inability of the wholesale products and services to support IPv4 and IPv6.</p> <p>The Principle came into effect on 1 June 2013 and is to be reviewed after three years.</p> <p>More information can be found here: http://www.ida.gov.sg/~media/Files/PCDG/Consultations/20110620_NoIslandingPrinciple/IntProNoIsIPrinciple.pdf</p> |
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3) NET NEUTRALITY DECISION, PUBLISHED ON 16 JUNE 2011

| Public Policy Issues in Res 1305 Annex I | Short Summary |
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| International public policy issues pertaining to the Internet and the management of Internet resources, including domain names and | “Net neutrality” is a term generally used to refer to Internet service or network providers treating all sources of Internet content equally, and the right of a consumer to access content and services on the Internet on a non-discriminatory basis. |

addresses

Broadly, the net neutrality debate pitches parties who argue for encouragement of network investments (and hence oppose net neutrality rules), against parties who argue for the promotion of consumer choice and innovation.

On 16 June 2011, following a public consultation, IDA published a decision which set out Singapore's policy approach towards net neutrality. This consists of the following:

1. No blocking of legitimate Internet content
 - Internet Service Providers ("ISPs") and telecom network operators are prohibited from blocking legitimate Internet content.
 - ISPs and telecom network operators cannot impose discriminatory practices, restrictions, charges or other measures which, while not outright blocking, will render any legitimate Internet content effectively inaccessible or unusable.
2. Comply with competition & interconnection rules
 - ISPs and telecom network operators must comply with IDA's competition and interconnection rules.
3. Provide Information Transparency
 - ISPs and telecom network operators must comply with IDA's information transparency requirement and disclose to end-users their network management practices and typical Internet broadband download speeds.
4. Meet Minimum Quality of Service ("QoS") standards
 - ISPs must meet the minimum broadband QoS standards to ensure a reasonable broadband Internet experience for end-users.
 - Reasonable network management practices are allowed, provided that the minimum Internet broadband QoS requirements are adhered to, and that such practices will not render any legitimate Internet content effectively inaccessible or unusable.
5. Niche or differentiated Internet services allowed
 - ISPs and telecom network operators are allowed to offer niche or differentiated Internet service offerings that meet IDA's information transparency, minimum QoS and fair competition (including on interconnection) requirements.

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| | <p>This policy position is intended to facilitate consumers' access to content and services on the Internet, while providing flexibility for ISPs, network operators, platform or device makers, and Internet companies and content providers to differentiate their services for economic efficiencies and innovation.</p> <p>More information can be found here: http://www.ida.gov.sg/~media/Files/PCDG/Consultations/20101111_Netneutrality/NetNeutralityExplanatoryMemo.pdf</p> |
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4) SPAM CONTROL ACT, ENACTED ON 15 JUNE 2007

| Public Policy Issues in Res 1305 Annex I | Short Summary |
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| Dealing effectively with spam | <p>Spam can be defined as unsolicited commercial messages sent in bulk. Spam could be sent via mobile telephony systems or electronic mail (e-mail). Spam typically advertises or promotes goods or services, which may also include business opportunity or investment opportunities.</p> <p>Spam is a growing concern for Internet users and it now accounts for a large percentage of e-mails worldwide.</p> <p>Although spam transcends national boundaries, Singapore, as an Infocomm Technology hub, has in place measures to keep it in check. Public education and technical countermeasures act as our first line of defence.</p> <p>This is supplemented by the Spam Control Act which was enacted on 15 June 2007, and serves as the overarching framework for spam control. Among other conditions, the Spam Control Act sets out requirements for senders of spam to comply with as well as provides for civil action to be taken by persons who suffer loss or damages.</p> <p>More information on the Spam Control Act can be found here: http://www.parliament.gov.sg/sites/default/files/070006.pdf</p> |