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| **PHYSICAL OPEN CONSULTATIONS OF THE COUNCIL WORKING GROUP ON INTERNATIONAL INTERNET-RELATED PUBLIC POLICY ISSUES** Geneva, 11 October 2016 |  |
| INTERNATIONAL TELECOMMUNICATION UNION |  |
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PHYSICAL OPEN CONSULTATIONS OF THE COUNCIL WORKING GROUP ON INTERNATIONAL INTERNET-RELATED PUBLIC POLICY ISSUES

**Compilation of responses to the Online Open Consultation
(February- September 2016)**

The Plenipotentiary Conference 2014 instructed the ITU Council to revise its Resolution 1344 to direct the Council Working Group on international Internet-related public policy issues (CWG-Internet), limited to Member States, with open consultation to all stakeholders, and to conduct such open consultation according to specific guidelines. As a result the ITU Council at its 2015 session resolved that the CWG-Internet should hold both online open consultations and physical open consultation meetings, with remote participation, within a defined period prior to each CWG-Internet meeting.

ITU Council also resolved that all relevant inputs received in the open consultation will be available to the CWG-Internet and all other stakeholders on a dedicated publicly accessible webpage of the CWG-Internet website. Relevant inputs from the open online consultation on the topic(s) decided by the CWG-Internet will form the basis of discussion at the physical open consultation meetings and all relevant responses will be submitted to the CWG-Internet for consideration of the issues chosen for its next meeting.

On 18th February 2016 the Council Working Group decided to hold an open consultation (online and physical) on the following issue:

**“Building an enabling environment for access to the internet**

* What are the elements of an enabling environment to promote internet connectivity?
* What are the elements of an enabling environment to promote an affordable Internet?
* What are the elements of an enabling environment to promote the quality of access to the Internet?
* What are the elements of an enabling environment to build confidence and security in the use of the Internet?
* What is the role of Governments in building an enabling environment?’’

You can find below the compilation of the responses received.

*NOTE: Please note that due to the different formats used by the online respondents:*

* *Inputs to the “Comment box” of the online form- serving either as sole contribution, summary or comment- have been copied and pasted (unless identical with the attachment);*
* *Attachments up to 1000 words have been copied and pasted, as well as hyperlinked;*
* *Longer attachments have been hyperlinked only;*
* *When available, separately provided summaries have been copied and pasted. In some indicated cases the summary has been taken from the submitted document itself.*
* *Footnotes found in the submitted documents were not included in the present document.*

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|  | **Date** | **Submitter** | **Response**  |
|  | March 04, 2016 | [Association for Proper Internet Governance (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=13) | **SUMMARY (provided in submitted document and comment box):**It is not disputed that it is important to build an enabling environment for access to the Internet and that states have obligations to facilitate, or at least not to impede, access to the Internet. A number of ITU instruments, resolutions and recommendations relate to building an enabling environment for access to the Internet. This contribution outlines those instruments, resolutions, and recommendations, proposes amendments to certain instruments, proposes changes to current Internet governance arrangements, and highlights relevant provisions of the 2012 International Telecommunication Regulations (ITRs). A significant number of states did not sign the ITRs in Dubai in 2012. Almost all of those states indicated that they required additional time in order to consider the implications of certain provisions, in particular those that were approved at the last minute. Accession to the ITRs will help to build an enabling environment for access to the Internet, and accession by non-signatories would appear feasible because legal analysis of the provisions that required further consideration indicates that they do not actually have the effects that had raised concerns during the conference in Dubai. For greater clarity, we propose a declaration that can be made by states that accede to the ITRs.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/13/CWG-Internet%202016-2.pdf)  |
| 1.
 | March 23, 2016 | [Just Net Coalition](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=14) | **SUMMARY (provided in submitted document and comment box):**In our view, the main goal is to create and enabling environment for use of the Internet. Facilitating access is a necessary but not sufficient activity. It is not disputed that it is important to build an enabling environment for use of and access to the Internet and that states have obligations to facilitate, or at least not to impede, use of and access to the Internet. Since this consultation focuses on access, this submission will also focus on access, but we suggest that the enabling use of the Internet be the topic of a future open consultation. A number of ITU instruments, resolutions and recommendations relate to building an enabling environment for access to the Internet. This contribution outlines those instruments, resolutions, and recommendations, proposes amendments to certain instruments, proposes changes to current Internet governance arrangements, and highlights relevant provisions of the 2012 International Telecommunication Regulations (ITRs). A significant number of states did not sign the ITRs in Dubai in 2012. Almost all of those states indicated that they required additional time in order to consider the implications of certain provisions, in particular those that were approved at the last minute. Accession to the ITRs will help to build an enabling environment for access to the Internet, and accession by non-signatories would appear feasible because legal analysis of the provisions that required further consideration indicates that they do not actually have the effects that had raised concerns during the conference in Dubai. For greater clarity, we propose a declaration that can be made by states that accede to the ITRs.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/14/CWG-Internet_2016_JNC.pdf)   |
| 1.
 | April 08, 2016 | [Centre for Community Informatics (Canada)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=17) | **SUMMARY (provided in submitted document and comment box):**This paper provides an alternative approach to possible “Policy and Regulatory Best Practices” of the Alliance for an Affordable Internet (A4AI’s) and draws heavily from a blogpost providing an extensive discussion of the A4AI. In particular, we argue that the overall objective must to ensure access and use of the Internet by those currently not being able to achieve such access and use. Thus the issue is universal access and not affordable access. In our view, the A4AI recommendations are too heavily influenced by neo-liberal dogmas and insufficiently sensitive to local conditions in which market-based solutions are not likely to be effective. We propose changes to the A4AI recommendations to align better with the realities of conditions in developing countries.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/17/CWG-16-Gurstein.pdf) |
| 1.
 | April 08, 2016 | [Pirate Party International (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=18)  | **SUMMARY (provided in submitted document and comment box):**We are of the view that an enabling environment to promote access to the Internet must recognize that it is not tenable to continue to attempt to impose the traditional copyright regime on the Internet and that it is urgent to reform drastically the current copyright regime. An enabling environment to promote the quality of access to the Internet must include strong network neutrality regulations. An enabling environment to build confidence and security in the use of the Internet must include strong protection of privacy, compliance with the principles of necessity and proportionality, prohibition of mass surveillance, and no prohibitions on strong encryption.**Text provided in submitted document:*****Background***On 18 February 2016 the Council Working Group decided that Open Consultations would be convened on the following topic : Building an enabling environment for access to the Internet 1. What are the elements of an enabling environment to promote Internet connectivity?
2. What are the elements of an enabling environment to promote an affordable Internet?
3. What are the elements of an enabling environment to promote the quality of access to the Internet?
4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?
5. What is the role of Governments in building an enabling environment?

We associate with the comments made in a previous submission to this group by the Pirate Party of Switzerland, see: <http://www.itu.int/en/council/cwg-internet/Pages/displaymar2014.aspx?ListItemID=42> ***Enabling environment to promote access*** It is not tenable to continue to attempt to impose the traditional copyright regime on the new media such as the Internet. Various attempts to criminalize private copying and downloading must be abandoned. The time has come to recognize that a new online copyright regime is an urgent necessity. Governments should adopt the specific measures that have been proposed by Pirate Party, see: [http://www.copyrightreform.eu/sites/copyrightreform.eu/files/The\_Case\_for\_Copyright \_Reform.pdf](http://www.copyrightreform.eu/sites/copyrightreform.eu/files/The_Case_for_Copyright%20_Reform.pdf) ***Enabling environment to promote quality of access*** Network neutrality is a fundamental requirement. This can be achieved by implementing network neutrality regulation at the national level. There should be international agreements enshrining network neutrality.Further, in many cases, infrastructure is a natural monopoly and its provision cannot be a competitive market. In such cases, infrastructure should be provided as a public good, preferably by functional separation of incumbent providers, see:[http://berec.europa.eu/eng/document\_register/subject\_matter/berec/regulatory\_best\_ practices/guidelines/195-berec-guidance-on-functional-separation-under-articles-13aand-13b-of-the-revised-access-directive-and-national-experiences](http://berec.europa.eu/eng/document_register/subject_matter/berec/regulatory_best_%20practices/guidelines/195-berec-guidance-on-functional-separation-under-articles-13aand-13b-of-the-revised-access-directive-and-national-experiences%20%20)  and in particular the annex that details the favourable experiences in some countries: <http://berec.europa.eu/doc/berec/bor_10_44_b.pdf> ***Enabling environment to build confidence and security*** Privacy is a fundamental human right. Violations of online privacy rights are widespread and have negative effects, including on freedom of speech. It is imperative to strengthen protection against violations of online privacy, in particular by ensuring compliance with the necessary and proportionate principles outlined at: <https://en.necessaryandproportionate.org/text> National laws must be modified to ensure the protection of privacy of Internet communications and to limit government surveillance. No such surveillance should be conducted without specific authorization from an independent and impartial court and it must be necessary and proportionate.States must respect the privacy rights of citizens of other states. States must not prohibit the use of strong encryption, nor attempt to weaken encryption standards or to compromise them through backdoors or by obtaining keys or passwords through court orders or clandestine actions.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/18/CWG-Pirate%202016.pdf)   |
|  | June 20, 2016 | [ISOC Switzerland (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=19) | **SUMMARY (provided in submitted document and comment box):**Fundamental rights, including freedom of speech and privacy must be respected. Any restrictions on those rights must be limited to what is necessary and proportionate. Copyright must be adapted to the digital era by modifying the current excessively strict regime. Network neutrality is a fundamental principle that must be upheld. Blocking of web sites must not be allowed. States must not attempt to degrade or to weaken encryption.**Text provided in submitted document:*****1. Background*** On 18 February 2016 the Council Working Group decided that Open Consultations would be convened on the following topic: Building an enabling environment for access to the Internet 1. What are the elements of an enabling environment to promote Internet connectivity?
2. What are the elements of an enabling environment to promote an affordable Internet?
3. What are the elements of an enabling environment to promote the quality of access to the Internet?
4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?
5. What is the role of Governments in building an enabling environment?

We comment here on those issues, and we refer to our previous contribution to CWG-Internet, available at: <http://www.itu.int/en/council/cwg-internet/Pages/displaymar2014.aspx?ListItemID=45> ***2. What are the elements of an enabling environment to promote Internet connectivity?*** Freedom of speech Freedom of speech is at present protected in general by customary international law as enunciated in the Universal Declaration of Human Rights, and by Article 19 of the International Covenant on Civil and Political Rights. Paragraph 2 of that Article 19 outlines the restrictions that can be imposed on free speech. The formulation of the permissible restrictions is very broad and has been interpreted in some countries in ways that have excessively restricted online free speech. Such excessive restrictions should be avoided. Furthermore, governments should recognize that it may be appropriate to allow greater freedom of speech online than offline, and should consider revising relevant international instruments accordingly. States must not mandate blocking of web sites, see our press release at: <http://www.isoc.ch/archives/2202>Our detailed position regarding proposed changes to the Swiss telecommunications act is available at (in German only): <http://www.isoc.ch/wp-content/uploads/2016/04/Vernehmlassungsantwort_FMGTeilrevision_ISOC-CH-20160331.pdf> Copyright It is not tenable to continue to attempt to impose the traditional copyright regime on the new media such as the Internet. Various attempts to criminalize private copying and downloading must be abandoned. The time has come to recognize that a new online copyright regime is an urgent necessity. Our comments on early proposals to revise Swiss copyright law are available at: <http://www.isoc.ch/archives/1682>Our detailed position regarding actual proposed changes is published at (in German only):<http://www.isoc.ch/wp-content/uploads/2016/04/Vernehmlassungsantwort_RevisionURG_ISOC-CH-20160331.pdf>***2. What are the elements of an enabling environment to promote an affordable Internet and 3. What are the elements of an enabling environment to promote the quality of access to the Internet?*** Network neutrality is a fundamental requirement. This can be achieved by implementing network neutrality regulation at the national level. There should be international agreements enshrining network neutrality.Further, in many cases, infrastructure is a natural monopoly and its provision cannot be a competitive market. In such cases, infrastructure should be provided as a public good, preferably by functional separation of incumbent providers, see: http://berec.europa.eu/eng/document\_register/subject\_matter/berec/regulatory\_best\_ practices/guidelines/195-berec-guidance-on-functional-separation-under-articles-13aand-13b-of-the-revised-access-directive-and-national-experiences  and in particular the annex that details the favourable experiences in some countries: <http://berec.europa.eu/doc/berec/bor_10_44_b.pdf> ***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet? And*** *5. What is the role of Governments in building an enabling environment?* Privacy is a fundamental human right. Violations of online privacy rights are widespread and have negative effects, including on freedom of speech. It is imperative to strengthen protection against violations of online privacy, in particular by ensuring compliance with the necessary and proportionate principles outlined at: <https://en.necessaryandproportionate.org/text>National laws must be modified to ensure the protection of privacy of Internet communications and to limit government surveillance. No such surveillance should be conducted without specific authorization from an independent and impartial court and it must be necessary and proportionate.States must respect the privacy rights of citizens of other states. Furthermore, states must not take steps to prohibit, degrade or compromise encryption, and they must not mandate backdoors that defeat encryption. We endorse the open letter published at: <https://www.securetheinternet.org/>We support the call for national referendums in Switzerland regarding proposed new surveillance laws, see: <http://www.isoc.ch/archives/2243> and <http://www.isoc.ch/archives/2154> [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/19/CWG-Internet%20ISOC-CH%202016%20r1.pdf)   |
|  | August 27, 2016 | [UK Government](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=21) [(United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=21) | **Text provided in comment box:**Building an enabling environment is critical for promoting affordable access to the Internet and bridging the digital divide. The UK strongly supports the agenda for an enabling environment set out in the outcome document of the review of the World Summit on the Information Society. Beyond fundamental development issues such as basic infrastructure, there are clear elements that need to be in place in order to build an enabling environment, particularly in terms of the market environment for investment. These include competition; straightforward licensing processes; clear, transparent and predictable regulation; removing barriers to crossing national borders with network infrastructure and traffic; public funding, where there is market failure, through open and competitive tendering processes; and proportionate taxation. The ITU can play an important role in developing capacity and spreading best practice in these issues. All stakeholders have roles and responsibilities to build confidence and security and need to work collaboratively together. There are a number of examples in the UK, such as “Cyber Essentials” and the “Cyber Streetwise” campaign. Government’s roles include empowering users, ensuring a fair and consistent human rights compliant domestic legal framework, promoting investment in infrastructure and opening-up policy making processes. Governments can also put government services and information online. The GOV.UK programme is an example of this.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/21/160827%20Enabling%20Environment%20-%20UK%20response.docx) |
|  | August 29, 2016 | [Office of Electric Communications (Poland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=22) | **SUMMARY (provided in submitted document and comment box):**The President of Office of Electronic Communications (UKE - Urząd Komunikacji Elektronicznej) is the Polish national regulatory authority for telecommunications and postal services market.As a national regulatory authority, the President of UKE has a special status within government administration – although it is supervised by the Ministry of Digital Affairs, it acts independently in its regulatory capacity. Enabling environment for access to the internet consists is a complex idea which can be put into life only if all stakeholders (politicians, law makers, regulators, private companies, academia and, last but not least, consumers) work together to make it real. Due to its prerogatives, regulatory authority can influence building an enabling environment by creating new investment incentives and improving the existing regulations to boost the development of broadband infrastructure; making the best possible use of scarce resources such as frequencies; encouraging the development of fair competition in the telecommunications markets, also in terms of quality. In addition, regulator carries out its activities with the customer wealth in mind. Therefore, initiatives aimed at providing customers with knowledge on the available services (e.g. QoS indicators and measurement tools, certificates issued by the regulator to companies complying with high standards of customer service, or guidelines concerning the safe use of internet services and devices connected to the internet) also constitute an important part of both regulatory activity and enabling environment.Activities undertaken by the President of UKE in this regard have proven to be effective, therefore they may serve as an example of good practices for other regulatory authorities and other stakeholders.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/22/Office%20of%20Electronic%20Communications%20%28UKE%2C%20Poland%29.docx)  |
|  | August 30, 2016 | [GSMA](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=23) [(United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=23)  | **Text provided in comment box:**The GSMA is pleased to submit its consultation response to the CWG-Internet open consultation on “Building an enabling environment for access to the Internet”. The mobile industry plays in integral part in building an enabling environment while addressing the issue of connecting the nearly 4 billion people who are currently unconnected to the Internet, most of whom live in developing and underdeveloped countries. This response addresses some of the key challenges and highlights some mobile industry initiatives.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/23/ITU_Enabling%20Environment%20Consultation_GSMA%20Submission%20Final.docx)  |
|  | September 01, 2016 | [Zimbabwe Internet Governance Forum (ZIGF) Secretariat- Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=24)[(Zimbabwe)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=24) | **Text provided in comment box:*****Question 1: Internet connectivity -What are the elements of an enabling environment to promote Internet connectivity?*** * Policy and regulation that promote easy entry by new players without pushing existing players out of business , infrastructure sharing, healthy competition and a universal service fund that supports deployment of connectivity to unserved areas;
* Content is key for any meaningful use of the Internet. If time is taken to create content that is relevant and useful then use of the Internet will increase. In some rural areas for example, lack of connection is due to the fact that the content available is irrelevant. If there is content that attracts the rural folk more people will connect thereby making investment in connectivity worthwhile. Such content should also be developed in a language that the local community understands;
* An environment with no over-protectionist, stringent and over regulation of Internet including the computing devices that enable such connectivity; and
* The deployment of free Internet access hotspots.

***Question 2: Affordable Internet -What are the elements of an enabling environment to promote an affordable Internet?*** * A clear net- neutrality policy for the country;
* Open/Public traffic management obligations for ISPs so that consumers are aware of the level of quality they can expect from them. For example possible discrepancies between advertised speeds and actual broadband speeds which makes it mandatory for users to pay for contended bandwidth without their knowledge;
* Introduction of a subsidized regime in the importation of hardware and software consumables that incentivize Internet affordability; thus causing Internet services to be affordable. This can be achieved through the removal of duty on ICT imports so as to make them less expensive for the majority of the people;
* Promoting widespread use in order to induce a surge in demand hence leading to cheaper prices;
* Allowing a platform for many Internet actors to facilitate competition in the provision of Internet goods and services, with competition and tumbling down of monopolies and oligopolies in the same realm, Internet becomes cheaper and affordable; and
* From the infrastructure owners’ point of view, there is need for "smart-infrastructure-sharing". While taking into consideration that different organizations have different investments it is still one of the key cost drivers. By sharing there is less investment to be amortized and thus the cost to the consumer will be significantly reduced.

***Question 3: Quality of access to the Internet -What are the elements of an enabling environment to promote the quality of access to the Internet?*** * For Zimbabwe it is definitely support of the ISP's and MNO's to increase coverage through the Universal Services Fund;
* Internet Sector-wide involvement, through democratic processes to allow a free and open cross pollination of ideas on Internet, exchange of best and latest practices and sharing of notes by all state and non-state actor stakeholders;
* Capacity building and training strategies that over-arch various core and periphery groups to promote pervasive utility of Internet; and
* Formulation, implementation, monitoring and evaluation of Internet infrastructure regimes with infrastructure sharing, harmonization policies in Zimbabwe being the most topical one to enable a robust infrastructure base on which Internet use is predicated upon.

***Question 4: Confidence and security in the use of the Internet-What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** * Awareness on cybercrimes laws, paying particular attention contextual trends on the most likely crimes to occur in a country;
* Ensuring stakeholder participation in coming up with the ideals at country level for countries yet to adopt the laws as is the case with Zimbabwe. Some critical issues to be discussed at a regional level should include judicial oversight on execution of the different warrants such as the interception of communication, search and seizure and authorization of the use of forensic tools. Without the protection of the judiciary Internet users continue to be vulnerable;
* Publication of transparency reports by the government and intermediaries to determine the extent to which citizens’ right to privacy are protected and how widespread filtering and surveillance is in a country & the region as a whole;
* Promotion of a free market Internet regime;
* Capacity building in the utility of Internet and how to unlock value from the same, how to empower communities through the Internet, laying bare the Internet-development nexus, touching base with the realities of the imperative preparation for a generation of Cadres whose future lives will be impossible without Internet;
* Enactment of laws that strike a balance between the Internet rights bordering on access, openness, affordability, utility and serviceability of the same and the security of other users bordering on nuisances, prejudices, harmful Internet utilities and other undesirables that emanate from broad thresholds Internet use;
* Inter-Governmental, trans-boarder, international standardization of Internet utilities and approaches based not on over-regulation but good-faith adherence to such standards of safe and secure Internet;
* Sustainable environment to allow research and further innovation on hardware and software safety and security enablers; and
* Delimitation of thresholds of provision and access of appropriate sustainable Internet packages relevant to certain interest groups such as juveniles and learners.

***Question 5: Role of Governments -What is the role of Governments in building an enabling environment?*** * Facilitate a multi-stakeholderism approach in all Internet governance related issues thus acknowledging that it is not the prerogative of government only but of all the other stakeholders from the everyday users, technical communities, civil society and the service providers;
* Recognise and uphold the ten global key rights and principles for the governing of the Internet, as defined by the Internet Rights and Principles Dynamic Coalition;
* Internet Policy direction, through:
1. Identifying lacunae/gaps in the national Internet regimes;
2. Consulting Internet stakeholders;
3. Receiving various optional strategies and practices for interventions;
4. Crafting policies embracing popular views by state and non-state actors;
5. Creating proper platforms for discussions, on the proposed interventions; and
6. Allowing sector wide validation of the policy framework.
* Creating an enabling environment for Internet policy implementation through enacting relevant laws;
* Facilitating or establishing consensus building and alternative dispute resolution mechanisms along the Internet value chain;
* Morphing enough political will balanced with sovereignty issues (given that the Internet knows no sovereign boarders), that can crystallize into a robust motive force that generates actions around all proposed Internet governance options-in order to actuate the functionality and serviceability of the whole Internet package meant for Zimbabwe as an Internet regime;
* There is need for use of the Internet to be upgraded from luxury to basic need to promote wide usage. The Government needs to come in and create an enabling environment by providing the backbone infrastructure across the country; and
* Creating a free and open market for hardware and software components which enable Internet and web functionality.
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|  | September 01, 2016 | [ARCT (Burundi)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=25) | ​**Text provided in comment box:**Everyone knows that the creation of an environment of the Internet is a combination of effort of everyone in society. Reason why States have an obligation to facilitate or at least not to hinder access to the Internet. They must participate in improving the environment by participating in the drafting of resolutions and formulating recommendations. The Internet facilitates not only the task to institutions enjoying this connection for good causes, but also malicious people to commit crimes without being worried where every state is challenged to contribute in the protection of this environment by implementing means or regulations that can contribute to improving this environment.**Text provided in submitted document:*****Question 1: Internet connectivity- What are the elements of an enabling environment to promote Internet connectivity?***The elements to take in considerations to promote connectivity of the internet, is the creation of national and regional exchange points in order to promote the lowest costs but also quality of service. It is also important to provide broadband Internet connectivity to all consumers across the country, not only in big cities but also in rural areas.***Question 2: Affordable Internet-What are the elements of an enabling environment to promote an affordable Internet?***For being affordable, the internet must be less expensive first, that is to say, promote the development of competition for the creation of such an environment. This objective is pursued with the use of various regulatory measures that should ultimately lead to this level of competition in the market and require that the Internet to be present in all the countries where states are required to implement policies that enable the implementation of universal services***Question 3: Quality of access to the Internet-What are the elements of an enabling environment to promote the quality of access to the Internet?***The regulation on the appropriate network neutrality is a key component of an environment conducive to promoting the quality of Internet access. In addition to the increasing availability of telecommunications services and low prices, quality becomes a factor for influencing consumer decisions when choosing the service provider. The Implementation of professional methods and indicators for assessing the quality of services is necessary to enable customers to assess the quality of telecommunications services in practice.***Question 4: Confidence and security in the use of the Internet -What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** As the internet can be used for good things there are those who use it for bad things up to achieve the personal data. We need countries to implement laws that can force these kinds of practice and develop equipment that can interact and alert in case of such practice***Question 5: Role of Governments- What is the role of Governments in building an enabling environment?***The role of governments is to encourage the various parties involved in the governance of the Internet, participate in decision-making and establish laws governing the Internet.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/25/Accessible_Form_Open_Consultations_Feb_2016.docx) |
|  | September 05, 2016 | [National University of Singapore (Singapore)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=27)  | **Text provided in comment box:**We strongly support the ITU's decision to have an online open consultation on this discussion. We believe that access to the Internet is the backbone to building a strong socio-economic future for the world, and as such, we submit our comments on the five questions raised. We are an undergraduate class currently reading ICT and Telecommunications policy in the National University of Singapore, and following a robust discussion in class on the concepts surrounding affordable access to the Internet, we are submitting our private opinions in this consultation document for your consideration.**Text provided in submitted document *[cover letter can be found in the document]:******1. What are the elements of an enabling environment to promote Internet connectivity?***We believe that countries should provide (i) free, (ii) open, and (iii) good quality Internet access through any means, in more places including areas with limited or no Internet connection. We also believe that (iv) the government has the duty to subsidise the cost of Internet access, keeping it affordable. We also believe that to allow people to benefit from affordable Internet connectivity, affordable access to end-user devices such as smartphones and computers should be made available. E.g. telecentres and Internet cafes in Indonesia. These measures outlined below will facilitate Internet connectivity and access: 1. **Encouraging or introducing competition among Internet Service Providers (ISPs).** We believe that the introduction of healthy competition in the telecommunications industry with the presence of multiple Internet service providers will encourage affordability and quality of connection.
2. **Promoting public-private partnerships.** Public-private partnerships between the Government and private operators can help to provide robust telecommunications infrastructure that promote Internet connectivity. The Government can facilitate the development of such infrastructure by providing subsidies and clear regulation of Internet Service Providers. For instance, in April 2013, Singapore rolled out free public Wi-Fi through its Wireless@SG programme. Under the programme, the government funded the infrastructure while the various operators provided the service. Therefore, the Singapore Wireless@SG programme shows that public-private partnerships can facilitate free or affordable Internet access on a national level.
3. **Improving computer literacy**. The issue of computer literacy should also be addressed to mitigate the digital divide. For example, services that educate digitally marginalised or disconnected populations such as the young, the elderly as well as migrant workers on how to access the Internet should be introduced.
4. **Encouraging innovation**. Making the Internet more accessible through affordable smart devices is also another way to bridge the digital divide. The Government can encourage innovation in the market such that new technologies can foster affordable smart devices. For example, as part of the initiative ‘Digital India’ 2015, DataWind, known for its supply of cheaper tablets and smartphones, aims to provide fast Internet at a low cost to those living in rural areas in India who do not have access to the Internet by providing them with smart devices at a much cheaper price.

***2. What are the elements of an enabling environment to promote an affordable Internet?*** It is our view that countries ought to bring in competition to the telecommunication market to prevent monopoly of telecommunication services so that prices remain competitive and affordable. Governments should also provide funding for telecommunication infrastructure - particularly for rural markets - to ensure people can afford to use the Internet. For example, the Ministry of Information and Communication Technology in Thailand plans to use 20 billion baht (576 million USD) to build a national broadband infrastructure for all 70,000 villages across Thailand over the next year.***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*** 1. We feel that the government should exercise strict regulation among ISPs to ensure that they provide quality Internet to the best of their abilities and not shortchange users, such as violating principles of net neutrality.
2. Introduce more foreign direct investments into the market to encourage greater competition in the market which would ideally lead to better quality Internet.
3. Promote and ensure a steady rollout of IPv6 in all services and devices.

***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** We believe that these elements are crucial in building confidence and security in the use of the Internet: 1. **Encryption of messages** sent through the Internet will boost the security of these messages and increase people’s confidence in using the Internet. An example is how Whatsapp has securely encrypted messages sent on the application which only the intended recipient can view and this places top priority on consumers’ security and privacy.
2. **Disallowing Deep Packet Inspection** to ensure user privacy. Deep Packet Inspection permits surveillance or censorship techniques to be carried out, as message content can be intercepted
3. **Protecting IP rights of original creators.**
4. **Establishing government regulation that safeguards user interests.** For instance, the Personal Data Protection Commission in Singapore implements public education and engagement programmes for organizations and individuals to promote greater awareness of the importance of personal data. To make regulation more grassroots-friendly, information and education more freely available and easier to understand
5. **Establishing a cyber-security masterplan.** Governments should create a cyber security masterplan which addresses how the government will address threats to the nation in the case of cyber attacks. An example would be the setting up of national and regional Computer Emergency Response Teams (CERTs).

***5. What is the role of Governments in building an enabling environment?*** 1. **Improving Internet penetration in rural areas.** Governments can play an important role in building an enabling environment for users by improving Internet penetration, especially in rural areas. For instance, Vietnam’s Last Mile Initiative: joint partnership between state-owned Vietnam Data Communications and Intel to expand ICTs in rural areas and improve socio-economic development.
2. **Subsidies and funding.** Governments should set aside subsidies and funding for telecommunication infrastructure, such as public-private partnerships.
3. **Enable open market for fair competition** and prevent monopoly through the regulation of Internet Service Providers.
4. **Open consultations** to allow citizens to engage and participate in telecommunications policymaking processes. Introduction of grassroot-friendly regulations where governments work together with communities and grassroots end users to understand citizens’ needs.
5. **Government to act as mediator** between citizen and Internet Service Providers
6. Laws to protect organisations and individuals from cyber attacks
7. **Transparency** in regulatory changes through annual reports or easily understood infographics, as well as ensuring transparency of ISPs in their reports.
8. To execute intellectual property laws

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|  | September 06, 2016  | [Kyushu Telecommunication Network (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=28) | **Text provided in comment box:** Our company, Kyushu Telecommunication network, is a local telecommunications carrier which builds its own fiber optic cables and provides FTTH service in Kyushu area, Japan. In Japan, the Internet penetration rate was 83.0% at the end of 2015. And according to OECD 2015 data, fixed broadband price per megabit per second was the lowest in the world. In this comment, we will provide some clews of high Internet penetration with cheap price in Japan based on our experiences. Please read the attached document for detail.**SUMMARY (provided separately):**In Japan, the Internet penetration rate was 83.0% at the end of 2015. The most important factor is ‘’multi-layered competition between telecommunications carriers’’ following the Telecommunications Liberalization 1985. There are various carriers which provide Internet services in Japan. Under the free competition among carrier all elements, such as technical innovations, lower charges, and new services development, have been created that are essential to promote broadband internet. In order to promote the quality of access to the Internet, we should realize ‘’High-speed, error-free, and ubiquitous’’ internet service. And ‘’Secrecy of Communication’’ is the most important principle to build confidence and security. The role of Government should be minimum such as regulation and direction for fair competition. In addition, one of the most important roles of Government is to provide financial support for the rural areas where the private company cannot construct infrastructure for Internet in economic reason. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/28/Enabling%20Environment-QTNet%20Submission.pdf)   |
|  | September 09, 2016 | [Japan Registry Services Co. Ltd (JPRS) (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=29) | **Text provided in comment box:**In the comments, JPRS (.jp ccTLD registry) mainly delivers its view that multistakeholder participation is essential for "equally connecting every corner of the world”, from the viewpoint of both technical infrastructure layer and the upper layers including human social activities on the Internet.**SUMMARY (provided separately)**In the comments, JPRS mainly delivers its view that multistakeholder participation is essential for Internet governance in both technical infrastructure layer and upper layers.One of the indispensable nature of the Internet is "equally connecting every corner of the world", which should cover not only the technical infrastructure layer but also upper layers including human social activities on the Internet. To achieve the Internet connectivity, quality, confidence, and security in this context, active participation of multistakeholder, which has been the outstanding feature in the course of the Internet growth and development, should be the basis and be empowered.As the driving force of the Internet growth and development is multistakeholder process, the speed of the growth and development would seriously depressed if intergovernmental organizations and/or national governments have excess influence to the policy and technical development by means of international treaties and/or national regulations. Such situation must be avoided. Conversely, governments are expected to take any actions to accelerate the Internet growth and development as one of the stakeholders in the multistakeholder process.**Text provided in submitted document:*****Introduction*** We appreciate the opportunity to express our views on international public policy issues by responding to the online consultation run by the ITU Council Working Group on international Internet-related public policy issues (CWG-Internet). Japan Registry Services Co., Ltd. (JPRS) is a private company that serves as Japanese ccTLD (.jp) registry. It makes contribution to the global and local Internet resource management in coordination with ICANN, Japan Network Information Center (JPNIC), Japanese government, and other entities. Further it makes various contributions as well to the Internet growth and development through IETF, ISOC, and so on. Here we submit our comments to Question 1, 3, 4 and 5 from the standpoint of an organization that serves to the Internet infrastructure and its usage environment mainly through domain name management and domain name system (DNS) operation as a ccTLD registry. We pay our respect to the effort by parties and individuals involved in the Internet growth and development and expect the discussions in ITU will lead to further sound development and more secure and stable Internet infrastructure. ***Question 1: Internet connectivity What are the elements of an enabling environment to promote Internet connectivity?*** Answer to question 1: One of the indispensable nature of the Internet is "equally connecting every corner of the world". It has been the strong will and autonomous activities of various stakeholders, mainly of non-governmental entities, that have served as driving force of the growth and development of the Internet. Such activities, among others, include policy setting, technical standardization, and operation of the Internet. Below are the examples of the forums yielding such activities. It must be noted that "equally connecting every corner of the world” should cover not only the technical infrastructure layer but also the upper layers including human social activities on the Internet. To achieve the connectivity in this context, we believe that active participation of multistakeholder, which has been the outstanding feature in the course of the growth and development of the Internet, should be the basis and should be empowered. For example, ICANN continuously contributes to the security and stability of the domain name system (DNS) by coordinating the technical aspects of the Internet resource management. The outstanding nature of ICANN is that its activities are based upon open and active participation of individual and organizational multistakeholder entities from governments, private sector, civil society, and others. This participation framework strengthens the nature of the Internet, which is "equally connecting every corner of the world". ISOC contributes to the growth and development of the Internet, especially by creating discussion platform, such as IAB and IETF, for engineers around the world to gather and openly discuss the standardization of the technical protocols and to produce standard protocol specifications as RFC documents. ISOC also contributes to the healthy and powerful usage of the Internet, proposing better usage environment and user literacy improvement, through discussion among technical community, private sector, and civil society. Another example is Network Operators Groups (NOG's). In various regions and countries, engineers in network operation community have formed NOG's as open community forums to share experience and discuss about sound operation of networks within each NOG community and across NOG communities in order to upgrade their network operation. As exemplified above, frameworks that have served as driving force of the Internet growth and development are based on open and bottom-up multistakeholder model. ***Question 3: Quality of access to the Internet What are the elements of an enabling environment to promote the quality of access to the Internet?*** Answer to question 3: Accessibility of the Internet has to be defined as not only technical accessibility but also mechanism and policy that allow access to any content on the global Internet. With this definition in mind, quality of access should be discussed. We think, as we mentioned in the response to Question1, participation of multistakeholder should be the basis of all the discussion to promote the quality of access to the Internet.***Question 4: Confidence and security in the use of the Internet What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** Answer to question 4: Various stakeholders, especially non-governmental organizations and individuals, have cooperatively discussed about and developed the Internet mainly to satisfy their own needs. When more and more people and things come to rely on the Internet, multistakeholder process is also the key to the confidence and security they demand in using the Internet, because those who know their ever-changing real needs are themselves. Since demand for the Internet grows and changes rapidly, Internet technologies and services are required to be evolved continuously as rapidly as the demand evolves. The speed of the growth and development of the Internet has relied on, and will further rely on, the multistakeholder frameworks whole community has devised to realize. ***Question 5: Role of Governments What is the role of Governments in building an enabling environment?***Answer to question 5: One of the outstanding characteristics of the Internet is 'borderless free flow of information', which gives extraordinary ability to the Internet. We have strong concern that the speed of the growth and development of the Internet would seriously ruined, if intergovernmental organizations and/or national governments should have excess influence to the policy and technical development by means of international treaties and/or national regulations. We strongly request such situation is avoided. Also, talking about the role of government, we wish each government to take any actions to accelerate the growth and development of the Internet as one of the stakeholders in the multistakeholder process.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/29/160909%20Enabling%20Environment%20-%20JPRS%20reponse.pdf)   |
|  | September 09, 2016 | [National Computer Board (Mauritius)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=30) | **Text provided in comment box:**Please find attached the comments on Building an Enabling Environment for Access to the Internet. The comments is submitted by the National Computer Board working under the aegis of the Ministry of Technology, Communication and Innovation of Mauritius. **Text provided in submitted document:*****Question 1: What are the elements of an enabling environment to promote Internet connectivity?**** Proper political and regulatory environment
* Provide nationwide coverage and access to the Internet through the use of different technologies (ADSL, FTTH, 3G, 4G, WiMAX, etc.) which are categorized as wired and wireless Internet connection.
* Devices to access the Internet and Internet packages should be affordable
* The population should be digitally literate and understand the importance of Internet
* Locally relevant content and variety of Government e-services should be present on the Internet
* Train entrepreneurs on how to use the Internet space or conducting business and setup incubators
* Adoption of new business models such as phones that come bundled with free Internet access for a certain period to help users get started online. Another model is Free Basics by Facebook which is designed to demonstrate the value of connectivity to users and to and to provide an entry to the broader Internet. Through partnerships with mobile operators this programme provides users with free access to locally relevant basic services such as communications tools, health information, job sites and other educational information.

***Question 2: What are the elements of an enabling environment to promote an affordable Internet?**** Regulatory Policies and decision that lower entry barriers and facilitate competition among ISPs
* Give financial assistance to families where there income is below a certain level
* Introduction of low-cost smart phones
* Tax break on devices to connect to the Internet.
* Free Wi-Fi in public places.

***Question 3: What are the elements of an enabling environment to promote the quality of access to the Internet?**** The setting up of proper infrastructure for e.g. 4G and FTTH coverage of the whole island
* Strong regulatory decisions with particular attention on consumer protection
* High backhaul capacity with good quality of service
* Increase the number of submarine communication cables connected to Mauritius

***Question 4: What are the elements of an enabling environment to build confidence and security in the use of the Internet?**** Increase the population digital literacy.
* Setting of awareness sessions for all age groups on the precautions to be taken when using the Internet such as privacy protection, protection of computing devices, etc.
* Implementation of strong and efficient legislation on Cybercrime and its alignment in line with international cybercrime conventions and best practices
* Enhanced specialized skills and institutions for investigations on cybercrime and electronic evidence.
* Enhanced skills for judges and prosecutors regarding cases on cybercrime and electronic evidence.
* Protection of critical information infrastructures.
* Implementation of DNSSEC at country code top-level domain (ccTLD).
* Promote the adoption of Information Security Standards (ISO 27001,ISO 22301)
* Capacity building programmes on Cybersecurity
* Development and implementation of National Cybersecurity and cybercrime strategies

***Question 5: What is the role of Governments in building an enabling environment?**** Facilitate universal access to basic telecommunication services.
* Create conditions for competition between different stakeholders and preventing malpractice or anti-competitive practices by dominant operators.
* Create a climate conducive to investment in telecommunications and ICTs.
* Increase public confidence in telecommunications markets by implementing transparent regulatory policies.
* Protecting users' rights, including rights to protection of personal data.
* Increase the telecommunications connectivity of all users by implementing effective interconnection procedures.
* Optimize the use of scarce resources such as the radio spectrum and numbering.

[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/30/CWG%20Internet%20-NCB%20Mauritius.docx)  |
|  | September 09, 2016 | [Bank of Russia](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=31) [(Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=31) | **Text provided in comment box:**Information material for open consultation on "Building an enabling environment for access to the Internet" within the frameworks of CWG-Internet. This material reflects expertise and vision of the Bank of Russia (BR) on the issues of on-line confidentiality, protection of personal data and information.**Text provided in submitted document:**This material reflects expertise and vision of the Bank of Russia (BR) on the issues of on-line confidentiality, protection of personal data and information. BR considers that major issues related to the assurance of on-line confidentiality and protection of personal data and information for credit and financial organizations of the Russian Federation are the following:* Assurance of confidentiality and protection of data used for authentication of the right to manage funds, transfer money and perform other financial operations and transactions (hereinafter – authentication data)
* Minimization of risks for unauthorized money transfers and other financial operations and transactions, should the above authentication data be compromised.

To ensure confidentiality and protect authentication data during online operations, BR has identified and is implementing the following prioritized action lines:* Development and application of industry-specific standards for information protection, by credit and financial organizations of the Russian Federation
* Establishment of an independent system to monitor compliance of credit and financial organizations of the Russian Federation with the above industry-specific standards (independent system for conformity assessment)
* Promotion of economic interest for credit and financial organizations of the Russian Federation in the application of the above industry-specific standards
* Improvement of BR regulations in regard to capital buffers for handling operational risks associated with information protection
* Enhancing quality of computer-aided systems and applications used by credit and financial organizations of the Russian Federation for automation of money transfers and other financial operations and transactions
* Prevention of authentication data leakage. Methodological experience of BR in the implementation of the above prioritized action lines is reflected in the set of BR standardization documents "Information security of the Russian banking system organizations" (see sections "Bank of Russia standards" and "Recommendations on standardization" at: <http://cbr.ru/credit/Gubzi>\_docs/).

This set of standardization documents includes, among others, the following documents related to the protection of authentication data used online:* The BR standard "Information security of the Russian banking system organizations. General provisions" ([STO BR IBBS-1.0-2014](http://www.cbr.ru/credit/Gubzi_docs/st-10-14.pdf))
* BR Recommendations on standardization "Information security of the Russian banking system organizations. Information security during life-cycle phases of automated banking systems" ([RS BR IBBS- 2.6-2014](http://www.cbr.ru/credit/gubzi_docs/rs-26-14.pdf))
* BR Recommendations on standardisation "Information security of the Russian banking system organizations. Prevention of information leakage" ([RS BR IBBS-2.9-2016](http://www.cbr.ru/credit/gubzi_docs/rs-29-16.pdf)).

These documents were developed taking into account requirements of ISO/IEC 2700Х family of international standards on information security management system (ISMS).In the case of compromised authentication data, the following prioritized action lines were identified and are implementing by the Bank of Russia in order to minimize risks of unauthorized operations:* Application of technological measures to protect information, implementing additional monitoring (confirmation) of money transfer
* Operative exchange of information between credit and financial organizations of the Russian Federation, law enforcement bodies and the Bank of Russia
* Application of uniform standardized methods for processing technical data which is generated by the information infrastructure of credit and financial organizations of the Russian Federation for further transfer to law enforcement bodies in the case of incidents related to information protection.

Application of technological measures for the protection of information, implementing an additional monitoring (confirmation) of money transfer is considered in the following BR documents:* [BR Regulation No 382-P dated 9 June, 2012](http://www.cbr.ru/psystem/p-sys/382-p.pdf) "Requirements for protection of information during money transfer, and their supervision by BR" (including modifications and additions, items 2.8, 2.10)
* The BR standard "Information security of the Russian banking system organizations. General provisions" ([STO BR IBBS-1.0-2014](http://www.cbr.ru/credit/Gubzi_docs/st-10-14.pdf), section 7.8).

Currently Bank of Russia is working on more precise requirements. For this purpose Bank of Russia considers modifications to its normative acts, establishing obligatory two-step independent procedure for confirmation of on-line money transfer operations, by separating preparation and confirmation steps of the money transfer order.In 2015, Center for computer emergency monitoring and response in the credit and financial sphere (FinCERT) was established within BR structure for proper coordination of credit and financial organizations activity to counter cyber-attacks and for operative exchange of information.Currently, the Center achieved the following results:* Exchange of information is established with the Russian Federal Security Service, Ministry of Internal Affairs and State system for the detection, prevention and relief of cyber-attacks on the information resources of the Russian Federation
* More than 270 credit organizations are joined to the information exchange via the Center services
* Regular notification of information exchange participants on discovered security vulnerabilities of Internet Banking is established.

In order to create a methodological basis for implementation of information exchange, Bank of Russia together with the Russian Federal Security Service, FSTEC and Ministry of Internal Affairs developed and harmonized a draft industry standard, identifying rules and typical procedures for processing of technical data generated by computers (draft STO BR IBBS-1.3).In this regard, Bank of Russia believes that it is important to consider the following issues at the international level:* Obligatory use of national information security standards tailored to the activity of credit and financial organizations
* Identification of economic measures facilitating application of the above-mentioned standards by credit and financial organizations
* Obligatory application of technological measures for information protection, decreasing risk of money transfer and other financial operations and transactions in case of compromised authentication data
* Establishment of interaction between national Centers for computer emergency monitoring and response in the credit and financial sphere.

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|  | September 09, 2016 | [Agence Nationale de Réglementation des Télécommunications ANRT (Morocco)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=32)  | **Text provided in comment box:*****What are the elements of an enabling environment to promote the quality of access to the Internet?*** * Opening the market to competition (Essential).
* Promoting the development of fixed and mobile networks, broadband and high-speed (investments, coverage obligations...)
* Promoting good network spread.
* Clear and achievable coverage obligations.
* Implementing quality of service obligations.
* Controlling and monitoring such obligations.
* Affordability of access prices.
* Ensuring service quality.
* Promoting open access to the Internet.

***What is the role of Governments in building an enabling environment?*** * Adopting an adequate and transparent legal framework.
* Defining the responsibilities of all concerned actors.
* Protection of personal data, privacy and minors.
* Promoting network expansion and promotion of content.
* Awareness and information.
* Important role of ISP (usage policy).
* Role of the civil society: school, parents, association…
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|  | September 09, 2016 | [International Chamber of Commerce (France)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=33)  | **Text provided in comment box:**Speaking on behalf of businesses from all sectors and sizes in every part of the world, the International Chamber of Commerce (ICC) believes that enabling environments are crucial to fully benefit from the social and economic advantages of the Internet. These are created through flexible and light touch public policies that enable emerging and innovative technologies and business models. ICC has demonstrated a consistently strong commitment to both voice the perspectives of businesses worldwide and to work cooperatively across all stakeholders to support and advocate for effective and impactful multistakeholder approaches to digital economy and Internet governance issues. In this context, this submission shares the global business view that creating an enabling environment for access to the Internet in close consultation with all stakeholders and through public-private partnerships continues to promote investment in information communication technologies (ICTs) and infrastructure while fostering entrepreneurship and innovation. It also recognises the significant efforts of stakeholders working together across many fora to advance this important goal.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/33/ICC%20submission_ITU%20en%20env_%20090916.pdf) |
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 | September 09, 2016 | [EchoStar Corporation and Hughes Network Systems (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=34)  | **Text provided in comment box:**EchoStar Satellite Operating Corporation and Hughes Network Systems, LLC (Hughes) (collectively EchoStar) respectfully submit these comments in response to the International Telecommunication Union (ITU) Council Working Group on Internet’s (“CWG”) consultation on Building an Enabling Environment for Access to the Internet. As the ITU has recognized, it is important for regulatory agencies and service providers to build an environment that enables access to the Internet. A favorable regulatory framework will enable access to broadband to the world’s citizens. As discussed below, any approach that is adopted must ensure that all technologies are available to meet the important goal of delivering access to the internet to all the world’s citizens. As the CWG considers how best to build an enabling environment for access to the Internet, it is critical that it adopt regulations based on the following core principles which are fundamental to improving global Internet access: 1. Technology neutrality
2. Creation of a competitive telecommunications market
3. A light touch to regulation
4. Fair and non-discriminatory access to scare resources, including spectrum
5. Relying on best practices to ensure network security

Reliance on these principles will ensure that broadband internet is available globally to the world’s citizens, even in the most hard to reach areas.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/34/EchoStar%20HNS%20Comments%209%209%2016%20Final.pdf)   |
|  | September 09, 2016 | [Telecommunications Regulatory Agency OSIPTEL (Peru)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=35) | **Text provided in submitted document (in English):*****Question 1: Internet connectivity******What are the elements of an enabling environment to promote Internet connectivity?***Internet connectivity can be promoted from different sides:From the supply: * Promoting policies for an appropriate deployment of fixed and mobile Internet infrastructure. At the mater, the building of the Optical Fiber National Backbone has concluded in Peru, which adds 13,000 Km of optical fiber to Peruvian networks, covering 180 province capitals. In the same way, 8 out of 21 Optical Fiber Regional Networks Projects are being auctioned, which will add in total around 31,000 Km of additional fiber.
* Easing necessary resources for the deployment of advanced mobile networks that provide mobile broadband services. In Peru, frequency bands for 4G LTE in AWS and 700 MHz have been auctioned.
* Limiting or removing barriers to the deployment of infrastructure, for example, municipal burdens for the deployment of base stations for mobile communications.
* Promoting competition to the supply of services, a more intense competition among existing operators and attract new entrants to the market. Not only competition for existing users but for expanding services to new zones and new users.
* Promoting Internet Exchange Points (IXP) in the country.
* Promoting connectivity to IXP networks at regional level.
* Promoting an appropriate access to the International Connectivity Services to Internet (submarine cable).
* Promoting the installation of CDN from mayor content suppliers worldwide (Google, Amazon, Akamai, etc.).

From the demand:* Development of policies that promote greater affordability of user devices and terminals.
* Digital alphabetization policies.
* Policies to promote the development of contents and applications.
* Policies for e-government development.
* Policies to promote tele-health, tele-education, tele-work, etc., applications

***Question 2: Affordable Internet******What are the elements of an enabling environment to promote an affordable Internet?***The elements that promote affordable Internet are directly related to:* The level of industry competition.
* The degree of social Internet appropriability (i.e. internalization of service potentiality).
* Development of high social value content.
* Subsidy public policies in economically poor strata.
* Procure that Internet provides added value to users, so that materializes in a tool that allows them to leverage some productive activity that means them a return on investment.

***Question 3: Quality of access to the Internet******What are the elements of an enabling environment to promote the quality of access to the Internet?**** Policies that foster the development of infraestructure should be promoted, in order to attend satisfactorily the user demand, ensuring an appropriate quality. Among them we can mention:
* Promote policies that provide incentives for the expansion of fixed and mobile networks.
* Ensure that mobile and wireless services operators have access to enough amount of spectrum to provide services.
* Reduce bureaucratic barriers to the deployment of fixed and mobile networks.
* At the matter, several rules have been issued, among them can be highlighted:
* Law 29904 – Broadband and Building of Optical Fiber National Backbone Law.
* Law 29022 – Telecommunications Infraestructure Deployment Law.
* Law 28295 – Access and shared use of public infrastructure for providing Telecommunications Services Law.
* In the same way, appropriate regulatory frameworks for monitoring the quality and coverage should be established.
* In case of quality, such framework should consider:
* Definition of indicators for measuring quality of Internet (fixed and mobile).
* Definition of methodologies for measuring such indicators.
* Strategies for publishing results.
* At the matter, Peru has the “Quality of Public Services Bylaw” (OSIPTEL 2014), which has stablished indicators and measuring methodologies for supervising Internet access service quality.
* In case of coverage, such framework should consider:
* Methodology to properly validate the coverage of mobile services.
* Coverage supervising strategies within such framework

***Question 4: Confidence and security in the use of the Internet******What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** Trust in the use of the Internet can be built ensuring two main components, freedom of Internet use and personal data security.Regarding freedom of Internet use, in Peru Law 29904 establishes the following: ***Article 6. Freedom of use of broadband applications or protocols****Internet access providers will respect the network neutrality so cannot arbitrarily block, interfere with, discriminate or restrict the right of any user to use an application or protocol, regardless of their origin, destination, nature or property.* There are also laws to protect the privacy and treatment of spam.* Law N° 29733. Personal Data Protection Law.
* Law Nº 28493 –Antispam Law.

Regarding the protection of personal information, specifically concerning the illegal data traffic, data interception, impersonation, there is a Computer Crimes Law No. 30096, which states that these activities are considered as a crime.  ***Question 5: Role of Governments******What is the role of Governments in building an enabling environment?***Governments should provide conditions to:* Deploy high capacity access and transport private networks, guarantying competitive dynamics and quality, as well as guarantying the efficient use of scarce resources (spectrum).
* Enhance access and use to service, starting with a national policy of Telecentres implementation and encouraging the incorporation of digital content in the concessions and its renewal.
* Generate a set of State digital services, which allow citizens to improve their welfare.
* Encourage the development of ICT industry, from various mechanisms such as tax breaks, seed capital generation, ongoing counseling, among others.
* Ensure the security of ecosystem’s user information.
* Work in formulating and updating a sustained National Broadband Plan, as well as mechanisms for monitoring compliance with the provisions of such plan by issuing legal and regulatory rules. In Peru, several of the guidelines and recommendations contained in the Broadband Plan published in 2011, were materialized in Law 29904 published in 2012.

[View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/35/Accessible_Form_Open_Consultations_Feb_2016_%20English.pdf)[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/35/Accessible_Form_Open_Consultations_Feb_2016.docx) |
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 | September 12, 2016 & September 21, 2016 | Ministry for information society and telecommunications (Montenegro) [Submission 1](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=37)[Submission 2](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=48) | ***[Response was provided in two separate submissions]*****SUMMARY (provided separately):*****1. What are the elements of an enabling environment to promote Internet connectivity?*** It is necessary to work on the digital literacy of the population in the way to get them engaged in the digital society. With the introduction of the Internet in everyday life, setting up various e-services, increasing local content in all aspects will increase the need for its use and encourage the development of infrastructure for access to the Internet.There must be ensured the access to the Internet also in areas that are not economically viable for operators, usually in sparsely populated rural regions which is in Montenegro solved through the universal service and conditions that operators have to fullfill during the allocation of radio frequencies for mobile operators.***2. What are the elements of an enabling environment to promote an affordable Internet?*** Achieving affordable access to the Internet is best done through the promotion of competition, and the adoption of appropriate regulatory framework in the field of electronic communications will ease the entry in market and will remove all barriers of entering the market. It is also necessary to ensure mechanisms for affordable prices for vulnerable population.***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*** From the Internet, which is based on a "best effort", it is expected more, so operators must provide a certain quality of Internet connection which will allow users to use various content available on the Internet, and which are more sensitive to quality variation of Internet connection. Quality parameters have to be stipulated, and their values have to be publicly available to all operators. Also, operators must publicly announce if they are performing traffic management, as well as possible slowing or blocking of traffick. It is necessary to provide tools to users with which they can examine the quality of the Internet connection and on that basis they can make the decision on the selection of the operator.***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** 1. Improving institutional and legislative framework for cyber security in Montenegro
2. Protection of critical information infrastructures in Montenegro
3. Strengthening capacities of state law enforcement authorities
4. Strengthening capacities of the National Computer Incident Response Team  (CIRT-ME)
5. Establishing and maintaining an effective Public-private partnership
6. Raising public awareness about the safe usage of the Internet

***5. What is the role of Governments in building an enabling environment?”*** The Montenegrin government is trying to provide the best possible conditions for a higher quality of life for citizens in all aspects of life and work, especially in the field of development of information - communication technologies, respectively in building an information society in the country. In order to build a favorable environment in the field of ICT, and hence to create an enabling environment of access to the internet, the government is trying to: 1. Improve the overall price / feature of all electronic communications services;
2. Encourage competition in the market of electronic communication,
3. Provide a favorable investment climate
4. change and amend the existing legislation relating to electronic communications
5. Promote the use of the Internet by individuals and legal entities, government bodies, with the development of a wide range of online applications and services (G2B, G2C, B2B and B2C);
6. Restructures planning and use of electronic services and networks for own needs, in order to improve their efficiency and cost / performance ratio;
7. Remove all barriers to attract new investments in the telecommunications sector.

Montenegro has established the National Internet exchange point (IXP). The government created a legal environment that encourages competition, and it leads to the formation of prices that are affordable for all citizens. The new Law on Electronic Communications, was adopted in 2013, and is in compliance with the EU regulatory framework in 2009, as well as with the Information Society Development Strategy 2012-2016. Amendments to this Law have been completed and sent to the European Commission for an opinion and is expected to be adopted in parliament by the end of the current year.There were adopted the new Strategy for Information Society development 2016 - 2020, of which the broadband strategy is an integral part, which determines the strategic directions of development in the information society, with the goal to reaching EU standards set out in the Digital Agenda 2020 and the Strategy for unique digital market.This legislation will influence in the creation of a more favorable environment for access to the Internet.[View submitted document 1](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/37/Montenegro%20Answeres%20for%20%204th%20and%205th%20question%20for%20CWG%20Internet.docx)  [View submitted document 2](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/48/Answeres%20for%20ITU_1%2C2%2C3%20questions.docx)  |
|  | September 12, 2016 | [Google (United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=38)  | **Text provided in comment box:**Google welcomes the opportunity to provide input into the open consultation on this topic. Please see the attached document.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/38/GoogleResponsetoITUCWGInternetopenconsultation.pdf)  |
|  | September 15, 2016 | [Post and ICT Ministry (Algeria](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=39))  | **Text provided in comment box (in English and French):**Promoting the internet usage requires a number of prerequisites, which should be part of an overall policy implemented by the government and involving public and private stakeholders and civil society as well. These actions are mainly aimed at - promoting internet connectivity - providing affordable offers - improving the access quality - Secure internet use cannot be performed without the goodwill and cooperation of major actors in the net.La promotion de l'usage de l'internet nécessite un certain nombre de prérequis qui doivent s'inscrire dans le cadre d'une politique globale mise en place par le gouvernement et faisant intervenir les acteurs publics et privés ainsi que la société civile. ces actions qui visent essentiellement à - promouvoir la connectivité d'internet - fournir des offres abordables - améliorer la qualité d’accès; - sécuriser l'usage d'internet ne peuvent se faire sans la bonne volonté et la collaboration des grands acteurs du net**Text provided in submitted document (in English):****Question 1- What are the elements of an enabling environment to promote Internet connectivity?*** Ongoing investment in infrastructure,
* The Implementation of a national broadband (high-speed and very high speed network) strategy ;
* The roll-out of universal service;
* The involvement of the private sector in the expansion of network infrastructure including mobile networks and broadband ;
* The fight against the geographical digital divide;
* Encouraging the development of internet services and local content;
* the establishment of regulations for local loop unbundling ;
* the development of infrastructures to extend coverage of fixed and mobile networks;
* The launching of the initiatives to facilitate access to energy to power mobile phones.

**Question 2 -What are the elements of an enabling environment to promote an affordable Internet*** Propose low costs solutions tailored to low-income populations;
* Encourage the sharing of network infrastructure to improve geographical coverage, while keeping costs under control.

**Question 3- What are the elements of an enabling environment to promote the quality of access to the Internet?*** Stimulating innovation and productivity gains,
* Improving competitiveness ;
* Encouraging private investment in this area.

**Question 4- What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** The establishment of a regulatory framework for electronic transactions, promoting cyber security and fighting against ICT-related offenses;
* Co-operation at regional and international level in the field of cyber-security.

**Question 5- What is the role of Governments in building an enabling environment?*** Develop laws on the development and operation of ICT infrastructure;
* Promote the development and competitiveness of service industries based on information technologies;
* Ensure stability and predictability in regulatory systems.

[View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/39/open%20consultation%20response_english.docx) [View submitted document in French](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/39/projet%20de%20r%C3%A9ponse%20open%20consultation%281%29.docx) |
|  | September 15, 2016 | [Mobile TeleSystems PJSC (MTS) (Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=40)  | **Text provided in comment box:**Mobile TeleSystems (MTS) is the leading Russian mobile and fixed operator with 77 M mobile subs and 2.4 М Internet subs. We are pleased to present our vision for topic “Building an enabling environment for access to the Internet” and to provide inputs to the open consultation on this important subject. As one of the biggest Russian ISP with millions of mobile and fixed internet users MTS supports development of internet connectivity, however, we believe that our today efforts should not limited by physical connectivity. The key issue is the possibility to provide a comfortable, reliable and secure use of the Internet and we want to share our corporate experience for the activity in our review. But not all problems can be fixed on national level by only business players. Therefore, we expect new ITU initiatives aiming to establish protect of Internet users and Internet-service users, and solve organizational and legal challenges associated with the lack of harmonized position between participants of the international interchange of information on application of uniform standards for information security, caused by the difference in national laws.**Text provided in submitted document:**Further development of the civilization goes hand-in-hand with provisioning to its citizens an access to information as freely as possible, inter alia, through the Internet. At the same time, the right for free access to information for a certain individual shall not be detrimental to interests and civil liberties of other citizens. Practical implementation of this principle imposes duty upon communication operators/providers to develop an effective and viable mechanism, a set of administrative, organizational, legal and special engineering measures for protection of personal information and other confidential information of all subjects which are directly or indirectly involved into the information exchange.For the purpose to meet requirements of Articles 53 and 63 of Federal Law "On Communication" by operators to ensure confidentiality of data on subscribers, services provided and to ensure secrecy of communication, MTS PJSC has been implementing the organizational, legal and engineering measures to protect the above information from an unauthorized access to and dissemination of, such information.MTS PJSC has enacted the following in-house legal acts which are mandatory for all personnel authorized for operations with confidential information and secrecy of communication: * PT-010 Policy "Personal data handling in Mobile TeleSystems PJSC";
* PT-046 Policy "Personal data security in PJSC MTS";
* PT-002 Policy "Regulations on the information security (confidentiality) mode in MTS PJSC";
* RP-140 Process Regulations "Paperwork management for physical storage media with information constituting a trade secret and other confidential information of MTS PJSC";
* ST-053-5 Standard "Requirements for physical security management at the MTS PJSC premises";
* PT-062 Policy "Requirements for information security in PJSC MTS" and other in-house legal acts on security of subscribers’ data and secrecy of communication.

According to the in-house legal acts, requirements of Sarbanes-Oxley Act in corporate governance and internal control, national legislation and international standards in information security management, the following measures are implemented amongst others:* Pass and site access control procedures, internal security regime for premises accommodating information systems for the pass control and 24-hour security checkpoints in the buildings of MTS PJSC;
* Restriction of user rights, distributed user access to information and user logging;
* Application of information encryption tools, network firewalls and other mechanisms for information protection which are successfully tested for conformity assessment;
* Access to secrecy of communication is possible exclusively for the operator’s managers (employees), respecting conditions and requirements of the Russian Law.

Security of users’ personal data when they are processed in MTS PJSC information system for personal data (ISPD) is ensured by centralized system for protection of personal data (SPPD) integrated into infrastructure of information security of corporate information system (CIS). The SPPD includes organizational and technical measures, which are implemented through security mode of confidential information and by introduction of technical facilities for information protection. Arrangement of works to create SPPD and application of centralized facilities for information protection are executed by structural security subdivision.For the purpose to improve the system for protection of personal data and minimize possible risks for infringement of legislation on personal data by security subdivisions, Corporate Centre of MTS Group permanently implements additional measures to improve personal data protection:* Gathering and recording information on processed personal data, automated and non-automated processes of personal data handling, information resources used for personal data processing (circulation of paper documents, corporate information system, application information systems, databases, Internet services and etc.)
* Development of list for personal data processed in MTS PJSC, identification of targets, reasons for processing and terms of personal data storage
* Distribution of responsibility for tasks/functions on processing and security of personal data between structural subdivisions of MTS PJSC
* Review/development of corporate local normative acts regulating data processing in accordance with requirements of the Russian Federation legislation, taking into account international law and best practices
* Synchronization of measures to provide security of personal data in MTS Group
* Assessment of fulfillment for legislation requirements on personal data when implementing various business cases by commercial subdivisions of MTS PJSC
* Optimization (re-engineering) of business processes with personal data processing for the purpose to minimize regulatory risks
* Unification of organizational solutions on processing and protection of personal data in MTS Group.

Monitoring the above measures is assigned to specialized subdivisions of the Company, responsible for implementing the centralized system for protection of confidential information and secret of communication, integrated into the infrastructure of the corporate information system.MTS PJSC also applies the following measures to protect subscribers’ information:* Centre for operative network monitoring (CONM) is deployed to detect and block cyber-attacks. A process to establish interaction between CONM and State system for cyber-attack detection, prevention and elimination of consequences (GosSOPKA) is going on
* A system for antivirus protection of subscribers is deployed, which warns subscribers about possible virus infection of the subscriber device and recommends to apply antivirus measures
* Services to protect subscribers from DDoS attacks are offered
* Antispam system against SMS distribution is deployed, which allows protecting subscribers from unwanted messages and fraud
* Services for cryptographic protection of information in communication channels are provided
* Parental Control service is provided for to protect children online
* Protection of user devices from unauthorized access and use is implemented (botnets).

 **Summary:**There are still organizational and legal challenges associated with the lack of harmonized position between participants of the international interchange of information on application of uniform standards for information security, caused by the difference in national laws.Main areas where the efforts to protect Internet users and Internet-service users face challenges in transboundary information environment are the following:* Standardization of technical measures protecting information in the "Internet of Things"
* Standardization of technical measures protecting personal data during cross-border processing
* Standardization of cryptographic algorithms for cross-border information protection during cross-border interaction, and to provide legally valid circulation of electronic documents
* Interaction of national and commercial Centers for monitoring information security to counteract hacker attacks and cybercrime in the Internet
* Standardization of processing and protection of Big Data.

[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/40/Information%20material%20for%20open%20consultation_%D0%9C%D0%A2S_eng.docx)  |
|  | September 16, 2016 | [Croatian Regulatory Authority for Networks Industries (HAKOM) (Croatia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=41) | **SUMMARY (provided in submitted document and comment box):** We take it as a statement of fact that access to the Internet is a significant enabler of economic growth and human development. We also recognize that the Internet has a broad range of other contributions to human well-being including social, cultural and political. As well there are significant potential negative consequences and costs of the Internet to those living in rural areas and that these need to be recognized, researched and responded to. However, there are equally a range of ways through which these services may be provided including state support for local infrastructure and content, locally/community owned and driven infrastructure and access provision, private sector provision and a wide range of mixed approaches. No single approach will be suitable in all instances and care will be taken to ensure that local and national requirements and resources are taken into account in any access and use provision. Croatian Regulatory Authority for Networks Industries (HAKOM) is the Croatian national regulatory authority for telecommunications, postal and railway services market. Enabling environment for access to the internet is role for all stakeholders (politicians, law makers, regulators, private companies, academia and, last but not least, consumers). The regulatory authority can influence building an enabling environment by creating new investment incentives and improving the existing regulations to boost the development of broadband infrastructure; making the best possible use of scarce resources such as frequencies; encouraging the development of fair competition in the telecommunications markets, also in terms of quality. In addition, regulator carries out its activities with the customer wealth in mind. Therefore, initiatives aimed at providing customers with knowledge on the available services (e.g. QoS indicators and measurement tools) also constitute an important part of both regulatory activity and enabling environment.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/41/Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet-HAKOM.pdf)   |
|  | September 16, 2016 | [ASIET (Spain)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=42) | **Text provided in comment box:**Speaking on behalf of Latin-American telecom operators, ASIET (Interamerican Association of telecom enterprises) believes that enabling environments are essential to reach the social and economic advantages of the Internet, and consequently, of the Information Society. These are created through flexible and light touch regulation for emerging and innovative technologies and business models and applying the same rules for all the players in the digital ecosystem value chain. Enabling environments are essential for the continued fulfilment of the benefits of the Internet and ICT for Sustainable Development Goals. Innovation, building and developing ICTs and infrastructure are crucial, but it requires that the necessary legal, policy and regulatory frameworks and approaches that are in place at national levels be revised in order be adapted to the new scenario and so continue promoting investment in ICTs and infrastructure, fostering entrepreneurship and innovation.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/42/ASIET%20CONTRIBUTION%20CWGI%20SURVEY.docx)  |
|  | September 19, 2016 | [PJSC Rostelecom (Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=43)  | **Text provided in comment box:**Dear Sir/Madam, please find the Contribution of PJSC Rostelecom on Building an enabling environment for access to the Internet.**Text provided in submitted document:****Implementing the Elimination of Digital Inequality Project**Universal Service is a widely adopted worldwide mechanism to ensure ubiquity of access to a standard package of telecommunications services for all citizens of a country. In the Russian Federation the Universal Service concept is formally prescribed in the Federal Telecommunications Act passed in 2003. The Act was amended on 3 February 2014 to clarify the procedure of selecting the universal service operator and expand the list of the universal telecommunications services. According to amendments introduced in the Federal Telecommunications Act the duty to provide universal telecommunications services across the entire Russia shall be assigned by the Russian Government to an operator enjoying a significant position in the public telecommunications network in at least 2/3 of the regional constituent entities of the Russian Federation; moreover, such operation is not entitled to decline the appointment. Following the Russian Government’s Instruction N°437-r of 1 April 2014 Rostelecom was appointed the sole universal service operator across the entire Russia. The term of the contract with Rostelecom is 10 years and under the contract Rostelecom is required to maintain 148 thousand universal service payphones and some 21 thousand public offices for Internet access. Additionally, based on the last mile network to de deployed, Rostelecom will provide data transmission bandwidth of at least 100 Mbps in access points located in the localities with population of between 250 and 500 people. High-speed Internet access should be accessible in all such localities. Rostelecom will have to ensure construction of fiber-optic links with the total length of about 200 thousand km, while Internet access offices should be set up in over 13 thousand populated localities where over 4 million people live. Fiber-optic cables should be laid to ensure provision of broadband Internet access in all nearby cities, towns and villages.As a result, millions of Russians will be provided with high-speed access to the information society with inherent benefits of freely communications with other people, exchange of information, receiving public services, education and learning services, online banking and commerce services and other benefits without which a normal life of people in the modern world and in the near future is impossible to imagine. Deliverables of 2015Access points:* 1,589 access points were commissioned for operation in 60 constituent entities of Russia
* 172 access points are set up and currently under commissioning
* 764 access points are under construction and to be commissioned in 2016

Fiber-optic links:* 22 thousand km of fiber were commissioned in 60 Russia’s constituent entities;
* 13 thousand km of fiber links are under construction to be commissioned in 2016.

Currently Rostelecom finalizes pricing for the ‘’last inch’’ provision and selection of access technology for each locality. For more information please visit the Company website at: <http://www.rostelecom.ru/en/projects/> **Nationwide Cloud Platform Project**The platform development was launched as early as in March 2011 when according to the Russian Government’s Instruction Rostelecom was appointed the sole contractor for deployment of the Russia’s National Cloud-based Platform within the framework of the Information Society project. The National Cloud Platform (NCP) is a consolidated set of managed billable virtualized computing resources designed for provision of cloud-based computing services to execute authorities of various levels, municipal authorities, for-profit entities and individuals.NCP- based application services for public authorities and private business are offered in healthcare, education, for housing and utilities, real estate and land property management. Office applications, customer management relations, trade and production account management services are offered to small and medium businesses. Rostelecom created the O7.com portal to promote the NCP. Using the portal one can contact Innovation Center managers, receive up-to-date information about products offered by Rostelecom and its partners, while developers can have their solutions validated or suggest development of a product. Benefits of the National Cloud Platform* Reliable infrastructure for deployment of governmental information systems;
* Compliance with regulatory requirements in terms of information security;
* Secure connections to an isolated private cloud;
* Service deployment inside dedicated cloud segments;
* Service contracts concluded in compliance with applicable law.

Services offered to public authorities * O.7. Education (IT implementation in education on the regional level);
* O.7. Health (Capabilities to deploy a regional segment of the Unified State Healthcare Information System);
* O.7. 112 (System-112 regional level deployment);
* O7. MFC (IT implementation for multifunctional centers);
* O7. DOC (Automation of business processes related to electronic document workflow and account management based on regional e-government infrastructure);
* O7. Property (Implementation IT in the realm of property and land relations on the regional and municipal levels);
* O7. Electronic municipal authorities;
* O7. Culture (Implementing IT for library services and cultural and public events of the regional level).

Services for businesses:* Mobile device management;
* Virtual DC (Virtual DC for managing organization’s data);
* Virtual storage (the service is based on Hitachi Content Platform’s hardware and software);
* Virtual office (Virtual office is a set of cloud-based services and features enabling usage of most popular worldwide Microsoft office applications to ensure efficiency of your employee’s work)
* My warehouse (Automation of making warehouse records and account management, management accounting and current records of trade and production operations, creation of general common computing environment for subsidiaries and holding structures)
* IC Applications (Automation of general and management accounting functions in an organization);
* Customer Relations Management (Automation of costumer relations management functions)

Ensuring information security is a special inherent feature of the National Cloud Platform, as the platform architecture presumes usage of solutions and technologies offered by world’s leading hardware manufacturers and software vendors, with the aim to secure uninterruptible operation of critical applications including those providing e-government functionality.A major part of the NCP customers is governmental clients deploying on the platform those IT systems which are treated as State Information Systems, processing personal and other data which are subject to statutory organizational and technical requirements applicable to the information protection. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/43/Contribution_PJSC%20Rostelecom_Projects_Online%20Open%20Consultations.pdf)   |
|  | September 20, 2016 | [Ministry of Communication and Informatics (Indonesia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=44)  | **Text provided in submitted document:*****Question 1: Internet connectivity******What are the elements of an enabling environment to promote Internet connectivity?***Answer to question 1: Fundamental elements to promote internet connectivity is Telecommunication Infrastructure which consists of three basic elements; backbone, backhaul, and access. In urban area, which use terrestrial telecommunication infrastructure, bottle neck in speed and quality is found due to the limited access capacity that can not serve the high demand of internet usage. In the other hand, rural areas where small amount internet user are found, lack of backbone/backhaul infrastructure availability becomes the case. Based on that condition, different treatment is needed between urban and rural area in developing infrastructure.***Question 2: Affordable Internet******What are the elements of an enabling environment to promote an affordable Internet?***Answer to question 2: Competition between service providers gives affordable internet tariff and services choices to the subscriber. Furthermore, open access and network sharing can decrease telecommunication cost significantly which could impact to the decrease in internet tariff. However, Government needs to ensure that competition does not cause a reduction in quality and equal treatment between the network owner and the network user in open access and network sharing schemes.***Question 3: Quality of access to the Internet******What are the elements of an enabling environment to promote the quality of access to the Internet?***Answer to question 3: [Add your input in this section] The Basic Elements to promote the quality of access to the internet are telecommunication access availability and consumer protection law to ensure internet services provider fullfill their commitment mentioned in The Service Level Agreement***Question 4: Confidence and security in the use of the Internet******What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** Answer to question 4: Consumer protection law and Electronic Transaction law can build confidence and security of in internet usage. The presence of these regulations can provide safety feeling for consumers which guarantees legal protection for consumer rights. ***Question 5: Role of Governments******What is the role of Governments in building an enabling environment?***Answer to question 5: Government’s role in building of enabling environment is by creating fair competition among service providers such as creating Asymmetric interconnection, open access, network sharing, spectrum sharing policies. Government also have to play role in building infrastructure in noncommercial areas funding, for enabling universal service obligation.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/44/Accessible_Form_Open_Consultations_Feb_2016_Indonesia.docx)   |
|  | September 20, 2016 | [Internet Society (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=45)  | **Text provided in submitted document:** The Internet Society is pleased to submit our recent paper, “A Policy Framework for Enabling Internet Access,” in response to the International Telecommunication Union (ITU) Council Working Group on International Internet Public Policy Issues Online Open Consultation on “Building an Enabling Environment for Access to the Internet.” We welcome this opportunity to share our views on some of the key components for building an enabling environment for access to the Internet. The Internet Society is a global non-profit organization committed to making the Internet available to everyone, everywhere. This supports one of the aims of the United Nations Sustainable Development Goals to “to achieve universal and affordable access to the Internet.” We work collaboratively with partner organizations and diverse stakeholders across the world in order to advance Internet growth and promote its open development, evolution, and use for the benefit of all people.Today close to 43% of the global population has Internet access. While tremendous progress has been to made to increase Internet availability around the world, over half of the world’s population is still unconnected.i Further, in spite of the widespread availability and increasing affordability, the rate of Internet growth is actually slowing down. If these gaps persist between those who access the Internet’s opportunity and those who do not, there is a risk of increased social and economic inequality. There are two gaps in Internet adoption that need to be addressed: Those for whom access is still not available, and those who could access the Internet, but choose not to. We believe that this will take collaborative efforts across a range of stakeholders, including the private sector and civil society, among others. Policymakers, however, have an important role to play in creating an enabling environment for the Internet that promotes universal and affordable access and the content and services, and skills that improve people’s lives. Based on our nearly 25 years of experience expanding the Internet globally and our new research in the field, our attached framework describes and provides practical guidance in three interrelated policy areas that are critical for successfully advancing access and a strong Internet economy: * **Expanding Infrastructure**: Simply promoting growth and investment in access infrastructure is no longer enough to increase Internet use and affordability. Policymakers also need to create an environment where local content and its hosting and distribution infrastructure can flourish.
* **Fostering Skills and Entrepreneurship**: The development of skilled and engaged people who can create and sustain access infrastructure, online content, and e-services is essential for a sustainable Internet economy and creating jobs. Policymakers need to support professional skill development, innovation, and entrepreneurship, as well as promote digital literacy for all citizens.
* **Supportive Governance:** Policymakers need to leverage the expertise and commitment of the range of stakeholders involved in the Internet in order to advance growth. Open and transparent policy processes that embrace a multistakeholder approach, improve the ease and predictability of doing business, and support collaborative approaches to addressing Internet trust and security are essential.

In addition to providing our Enabling Internet Access Framework, we would also refer you to our Framework for an Open and Trusted Internet and paper on Multistakeholder Governance Framework. We thank the ITU for engaging the global community of stakeholders through this Open Consultation process. We appreciate the opportunity to share our perspectives on this open consultation. We look forward to continued collaboration with the ITU and other partners.Attached ***[in submitted document]*:**1. Internet Society Paper: “A Policy Framework for Enabling Internet Access.” Also available at <http://www.internetsociety.org/doc/policy-framework-enabling-internet-access> 2. Link to Internet Society Trust Framework: <https://www.internetsociety.org/blog/public-policy/2016/06/read-internet-societys-trust-framework-and-share-your-views>3. Link to Internet Governance -Why the Multistakeholder Approach Works: <http://www.internetsociety.org/doc/internet-governance-why-multistakeholder-approach-works> [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/45/Internet%20Society%20Contribution%20to%20the%20ITU%20CWG-Internet%20Online%20Open%20Consultation%202016.09.20.pdf)  |
|  | September 20, 2016 | [Ministerio del Poder Popular para la Educación Universitaria, Ciencia y Tecnología (Venezuela)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=46)  | **Text provided in comment box:**Material informativo para la Consulta Abierta sobre "LA CONSTRUCCIÓN DE UN ENTORNO PROPICIO PARA EL ACCESO A INTERNET", dentro del esquema del GTC\_Internet. Este material adjunto refleja las experiencias y la visión de la República Bolivariana de Venezuela, en las preguntas realizadas.**SUMMARY in English (provided separately):**The Bolivarian Republic of Venezuela, through the Ministry of Popular Power for Higher Education, Science and Technology, wishes to express gratitude for the opportunity to present our vision as a country to "Building an enabling environment for access to the Internet", socializing our implemented Public Policy which promotes the citizens inclusion on the platform, with over 60% of Internet penetration.In order to respond each items, Venezuela's main actions are part of the creation of a robust and dynamic legal and regulatory environment, about the needs of the whole society, even though a regulatory framework for promoting the deployment of universal services. Experience in our country shows for infrastructure investments conditions and financial resources; demand in new frequency bands a minimum coverage; promote the inclusion of the most vulnerable population with equipment provision and public access points to the network; the presence of all network operators basic plans with preferential rates; establish a minimum of safety network standards; encourage the professional training in ICTs to promote technological improvement; promote the digital society development; and promote the cultural content generation on each country.We would like to send you our congratulations to ITU, to improve and encourage the good use of Internet in the all Member States through the exchange of experiences focused on social inclusion as ours.[View submitted document (in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/46/Cuestionario-GTC-Internet-UIT%20Venezuela.pdf))  |
|  | September 21, 2016 | [RIPE NCC (Netherlands)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=47) | **Text provided in comment box**:Please find attached the RIPE NCC's response to the open consultation.**Text provided in submitted document:****RIPE NCC’s Response to the CWG-Internet Open Online Consultation “Building an enabling environment for access to the Internet”**The RIPE NCC welcomes the decision of the Council Working Group on international Internet-related public policy issues to hold an open consultation regarding the elements that create an enabling environment for access to the Internet. We would like to draw your attention of some the activities undertaken by the RIPE NCC and members of the open RIPE community that contribute to creating such an enabling environment. In particular we would like to mention the activities that focus on the deployment of IP version 6 throughout the Internet, its networks and its services. With the IPv4 address space now nearly exhausted, with only a very small number of address still available from the Regional Internet Registries, we believe that deployment of it successor IPv6 is critical for an environment that enables further growth of and access to the Internet. While some operators have implemented technologies that allow for sharing IPv4 addresses amongst users (Network Address Translation, or NAT), we believe that such technology in the longer term will form an impediment to the Internet’s quality. This is not only from a performance perspective, but more importantly relating to the Internet’s quality as an innovation platform that enables for new economic activities to develop and existing ones to prosper. Enabling networks and services to support the IPv6 protocol is the only way to unlock the full potential of the future Internet, including the Internet of Things (IoT). In recent years the deployment of IPv6 has made great progress, with many Internet access networks now supporting it by default and offering IPv6 access to their users. These developments have been the result of the work of many stakeholders in the Internet industry and the Internet technical community; by developing standards to support IPv6, such as 3GPP Long Term Evolution networks and more recently in a number of networks aimed at the IoT; by building human capacity through documenting best practices and developing training materials that can help network operators with their IPv6 deployment. The RIPE NCC has developed a series of bespoke training courses on the subject of IPv6 deployment, and has facilitated a Train-the-Trainer program in the Middle East, Central Asia and CIS regions to embed knowledge of IPv6 directly in the communities that most depend on it. Cooperation with national authorities regulators has been key to the success of this program, and in ensuring that it reaches the appropriate people. In this context we would also like to draw the Working Group’s attention to the work items undertaken by the Internet Governance Forum that addresses the issue of "connecting the next billion". Specifically, we recommend consideration of the 2015 Best Practice Forum on IPv6 and its output document, "Creating an enabling environment for IPv6 deployment". This describes how governments and other stakeholders can best cooperate to expedite the deployment of IPv6. The RIPE NCC has appreciated the cooperative spirit demonstrated in such activities, and would again emphasise the vital importance of bringing together the different stakeholder groups to benefit from each others' expertise and capabilities. We hope that this spirit will continue to be reflected through the work collected via this open consultation.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/47/RIPE%20NCC%E2%80%99s%20Response%20to%20the%20CWG.pdf)  |
|  | September 21, 2016&September 23, 2016 | Subsecretaría de Telecomunicaciones – SUBTEL (Chile)[Submission in Spanish](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=49)[Submission in English](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=65) | ***[Responses were provided in two separate submissions]*Text provided in comment box:**Please find attached, Subtel's response to the consultation.[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/49/Open%20Consultation%20-%20CHILE%20-%20ITU%20Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet%20v2.doc) [View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/65/Open%20Consultation%20-%20CHILE%20-%20ITU%20Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet%20v3.doc) |
|  | September 21, 2016 | [Radio Research & Development Institute (Russian Federation)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=50)  | **Text provided in comment box:**In the attachment, you can find material related to topic «Building an enabling environment for access to the Internet» in terms of creating secure, confident and reliable service environments for internet users. «Enabling environment for Internet access» concept includes both physical access to network and capabilities for protection from malicious activity, viruses; authentication capabilities on the one hand, and confidentiality capabilities on the other hand. Following the logics of Internet services development, we would like to focus at the issue of confidentiality and security in the use of Internet as a tool for creating elements of enabling environment providing confidentiality and security of Internet use (question № 4 of open consultations), and the role of governments in building an enabling environment for access to the Internet. In document, you can find Russian experience in building national Authentication system USIA and links to international examples. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/50/Online%20Open%20Consultation_Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet_Sept%202016%20.pdf)  |
|  | September 22, 2016 | [Individual contribution by Michael J. OGHIA (Serbia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=51) | **Text provided in comment box:**I, Michael Joseph Oghia, welcome the decision of the Council Working Group on international Internet-related public policy issues to hold this open consultation regarding how to enable an environment for Internet access. As an Independent consultant working in the Internet governance community, I am pleased that such initiatives can complement existing fora and activities, such as the Internet Governance Forum’s (IGF) Connecting and Enabling the Next Billion(s) program. This submission outlines four key solutions to take into account when discerning an enabling environment to promote Internet connectivity, but focuses specifically on IPv6.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/51/Oghia%20personal%20response%20to%20the%20CWG.pdf)  |
|  | September 22, 2016 | [Instituto Bem Estar Brasil (Brasil)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=52) | **Text provided in comment box (in Portuguese):**Em resposta a todas as 5 perguntas, aqui vão as colocações. Nós temos algumas premissas e são elas: a)O mercado não irá onde não for econômica atraente; b) A comunicação é um direito humano e mais recente a internet inclusa no rol segundo a ONU-Agosto/2016 c) Os Estados-Nações através dos governos são protecionistas e crentes de que a universalização do acesso se dará através do mercado e do estímulo à competição, ignorando o fato de que é possível haver convivência entre modelos de negócios e modelos sociais para universalização do acesso de forma democrática; d) Com base no item “c” é preciso então gerar ambiente regulatório favorável para a criação de meios de comunicação e uso do espectro sem burocracias para quando a finalidade for social e sem fins lucrativos, garantindo gestão comunitária e democrática sem proselitismos religiosos, políticos ou ainda qualquer ato que vá contra o interesse daquela coletividade; Dito isso as propostas para criar um ambiente que promova o acesso à internet com preços justos e acessíveis, com qualidade, segurança e que envolvam os governos neste desenho democrático de redes efetivamente livres e como política de Estado são vitais as seguintes premissas : a) Criar legislação e regulamentação que ordenem as políticas digitais, garantindo governança participativa e sustentabilidade através de conselhos em todas as instâncias governamentais e com base na captação de recursos para tais políticas através de fundos públicos. Os conselhos devem ser deliberativos e com mecanismos de validação das tomadas de decisão com base em processos de democracia participativa de toda a população. Os fundos por sua vez devem captar de forma transversal e ampla de outras políticas setoriais, já que parte da infraestrutura e ações pertinentes a esta lei tangem outras diversas políticas direta ou indiretamente; b) Planos Nacionais de Banda Larga devem estar regidos por lei e não mais como programas de governo, envolvendo todos os atores públicos que venham a se utilizar desta política, podendo ainda agregar valor com atores privados, onde tais planos terão seu foco no interesse público, garantindo compartilhamento de infraestrutura, modicidade tarifária no acesso à infraestrutura de atacado (backbone e backhaul), garantia de continuidade do serviço e mecanismos de reversibilidade de bens essenciais para este ato, metas de universalização, neutralidade da rede e respeito aos direitos humanos no que toca a liberdade de expressão e a privacidade por exemplo; c) Complementar aos Planos Nacionais de Banda Larga devem existir ainda políticas na ultima milha para Cidades Digitais que por sua vez estão ligadas a outras ações como Smartgrid; Cidades Inteligentes, e-Govs, concessões e convênios para uso das redes municipais ora por atores de mercado, ora por atores sociais sem fins lucrativos para consecução dos objetivos de universalização do acesso como direito; d) Por fim um destaque para a iniciativa privada de provedores comunitários como mecanismo de universalização do acesso através de redes autogestionadas, garantindo modelo democrático de acesso à rede mundial de computadores e fortalecimento dos laços sociais através das TICs possibilitando a criação complementar de vários outros serviços a ações de interesse local como plataformas de participação social, ensino a distância, empreendedorismo social e solidário, comunicação social e comunitária, produção e fortalecimento da cultura através de conteúdos que respeitem os saberes e as vivências locais e ferramenta indispensável para o exercício da cidadania e da democracia criando ambiente de empoderamento popular; No quesito segurança da informação, abordamos esta questão ainda dentro do contexto social, político e legal sugerindo políticas e ações conjuntas de capacitação e conscientização, simplesmente pelo fato que educar é melhor que reprimir. Logo se estamos falando sobre políticas de acesso e como elas devem ser universalizadas temos que compreender que os riscos gerados pela falta de segurança da informação e eventuais crimes estão enraizados antes de mais nada na própria essência humana, somos falhos e tudo isso ocorre na vida real, sendo a internet uma mera ferramenta, um meio, logo não se deve abordar a questão de segurança sempre com propostas de ameaça aos princípios básicos de funcionamento da rede e muito menos em detrimento dos direitos humanos tão consagrados na DUDH. |
|  | September 22, 2016 | [ANACOM (Portugal)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=53) | **Text provided in comment box:**Digital Agenda Broadband roll-out Infrastructure access (ducts, poles) Security, privacy and personal data protection.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/53/ANACOM%20answer%20to%20the%20ITU%20public%20consultation%20on%20BUILDING%20AN%20ENABLING%20ENVIRONMENT%20FOR%20ACCESS%20TO%20THE%20INTERNET.pdf)  |
|  | September 22, 2016 | [Japan Internet Providers Association (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=54) | **Text provided in comment box:**For building an enabling environment for access to the Internet, the residential network should be provided at a low price. The important Internet resources should be supplied stably in an appropriate price to keep this circumstances. And also the capacity building of the human resource who can administrate the network, is one of the most important elements. Fundamentally we insist that any government must not intervene in the communication in terms of the democracy and the liberalism. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/54/OpenConsultationContribution%28JapanISPsAssociation%29-01.pdf)  |
|  | September 22, 2016 | [ESOA (United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=55) | **Text provided in comment box:**Please find attached ESOA's contribution to ITU's Open Consultation “Building an Enabling Environment for Access to the Internet”.**SUMMARY (provided separately):****In a world characterized by severe income disparity (difference between rich and poor), policymakers must bring equal opportunities to all, in the most effective and efficient manner. Satellite technology covers the globe and therefore has a fundamental role to play in bridging the Digital Divide. This is even more important given today’s focus on bringing 5G to high density, developed, urban areas. Satellite broadband can mean the difference between having Internet connectivity and not being connected at all.** Satellite broadband today delivers higher capacity, increasing performance and lower costs than ever before so it often competes with terrestrial technologies. In rural America, over 1 million rural households have Internet connectivity via satellite; often as no other technology is available.**Pro-active policymaking and funding support on an equal basis for a mix of technologies are essential** as every country has different terrains and areas with higher or lower population densities. **A one-size-fits all approach focusing on one technology will only result in the persistence of the Digital Divide.** Alongside fibre and mobile networks, **satellite solutions should also be included to connect users where terrestrial technologies do not and will not reach for many years to come due to their high cost**. **Satellite can also be combined with mobile solutions or WiFi to create local Internet connectivity** for regions which would otherwise we totally unconnected. Affordable Internet connectivity is affected by  (1) funding the infrastructure itself (fibre/mobile networks) versus ***access to*** infrastructure. **No significant infrastructure funding is required for satellite, only the cost of the dish & modem - these enable access to existing infrastructure.** (2) Funding monthly subscription charges in certain countries/regions where the purchasing power of citizens is lower e.g. emerging economies. (3) **Government programs to connect schools, post offices, government offices and other public facilities**. The connectivity can then be opened to local citizens at lower cost by installing a primary satellite connection to the Internet backbone and a WiFi network for the surrounding area. (4) **Excessive license and customs fees** applied to satellite terminals that discriminate against their use. ESOA suggests that satellite equipment be exempted from such fees when deployed to connect schools, hospitals or other public facilities.**The quality of Internet access is affected by**: (1) The **quality of the broadband infrastructure or the lack of it and (2)** the **number of users accessing the infrastructure at any one time and the amount of traffic they consume**.  Future business models must play different technologies to their strengths leveraging the unique reach and multicasting ability of satellite to deliver hybrid solutions where satellite and terrestrial technologies interwork. **It is therefore in policymakers’ interests to provide financial and other incentives to encourage cooperation and partnership amongst different technology providers to find efficient solutions**.Governments must (1) **fully recognize and acknowledge the diverse needs within their territory** and address them all in parallel (2) **inform and educate both regional and local authorities and citizens about the availability/capability of new, innovative solutions such as satellite broadband** (3) adopt policies at national level that **ensure a level playing field between different technological solutions** while still allowing the most appropriate technology to be made available for a particular need/region. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/55/ITUConsultSept2016%20FV.pdf)  |
|  | September 22, 2016 | [RURA (Rwanda)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=56) | **Text provided in comment box:**The elements of an enabling environment to promote Internet connectivity are the following: 1. Putting in pace clear policies, laws and regulations,
2. Develop and implement ICT infrastructure, applications and contents programs.

The elements of an enabling environment to promote an affordable Internet are the following: 1. To put in place Policies and laws
2. Market liberalization to promote the competition in the sector
3. To set up mechanisms to foster the broadband demand
4. To promote and support the development and deployment of appropriate technologies, services & content ensuring non-discrimination
5. To subsidise the telecommunication services in rural and underserved areas
6. To develop the community access centres
7. To implement ICT Infrastructure sharing mechanism
8. To cooperate and implement mechanisms at the national, regional and international levels for the initiation and promotion of partnerships among stakeholders of the Information Society.

The elements of an enabling environment to promote the quality of access to the Internet are the following: 1. Deployment of fiber optic network up to community level, and coverage of the country with broadband networks.
2. Develop the regulatory framework for quality of services for mobile and fixed framework and broadband services;
3. To acquire the quality of services tools to monitor the quality of services;
4. Develop the guideline for Internet access and minimum requirement for broadband internet access;
5. To acquired the spectrum Management and Monitoring System.
6. To manage the country code top level domains locally.
7. To keep local contentment locally through the Internet Exchange Point

The elements of an enabling environment to build confidence and security are the following: 1. To develop the policy and strategy for cyber security
2. To implement the key cyber security projects
3. To implement the Computer Security Incidences response team (CSIRT)
4. To forge the national, continental/regional cooperation for cyber security incidences handling
5. To develop the cybercrime law
6. Cyber Security Capacity Building and Awareness program

The role of Governments in building an enabling environment is mainly the liberalization of the market through policies, legal and regulatory frameworks that support effective competition. The Government allocates and assign spectrum, facilitates access to rights of ways and open access to critical infrastructure. The Government has also the role to attract investors, provide equal opportunities to all operators on the market and give the autonomy to the ICT regulator. Government further sensitizes the population through digital literacy campaign, to use the internet and facilitates the provision of low-cost user devices and creates e-government applications and digital content that foster the use of internet. The Government also monitors the quality of Internet services and supports secure e-transactions.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/56/RWANDA%20CWG%20INTERNET%20OCTOBER%202016.doc) |
|  | September 22, 2016 | [Instituto Federal de Telecomunicaciones (Mexico)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=57) | **Text provided in comment box**:The Federal Telecommunications Institute (IFT) is an autonomous body, which aims to the efficient development of telecommunications and broadcasting, it is thus, be responsible for regulating, promoting, and supervising the use, enjoyment and exploitation of the radio spectrum, the infrastructure, the networks and the provision of such services. Also, the Institute is the authority in terms of economic competition in the broadcasting and telecommunications sectors, as well as the authority in terms of technical guidelines related to infrastructure and equipment connected to telecommunications networks, and for the homologation and conformity assessment of such infrastructure and equipment. Considering the aforementioned, the Federal Telecommunications Institute submits the following contribution for its consideration in the Open Consultation “Building an enabling environment for access to the Internet”.**SUMMARY (provided separately)**The Federal Telecommunications Institute (IFT) is an autonomous body, which aims to the efficient development of telecommunications and broadcasting, it is thus, be responsible for regulating, promoting, and supervising the use, enjoyment and exploitation of the radio spectrum, the infrastructure, the networks and the provision of such services. Also, the Institute is the authority in terms of economic competition in the broadcasting and telecommunications sectors.This contribution includes the IFT’s vision regarding the elements of an enabling environment and the actions and strategies that the IFT has developed in order to promote and increase the connectivity in the country. Also, the IFT considers that one of the key points to achieve an enabling environment is the economic competition. In this regard, the contribution shows how the competition has brought significant results in Mexico as more competition, significant price reduction, a broader offer of services , more investment in infrastructure, more foreign direct investment, technological improvements and better quality of service. Finally, the Institute considers the elements to improve the confidence and security in Internet, and its actions related this topic.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/57/IFT%20M%C3%A9xico%20-%20Open%20consultation%202016.docx)  |
|  | September 22, 2016 | [National Committee for Information Society (NCIS) (Kingdom of Saudi Arabia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=59) | **Text provided in comment box:**Attached is NCIS input to the CWG-Internet Online Open Consultation.**Text provided in submitted document:*****1. What are the elements of an enabling environment to promote Internet connectivity?*** ***2. What are the elements of an enabling environment to promote an affordable Internet?*** Internet connectivity and affordability are central in bridging the digital divide and most countries are facing challenges in providing universal, ubiquitous, equitable and affordable access to the Internet infrastructure and services. Developing countries in particular are facing significant challenges when it comes to Internet connectivity and affordability. For example, an Internet user in a developing region such as Asia or Africa sends an email to a friend in the same city or a nearby country, that IP data may travel all the way to Europe or the US before returning to that same city or a neighboring country. This will result in far more costly access to the Internet in developing countries than developed countries. Affordable international Internet connectivity will contribute significantly in increasing access to the Internet and at make it available at affordable cost. ***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*** In any communication network that delivers a services to a subscriber, it depends on the quality of access to the Internet to deliver the expected services and with all features as advertised. Nowadays, the problem is becoming more and more urgent to deal with issues related to Internet quality with the dramatic increase in mobile communications. Added to this, networks are becoming increasingly congested because of the boom in data (especially video) traffic. According to many studies, network operators are no longer likely to achieve the necessary revenues to expand their infrastructures to keep up with the dramatic increase of use as more revenues are going to the Internet application and services providers which are using their infrastructure. It is urgent that new approaches are needed for the new structure of today’s communication systems. Network operators and Internet service providers must join forces together to deal with the enormous growth in traffic. ***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** Building confidence and security in the use of the Internet is one of the main pillars of the information society. Strengthening the trust framework, including information security and network security, authentication, privacy and consumer protection, is a prerequisite for the development and use of the Internet. Recent report of a specialized security company showed that in 2015 half a billion personal records was stolen or lost on the Internet, over one million web attacks in each day and nearly 75 percent of all legitimate websites have unpatched vulnerabilities are putting all users at a continues threats. The vulnerabilities of the Internet are a lure for more potentially damaging activities. Even with national measures in place, threats remain high at the international level. looking at the constant evolution and sophistication of threats and vulnerabilities in the use of the Internet and with the tremendous growth in mobile adoption, threats will be more complex and difficult to deal with using existing mechanisms. This clearly shows that the existing arrangements for ensuring confidence and security in the use of the Internet are not adequately addressing the current issues and cannot keep up with developments. Therefore, the existence of an international mechanism is an essential element in ensuring confidence and security in the use of Internet. ***4. What is the role of Governments in building an enabling environment?*** Governments have rights and responsibilities in building an enabling environment to ensure the security, continuity and stability of the Internet, and their actions will significantly solve the current shortcomings.looking at the issues raised in the consultation, it is clear that the lack of an international solution will leave the issues unresolved. The development of international policies and guidelines by Governments are urgently needed more than ever. Below are examples of the relevant Governments role: A. Development of appropriate international public policy and guidelines to increase the affordability of global connectivity, improve access, ensure international Internet transit and interconnection costs are transparent and non-discriminatory. B. Development of appropriate international public policy and guidelines to ensure a satisfactory quality of access to the Internet. C. Development of appropriate international public policy and guidelines to ensure confidence and security in the use of the Internet, and to protect data and privacy.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/59/NCIS%20Response%20to%20CWG-Internet%20consultation.pdf)  |
|  | September 22, 2016 | [U.S. Department of State (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=63) | **Text provided in comment box:**The United States is pleased to contribute to the CWG-Internet's Open Consultation on building an enabling environment for access to the Internet. The United States is committed to the global goal of connecting an additional 1.5 billion people to the Internet by 2020 and to that end launched the Global Connect Initiative (GCI). GCI seeks to raise awareness among policy leaders, including Finance Ministers, that an enabling environment for the deployment of broadband connectivity will help educate and inform their people, open new market opportunities for small business and entrepreneurs, and result in GDP growth. GCI promotes principles that will foster an enabling environment for investment in broadband infrastructure rather than a one-size-fits all approach. The United States notes that there is an increasing body of work and capacity building resources available for policy makers, regulators and potential business entrants to support developing countries efforts to increase broadband deployment. The ITU has made contributions in this area, as have organizations like GSMA, IDB, OECD, Cisco, USTTI, and OPIC among others. The United States is a proponent of competition as a determining factor in price and quality of service. Recognizing that all stakeholders have important roles to play in building confidence and security in the use of the Internet, the United States promotes a "whole of community" approach to risk management, security, and resilience for cyber threats. An important element of this approach is the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity, a voluntary framework for reducing cyber risks to critical infrastructure. While the contributions of all stakeholders are critical, governments can play an important role in developing a regulatory environment conducive to investment and competition and for ensuring respect for human rights and freedom of expression.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/63/CWG%20Enabling%20Environment%20-%20US%20response-%20FINAL.docx) |
|  | September 23, 2016 | [ICANN (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=64) | **SUMMARY (provided in submitted document)**This importance of building an enabling environment for access to the Internet has been recognised globally, not least in the 2030 Sustainable Agenda adopted by the UN last year, and in the Outcome Document of the High-Level Meeting of the UN General Assembly on the 10 year Review of the implementation of the outcomes of the World Summit on the Information Society. Achieving the Sustainable Development Goals will, at least to an extent, depend on affordable, equitable and secure access to ICTs and the Internet. The timing of this Open Consultation is thus important. For in achieving sustainable access to the Internet a number of factors are important, not least an environment that allows competitive, affordable and quality services to be provided. ICANN, along with other organisations in the Technical Community, plays a role in enabling a range of top-level domains names to be available for all users, including names in non-Latin scripts, known as Internationalised Domain Names (IDNs). Equally, access is enabled (as witnessed by the mobile revolution) by innovative and imaginative services that all can access. The global Domain Name System (DNS) makes an important contribution in this regard, ensuring an open, interoperable and truly global Internet. Without such, enhancing access and connectivity in under-served regions will be extremely difficult.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/64/ICANN%20Response%20on%20ITU%20Open%20Consultation%20.pdf) |
|  | September 23, 2016 | [Association for Progressive Communications (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=66) | **Text provided in comment box:**We appreciate the opportunity to share our perspectives on some of the key aspects oriented to building an enabling environment for access to the internet. Particularly, APC’s input reflects on the reasons why digital exclusion persists and offers some suggestions to address it, which can be summarised as follows: \*Disaggregate the digital divide. Make access inequalities more visible by disaggregating them by disadvantaged groups – particularly women, the poor, rural populations and the less abled. \*Mobile alone is not enough. Expansion of mobile broadband by itself will not meet the connectivity needs of “the rest”. It is necessary to improve the affordability and coverage of both fixed and mobile services, along with the technical and human capacity to ensure reliability, the ability to deploy low-cost locally owned networks, and the ability to use the applications and content effectively. \*It’s about cost. High internet access costs, due to lack of competitive open markets, continue to be among the biggest barriers to increased connectivity. The main reason the internet is still poorly dispersed and unaffordable for many is the poor distribution of basic telecommunications infrastructure and high tariffs for use. \*Raise the bar. Implementing policies to connect the unconnected will also vastly improve the connectivity of those who are already connected but are constrained in their use of the internet by slow speeds, high costs or other barriers, including limited access to relevant content. \*Focusing on infrastructure alone is not the solution. Increased access to infrastructure should be coupled with efforts to address political, economic, social and cultural barriers that prevent people from fully accessing the internet. \*More public spaces. Public access facilities are also an important means of addressing the connectivity needs, but there is limited investment in libraries, telecentres and multi-purpose community centres. \*Policy is interdependent. Indirect factors also limit access to the internet, including limited energy supply, lack of basic ICT literacy, insufficient applications and content of local relevance, and high import duties or other taxes on ICT services.\*Make a plan. Comprehensive and up-to-date national broadband strategies must address policy barriers, promote infrastructure sharing, focus on human development, and promote bottom-up approaches to solving connectivity problems. \*Restricted and filtered access is not real access. Real access should be free of censorship, surveillance, harassment, and any other form of violation of human rights. \*Resources, political will and real commitment with responsibilities around human rights are needed to deploy national policies and regulatory changes which improve affordability and coverage of the internet, to promote and protect the public interest and to ensure the enjoyment of freedoms and rights online. \*it is essential that cybersecurity initiatives protect the ability to access and use the internet to exercise human rights and to enable development. Governments have a critical role to play to make that happen, in coordination and collaboration with non-governmental stakeholders. We look forward to future collaboration with the ITU.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/66/APC-ITU-CWG-I-submissionEnablingEnvironmentForAccessToTheInternet.pdf) |
|  | September 25, 2016 | [Ministry of Transport & Communication (Qatar)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=68) | **Text provided in submitted document:**In addressing some of the following challenges, the State of Qatar instigated several projects being one about facilitating local routing to promote:* Internet Connectivity
* Affordability
* Quality
* Confidence

due to inadequate amount of local online content and services in many developing countries, most of the Internet traffic generated by users is international, resulting in large capital outflows paid to foreign Internet providers. Thus, the presence of an IXP helps to encourage more local content development and creates an incentive for local hosting of services. This is both because of the lower cost and the larger pool of local users, who areable to access online services faster as the exchange point support• the local peering of domestic traffic,• reduce the number of network hops to exchange traffic,• increase the number of route options available,• optimize use of international Internet connectivity,• improve network resilience [and potentially quality of service],• reduce transmission costs and may increase Internet penetration and usage over the long-term [cost effective]Government RoleIXPs are considered to be a significant element of an Internet infrastructure, and the way in which an IXP is managed can impact an entire region’s ICT Industry. There is no explicit standard to establish an IXP no a recommended business model attributable to differences of market, cultural and legal conditions across regions. Accordingly, Policy Makers often adopt a 4 phased approach study [Feasibility, Planning, Policy, Delivery] by reviewing local international connectivity and regulatory policies, developing an applicable business model associated with a governance structure then commencing with the build-up process.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/68/ITU%20CWG-Internet.pdf)  |
|  | September 26, 2016 | [Ministry of Communications and Informatization (Belarus)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=69) | **Text provided in comment box:**This contribution is provided by the Permanent Mission of Belarus in Geneva on behalf of the Ministry of Communications and Informatization of the Republic of Belarus**Text provided in submitted document:**The Ministry of Communications and Informatization of the Republic of Belarus welcomes this opportunity to contribute to the discussion of the Council Working Group on international Internet-related public policy issues on an enabling environment and would like to provide the following information.**Connectivity and Affordability**In order to ensure an enabling environment it is vital to eliminate (or at least minimize) factors, that prevent people from using ICTs. Among those factors are: * lack of accessible and demanded ICT services, including e-services;
* lack of necessary infrastructure and appropriate investments;
* inadequate availability of skilled professionals to develop relevant infrastructure;
* insufficient digital literacy;
* specific conditions of remote areas which limit ICT infrastructure development due to lack of commercial attractiveness for telecom providers and investors;
* lack of enabling environment for public-private partnership (for instance due to absence of proper legal framework);
* lack of competitive marketplace leading to inadequately overpriced telecom services;
* lack of specific legal framework in the sphere of telecommunication, investment.

It is necessary to act holisticaly to overcome the abovementioned constrains. Otherwise, if to concentrate only on one or more separate measures to promote Internet connectivity, it might be insufficient to ensure an enabling environment. According to the wide international experience, elaboration of national action plans on ICT development is one of the most effective ways to ensure a holistic approach towards achieving a true digital society. The main elements of the Belarusian policy on digital development are stipulated by the *Strategy on the development of informatization in the Republic of Belarus for 2016 – 2022*. Practical measures of its implementation are envisaged in the State programme on development of digital economy and information society for 2016 – 2020. In particular, the abovementioned document sets the following priorities in the sphere of the development of national ICT infrastructure:* development of the fixed broadband Internet access with the use of modern access technologies based on multiservice telecommunication networks and infrastructure development with the use of fiber-optic communication lines. This will allow to increase quality of fixed broadband Internet access and to use resources of the developed infrastructure for providing the user of basic and additional telecommunication services, including automation of critical technological processes;
* development of wireless broadband Internet access based on existing 3G and LTE (4G) mobile telecommunication network, as well as national resources of satellite communication and broadcasting;
* development of cloud technologies, that ensure user’s access to necessary information and computing resources regardless of his geographical presence.

 **Quality of Internet Access**In order to increase the quality of Internet access it is important to focus on the following aspects in informatization infrastructure: * development of an effective and transparent system of public administration by means of introduction of innovative ICT solutions in all spheres of life;
* ensuring transparency, safety and usability of communication means uses by citizens, business and government by means of converting these communication into electronic form;
* further development of a single information space to provide e-services by means of integration of information systems and providing access to open data;
* facilitation and promotion of the use of e-services;
* growth in production and secure uptake of high-tech innovative ICT goods and services;
* ensuring of continuity, fault tolerance and safety of data streams.

**Confidence and Security**In order to ensure confidence and security in the use of ICT special security policy requirements and specifications have been elaborated for state information systems, as well as a number of information, hardware-software systems that guarantee secure functioning of state system of data protection. **Government’s Role**Among the main functions of the Government in building an enabling environment are: policy-making; coordination; management and monitoring of the implementation of ICT policy, analysis of the current state of the ICT sphere and its comparison with the global indicators; elaboration and planning of further priorities of informatization development, standardization and licensing.  [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/69/Belarus_CWG_Internet_OpenCons_FINAL.docx) |
|  | September 26, 2016 | [Access Now (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=70) | **Text provided in comment box:**Please find our submission attached.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/70/ITUConsultation.docx)  |
|  | September 26, 2016 | [National Communications Authority (NCA) (Ghana)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=71) | **Text provided in comment box:*****1. What are the elements of an enabling environment to promote Internet connectivity?*****Content development:**- Content is one of the main drivers of internet connectivity as without any meaningful content, there will not be any interest.- Content creativity should be promoted for all levels of national economy for trade in goods and services (formal and informal sectors)- Curriculum of tertiary institutions should include some aspect of Electronic content development.- Such content should be developed in a language that the local community understands**Affordable devices**- Develop a mechanism that will promote affordable smart computing devices**Passive and Active infrastructure network – Available Access points****-** Encourage the deployment of free Wi-Fi access points were necessary and develop the last mile service infrastructure.**Education/Sensitization** - Public Awareness is also a key to enabling internet connectivity. E-governance should be promoted at all levels. ***2. What are the elements of an enabling environment to promote an affordable Internet?*****Subsidy for Infrastructure development** Encourage the use of Universal Access to develop Telecommunications site (passive infrastructure) e.g. Mast site and Fibre network to link cities. Further, in many cases, infrastructure is a national monopoly and its provision cannot be a competitive market. In such cases, infrastructure should be provided as a public good, preferable by functional separation of incumbent providers, this the Government has promoted.**Lower cost of Bandwidth**Government investment (from Universal Access fund) to build passive infrastructure will lead to low bandwidth cost. One of the main factors hindering cost of input in delivering affordable service outside our coastal cities is transport cost.**Tax Incentives on  ICT equipment** Introduction of subsidized regime in the importation of hardware and software consumables will stimulate affordability; thus causing Internet services to be affordable. This can be through the reduction of import charges on ICT products.**Sharing of infrastructure** (active-sharing of electronic components of the network, including antennae, switches and microwave equipment and passive-non-electronic components of their networks (e.g., air conditioners or power generators) by mobile network operators or other Internet service providers enable them to lower their capital expenditure and operating costs. This, in turn leads to lower Internet service prices and increased access for the consumer/users.**Fostering of competition** will promote affordable Internet, and the visibility and transparency of prices, in particular wholesale prices promote competition. ***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*****Network neutrality** is a fundamental requirement. Quality of Access can be achieved by implementing network neutrality regulation at our national level.**Open/Public traffic management** obligation for ISPs so that consumers are aware of the level of the quality they can expect from them. For example, possible discrepancies between advertised speed and actual broadband speeds which make it mandatory for users to pay for content bandwidth.**Approved Equipment Use**Encourage type approval regime to ensure approved computer equipment so quality is not compromised when accessing internet service. **Adequate bandwidth**Compromised bandwidth by spams, worm activity, and virus activity will always degrade access.**Internet Exchange Points** Promoting of local and Regional Internet exchange points, improves quality, increases the connectivity and resilience of networks, fostering competition and reducing the costs of international telecommunication interconnections, will enhance Quality of Access. ***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?***- Unsolicited bulk electronic communications (Combating spam). Promoting steps to stop the propagation of unsolicited bulk electronic communications should be encouraged. Spam continues to constitute a significant proportion of electronic mail traffic with limited bandwidth. It can result in a degradation of quality of access and loss of confidence in internet connectivity.- Ensure the security and robustness of telecommunication network in order to achieve effective internet delivery.- Awareness on cybercrime laws, paying particular attention to contextual trends on the most likely crimes to occur and necessary steps needed to be applied.- National laws must be modified to ensure the protection of privacy of Internet users.***5. What is the role of Governments in building an enabling environment?*****Sharing of Resource** One strategy that governments can pursue is to put in place guidelines to support regulations for sharing infrastructure and spectrum.Guidelines issued by the National Communications Authority to ensure open access to infrastructure or capacity. For example, Fibre cables. Fibre deployment often requires significant investments; ensuring that new market entrants or other operators can also access this infrastructure will result in lower overall capital expenditure requirements on their part, in which in turn can result in more service-based competition and greater affordability.**Taxes** Government Taxation has a significant impact on consumer affordability for all goods and services. Taxes on ICT products and services like mobile phone handsets and laptops, internet access services impact significantly on affordability and may not encourage the use of the Internet.  **Universal Access Fund (Ghana Investment Fund for Electronic Communications)**Universal Service and Access Funds (USAF) are typically financed by contributions from telecommunications companies. Revenue accrued from contributions for USAF is used to fill in existing gaps in the market-based provision of services, through a combination of subsidies or incentives tend to be the most successful in promoting affordable and equitable access. |
|  | September 27, 2016 | [Nippon Telegraph and Telephone East Corporation (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=72) | **Text provided in comment box:****Comment on question No.3 from the standpoint as a telecommunication career providing FTTH infrastructure****Q3. What are the elements of an enabling environment to promote the quality of access to the Internet?** For promoting the quality of Internet access, ensuring the capacity of communication would be one of the important elements. To ensure the capacity of communication, migration from metallic network to optical fiber network is necessary. Related to the article how to provide Internet inexpensive and sustainably (Q2), there are differences in the ways to construct and maintain metallic network and optical fiber network. In developing countries, swelling the expenses for initial failure and troubles by cutting cables is one of the biggest issues to install optical fiber network. The followings are some of the specific measurements to improve the initial failure. 1. Technical education and training to improve engineers’ skill 2.Deployment of the tools and making manuals for construction and maintenance 3.Mandatory inspection after construction. Also, installing the monitoring systems of fiber network is one of the significant measures to maintain the quality of access to the Internet. |
|  | October 05, 2016 | [Ministry of Telecommunications and Information Society (MINTEL) (Ecuador)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=73) | **1. What are the elements of an enabling environment to promote Internet connectivity?** - Facilities for access to information and knowledge. - Have a regulatory environment and framework for Open Data access. - Establish Broadband National Plans. - Have a National Frequency Plan with an efficient frequency allocation. - Promote public-private partnerships. - Promote research, development and transfer of technology to stimulate connectivity through low costs. - Establish policies aimed at controlling data. **2. What are the elements of an enabling environment to promote an affordable Internet?**- Policies that promote broadband and are aimed at meeting the objectives for the adoption and growth of the Internet. - Government support for the creation of a regulatory and legal environment to support investment in telecommunications infrastructure **3. What are the elements of an enabling environment to promote the quality of access to the Internet?** - The establishment of basic quality parameters measured through indicators which are regularly reported. - Follow-up to the claims made by the service user measuring quality and warmth parameters - Boost government policies that enable suppliers to implement better technology - Drive massive awareness campaigns of users rights for telecommunications services **4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?** - Regulate the implementation of minimum safety standards that must be matched to the more strict ones that can be found internationally - Implementation of tools such as antivirus, antimalware, filtering spam, point to point encryption, among others, as part of the value added suppliers to deliver to provide services - Implementing awareness campaigns on the different types of fraud and cybercrime, so that citizens know what they are facing and how to act towards it. **5. What is the role of Governments in building an enabling environment?** - Government authorities have an important role to create an environment with suitable, optimal and conditions for access to effective internet by the population, taking into account key factors such as: legal frameworks, price regulation according to the type and quality service, security environments trusted by users, regulation and control of profits generated by businesses and investment in infrastructure to improve services. - Generate and promote meetings and innovation processes, including digital literacy, to shorten the digital divide, generate public policies towards broadening the coverage of services such as access to internet, digital, satellite or cable television, telephone fixed and mobile, especially in rural or remote areas to big cities. This will be a priority task for the authorities, especially in developing countries, in which these factors will positively influence growth.[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/73/INFORME.PDF.pdf) |

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