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**Contribution from Venezuela**

**Position of the Bolivarian Republic of Venezuela with regard to**

**Agenda 2030 Sustainable Development and the Lines of Action Plan of the**

**WSIS**

**C2 Information and Communication Infrastructure and C5 Building Confidence and Security in the Use of ICTs and the Line of Action**

**C6 Enabling Environment.**

The Bolivarian Republic of Venezuela has made efforts for the Information Society to be built on the basis of meeting the needs of individuals and communities subordinated to the general principles of respect for human rights, strengthening democratic access to information information. Universal inclusion, free access to information services, communication and local capacity to produce content that guides the development and implementation of policies, strategies and actions to ensure equal opportunities for all, removing existing barriers in relation to all forms of social inequality, especially those of gender, ethnic and of different capacities, allocating the necessary resources.

The Bolivarian Government has been working in recent years to reduce the digital divide under the following premises:

* Promoting the democratization of access to information and knowledge technologies.
* Implementation of promotion’ mechanisms, encouragement and promotion of scientific research.
* The social appropriation of knowledge and transfer and technological innovation, in order to foster the capacity to generate and boost national development taking into account cultural and linguistic diversity.

The position of the Bolivarian Republic of Venezuela is related to the lines of action, as outlined below:

**Line of Action C2** Information and Communication Infrastructure: Basis for the Information Society: Within their national development policies and strategies, governments should take action in support of an enabling and competitive environment conducive to investment ICT infrastructure and to develop new services.

**Line of action C5** Building confidence and security in the use of ICT: Increase user confidence and protect data and network integrity; consider current and potential ICT risks, and address other information security and networking issues, take appropriate action against the mass mailing of unsolicited electronic mail (spam) at national and international levels.

**Action Line C6** Enabling Environment: In order to maximize the social, economic and environmental benefits of the Information Society, governments must create a reliable, transparent and non-discriminatory legal, regulatory and political environment. Governments should continue to update their national consumer protection legislation to respond to the new needs of the Information Society.

**Action Line C2 Information and Communication Infrastructure.**

The Bolivarian Republic of Venezuela has an infrastructure through which telecommunications services are provided, both in the public and private sectors, and for years the State has invested resources at the level of university education to form a generation of professionals and technicians qualified to serve this sector.

The Bolivarian Government has an important involvement in the ICT sector, through the installation and operation of the fiber optic network through the public company, service provider

In addition, in the ICT sector, the Venezuelan State has formulated and implemented policies for the creation of companies, acquisition of technologies, formation of funds and institutions for technological development, which complies with the provisions of our Economic and Social Development Plan the National Plan 2013-2019 (Plan de la Patria) and in the Telecommunication, Information and Postal Services Plan 2013-2019, specifically **Strategic Line 1.** states: *"To develop, throughout the national territory, the necessary infrastructure so that all society has timely and effective access to telecommunications, IT and postal services. "*

**Projects Boosted in the Bolivarian Republic of Venezuela.**

WiFi for everyone: "Wifi for all" is a government project that was born in November 2013 for educational and recreational purposes, to be developed in schools, public high schools, parks and squares in order to give the population access to the free Internet in open spaces. There is a free WiFi connection in 3.512 locations nationwide.

**Eighth Universal Telecommunication Service Project (OPSUT):** This project is born from a Universal Service obligation, with the objective of Planning, Installing, Operating and Maintaining the telecommunications infrastructure and offering a set of additional facilities for the provision of services in the national geographic scope. The project involves the deployment of 6,886.22 kilometers of optical fiber throughout the national territory, with 203 points of presence (Nodes), which will ultimately benefit 19 states of the country. The project contemplates the creation of a transmission network of National scope, centered on the North Llanero development axis, and will extend its geographic coverage to the South zone of the Lake of Maracaibo and its Western Coast, the Andean region, the East and the South of the country. The objective was to connect the Orinoco - Apure axis with the North - Coastal axis to benefit an estimated population of more than 12 million inhabitants. This goal was overcome when 2.4 kilometers of fiber optic over the Orinoco River, between the towns of Puerto Paez (Apure) and El Burro (Bolívar), was used to connect the population of Puerto Ayacucho (Amazonas) with the rest of the country . In addition to achieving the country's telecommunications connection, this project provides stability to voice and data services, ensuring that users and users can communicate via fixed telephony and the Internet more efficiently. In addition to the deployment of fiber optics and the installation, adaptation and migration to NGN, Opsut contemplates the implementation of the Network Operations Center (COR) in La Pascua Valley (Guárico), whose technological platform - already in operation - offers services such as data transport, data center access, and remote management of nodes. In the last 10 years, the expansion of optical fiber has tripled in the national territory. This led to an exponential growth of more than 260 percent in the number of subscribers of the ABA service, whose total number of subscribers increased from 680 thousand in 2007 to more than 2.5 million today (according to figures published in the third quarter of 2016 by CONATEL)

**Expansion of the Metroethernet Network:** The public service provider has a Metroethernet Network with three layers architecture (access, aggregation and transport), consisting of 37 rings and covering more than 230 localities, connected with optical interfaces of 1 and 10 Gbps that serves 2.4 million broadband users with access plans between 1 and 10 Mbps (average of 2 Mbps per user), and provides data services to almost five thousand public and private institutions with access speeds up to 1 Gbps . In order to adapt the network infrastructure to increase in the short term the average bandwidth for broadband users to 4 Mbps, and prepare it for the medium term, to serve up to 4 million broadband users with an average plan of 10 Mbps, a new Metroethernet network is being implemented parallel to the current one, with 2 layers architecture (access-aggregation and transport) and interfaces of 1, 10 and 100 Gbps, allowing it to have better performance, greater capacity and robustness higher. By August 2017 this new network was made up of 15 rings and encompassed 80 localities, with the completion of another 10 rings scheduled for December 2018.

**Digital Open Television:** This project was conceived during the Bolivarian Revolution, promoted by the Ministry of Popular Power for University Education, Science and Technology (MPPEUCT), when the ISDB-tb standard was adopted in 2009, deployment of the TDA in the country, the objective of this project is to bring the change of analogue-to-digital television technology, at no cost, in order to provide Venezuelans, regardless of their physical location, a television with a signal of higher quality.

**Simón Bolívar Satellite and Miranda Satellite:** The Simón Bolívar satellite (2008) facilitates the access and transmission of data services from the Internet, television and also as well as the transmission of tele-medicine and tele-education, covering needs that have to do with telecommunications, especially in places with low population density, also supports programs and projects executed by the State, ensuring that they reach the most remote places. **The Miranda satellite** (2012), is an Earth Observing Satellite that takes images in high and medium resolution, which allows the preparation of cartographic maps, evaluations of agricultural soils, crops and agricultural production, evaluation of water resources and areas in danger of desertification, to facilitate urban planning and to obtain seismological information for the prevention of disasters.

**Infocentros:** It’s a technological tool at the service of social network of knowledge management, a meeting place for citizens, a space for participation and exchange of knowledge for individual and social development offering training, information and mail services, services e-government, Internet browsing, access to education network services, health, science and technology.

**Infocentres for people with visual impairment:** The purpose of this project is to integrate people with limitations, bringing them closer to the world of technology and information, narrowing the margins of disadvantages inherent to the visually impaired.

**Venezuela-Cuba Submarine Cable - Jamaica:** The ALBA-1 telecommunications system, which connects by submarine fiber optic cable to Cuba with Venezuela and Jamaica, whose design and construction began in 2007 and ended in 2011 and is operational since August 2012, initially taking voice traffic for international telephony.

**Deployment of 4G LTE Mobile Technology**: Motivated by new business models, technological trends and free access to information, there is a need to strengthen our telecommunications platform in order to make the LTE 4G signal available to the public. the Venezuelan state-owned mobile. That is why currently Movilnet (public operator) and Digitel and Movistar (private operators) has 271 base stations deployed nationwide, benefiting more than one million people, which results in an improvement in the provision of the service in terms of data refers

**Some indicators of the Telecommunications sector.**

These figures were provided by the National Telecommunications Commission

CONATEL at the end of 2016.

* The penetration of Internet users in Venezuela is 62%, per 100 inhabitants, 7 years or more, at the end of the quarter of 2016, source CONATEL.
* A total of 90% of subscribers is estimated for every 100 households of Fixed Telephony Local Residential, per entity at the end of the quarter of 2016. (Source CONATEL).
* A total of 66% of subscribers is estimated for every 100 house holds of Diffusion per Subscription, by entity. , at the end of the quarter of 2016, source CONATEL.
* Open digital television (TDA) deployment in the country (22 ISDB-Tb transmission stations, with a current population coverage of 47% (Information provided by Venezuela's REDTV Transmission Network). have delivered 1,351,735 mobile equipment with TDA, 112,254 televisions, 333,887 decoders and 595,276 donations have been made.
* A total of 940 Infocentres have been established, of which 405 have already been transferred to organized People's Power, these spaces have contributed to the technological literacy of our communities and also as trenches for the development of local initiatives.
* By the end of 2016, 5,279,105 portable courses have been delivered to basic education students; 1,000,000 tablets delivered to college students; there is a national entrance system where 1,339,015 students have been assigned and 136,301 in the technological area, 100% free and national software (Source: CANTV's Presidency).

**Line of action C5 Creation of Confidence and Security in the use of TIC**

In the Bolivarian Republic of Venezuela the impulse of the ICT sector is propitiated, with which have appeared laws and plans to promote and regulate the use of the Internet of which we can point out:

**Article 110** of the Constitution of the Bolivarian Republic of Venezuela states that "*The State shall recognize the public interest of science, technology, knowledge, innovation and its applications and the necessary information services as economic, social and political development of the country, as well as for national security and sovereignty. For the promotion and development of these activities, the State will allocate sufficient resources and create the national science and technology system in accordance with the law. The private sector must provide resources for them. The State shall guarantee compliance with the ethical and legal principles that should govern scientific, humanistic and technological research activities. The law will determine the ways and means to comply with this guarantee. "*

**Organic Law on Telecommunications:** Its purpose is to establish the legal framework for the general regulation of telecommunications, in order to guarantee the human right of people to communicate and carry out the economic activities of telecommunications necessary to achieve this, with no more limitations than the derived from the constitution.

**The National Plan for Telecommunications, Information Technology and Postal Services 2014-2019**: It´s developed with the aim of guiding State action in Information Technologies, Communication and Postal Services through four strategic lines which are: **Strategic Line 1** " Develop throughout the national territory the infrastructure necessary for all society to have timely and effective access to telecommunications, information technology and postal services. **" Strategic Line 2**: "Ensuring companies the availability of critical IT applications". **Strategic Line 3:** "Contribute to the generation and dissemination of digital content in telecommunications, IT and postal services and in other sectors, with a predominance of national values, recognition of the multiethnic and pluricultural character of our peoples." **Strategic Line 4:** "Ensure the creation and appropriation of knowledge for the development, production and good use of Telecommunications, Information Technology and Postal Services".

**Infogobierno Law,** "This law aims to establish the principles and guidelines that govern the use of information technologies in Public Power and People's Power, to improve public management and services to people; promoting the transparency of the public sector; participation and full exercise of the right of sovereignty; as well as promoting the development of free information technologies in the State; guarantee technological independence; the appropriation of knowledge; as well as the security and defense of the nation. "

**Plan de la Patria 2013-2019 "Historical Objective 1"** Defend, expand and consolidate the most precious asset that we have reconquered after 200 years: THE NATIONAL INDEPENDENCE "; specifically in **the national objective 1.5** "scientific-technological development as one of the fundamental bases of the National Independence and that textually says:" To develop our scientific-technological capacities linked to the needs of the people ".

**Institutions responsible for overseeing computer security in the Bolivarian Republic of Venezuela.**

* **Division against computer crimes of the Criminal Investigation and Criminal Investigations Corps (CICPC):** Specialized in combating all those crimes that affect the economic patrimony of natural and legal persons, also those that are detrimental or affect the personality, morality and psychological health of the people, as long as the means of commission is through the use of technology of information.
* **SUSCERTE:** The Superintendency of Electronic Certification Services (SUSCERTE) is the agency responsible for coordinating and implementing the hierarchical model of the National Electronic Certification infrastructure. It also accredits, supervises and controls the Certification Services Providers (PSC) and is the responsible for the Root Certification Authority of the Venezuelan State. It also aims to provide standards and tools to implement optimal information technology in public sector institutions, in order to obtain better performance and provide reliable levels of security.
* **VenCERT:** It’s the National System of Management of Telematic Incidents of the Bolivarian Republic of Venezuela. Its main objective, as governmental CERT, is the prevention, detection and management of the telematic incidents generated in the information systems of the National Public Administration and the Public Entities in charge of the management of Critical Infrastructures of the Nation.

It should be noted that these institutions have developed laws and plans which are described below:

**Special Law against Computer Offenses (2001).**

This law aims at the integral protection of systems that use information technologies, as well as the prevention and punishment of crimes committed against such systems or any of its components, or crimes committed through the use of such technologies.

**National Cyber Security Plan (2014).**

Currently SUSCERTE, carries out the Cybersecurity Plan jointly with other organs of the public administration; this plan has five 5 elementary vertices, these being:

* Capacity Development: It contemplates the implementation of courses and workshops in matters of Ethical Hacking, Forensic Computing, Electronic Signature, Cryptography and Information Security.
* Normative and Legal Framework: It contemplates regulations and the legal aspect of all related laws in the field of Information and Communication Technologies.
* Technical Actions: This creates regulations for good practices regarding the safe use of information, audit and computer expertise.
* Culture of Cybersecurity: It contemplates the practices and knowledge in terms of Information Security and the safe use of computer tools.
* Ecosystem: that contemplates the interrelation that exists between SUSCERTE with other organisms of the Public Administration of the Venezuelan state.

During the year 2014, progress was made in guaranteeing human rights to children and adolescents, through the creation of the following plan:

**National Plan for Children and Adolescents Online (2014).**

This plan aims to promote a process of recognition in Venezuelan society of a culture of human rights as a system of social coexistence, especially of children and adolescents as subjects full of rights that exercise citizenship progressively. It also seeks to develop safe access for infants to social networks, e-mail, among others; protecting them against various threats to which they are exposed (Cybercrime), such as cyberbullying, Sexting, Groming, among others.

**Institutional structures.**

On the other hand, the National System of Management of Incidents Telematics (VenCERT) has done from the Superintendence of Electronic Certification Services (SUSCERTE), is improving for the intervention in incidents and cyber attacks, maintaining cooperative relations nationally and internationally for the defense of the information contained by various institutions. A collection of future national cybersecurity strategy tools is being developed as a multi-stakeholder effort facilitated by ITU, using workshops as a means of advancement.

**Capacity building.**

Modern societies are increasingly dependent on information and communication technologies. However, this interconnectivity also creates interdependencies and risks that must be managed at the national, regional and international levels. It is VenCERT's job to improve cyber security and protect critical information infrastructures, which is essential to ensure the security and economic well-being of each nation.

At the national level, this is a shared responsibility requiring coordinated action related to the prevention, preparedness, response and recovery of incidents by government authorities, the private sector and civil society.

**Action Line C6 Enabling Environment.**

In order to promote knowledge of the legal aspects of the Internet, a summary of the main regulations in the Bolivarian Republic of Venezuela is presented as part of our mission to promote open development, evolution and Internet use for the benefit of all the inhabitants of the country.

Although the entire national legislation is applicable to the use of the Internet according to the principles of jurisdiction, we have collected regulations that specifically have a special impact on the use of the Internet in the Bolivarian Republic of Venezuela.

* **Constitution of the Bolivarian Republic of Venezuela (1999)**: Specifically in **Article 60,** "Everyone has the right to the protection of his or her honor, privacy, privacy, own image, confidentiality and reputation. All citizens have the right to participate freely in public affairs, directly or through their elected or elected representatives. "
* **Law on Data Messaging and Electronic Signature (2000):** It aims to grant and recognize efficacy, legal and probative value to the Electronic Signature, Data Messages and all information intelligible in electronic format, as well as to regulate the Suppliers of Certification Services and Electronic Certificates. The law establishes the integrity, preservation, security, authorship, timing and place of issuance and reception, applicable to data messages, conditions and requirements for authentication and certification of the electronic signature. Likewise, it has the power of the State to grant authorizations to the Providers of Certification Services that may issue Electronic Certificates that provide the authorship of the Electronic Signature and the integrity of the Data Message.
* **Infogobierno Law (Electricity Government 2014).** It regulates the acquisition of software by the organs of the State. The main elements of the Law are aimed at:

i) create a centralized bureaucracy regulating the characteristics of the software of state agencies.

ii) establish an obligation of acquisition, use or development of free software by public bodies.

Although the bureaucratic structures of law administration have not yet been created, its text directly regulates the procurement and use of public software, software added to hardware, and cloud computing or software as a service. In this sense, it is foreseen a direct affectation to the providers of services of software by Internet, affectation that possibly will be regulated in the regulation that is realized of the Law.

* **Law of Social Responsibility in Radio, Television and Electronic Media (2011):** This Act arises as a reform to the Law of Social Responsibility in Radio, Television, including in 2011 to the electronic media as subjects of the general regulation established for the providers of services of Radio, Television and Television by Subscription. Electronic media were not excluded from regulations concerning the classification of content and schedules. allowed for dissemination. However, the tacit interpretation of administrative practice has been the non-application of those rules to electronic media.

The Act introduces a series of categories of prohibited messages for dissemination by electronic means. Financial penalties are established for Internet Service Providers and / or revocation of operating licenses. The enforcement of the Law and the processing of sanctioning procedures is carried out by the National Telecommunications Commission (CONATEL) as regulator of the sector in the country.

* **Law on Computer Offenses (2001):** In addition to the rules on privacy protection, this rule is also aimed at protecting systems against computer attacks. The law prohibits destroying, damaging or modifying the operation of an information technology system; import, manufacture, distribute, sell or use equipment, devices or programs to violate the security of information technology systems. It also prohibits the reproduction, distribution or dissemination of software or other work of the intellect obtained through access to information technologies, without having the corresponding licenses and commercialize through the use of information technologies, making false allegations to the detriment of consumers. The Special Law against Computer Crime establishes the obligation to make warnings for the user to restrict access to minors, in case of display of pornographic material or reserved for adults by means of information technologies. It also establishes penalties restricting the freedom to those who by means involving the use of information technologies, use the person or image of a child or adolescent for exhibitionist or pornographic purposes.
* **Law of Banking Sector Institutions (2010):** According to established in the banking institutions must submit to the regulatory body its plan to provide services of "virtual banking", remote banking, electronic tellers, Internet banking. The regulator has powers of inspection, surveillance, supervision and control, on "computer systems, documents, databases, magnetic or electronic data access and storage devices and electronic correspondence".

The Law prescribes criminal sanctions in the case of banking crimes, and introduced a general ban on the transfer of databases to foreign territories. However, other regulations contained in the Information Technology Regulations, Dematerialized Financial Services, Electronic Banking, Virtual and Online have been applied.

* **Some Recent Activities on Social Inclusion.**

**Hackaton por la Patria.** "The Hackaton for the Country" is the first hackathon organized by the Bolivarian Government with the objective of promoting the development of concrete solutions to specific challenges in the national productive matrix, detected within the framework of the 15 productive engines of the Bolivarian Economic Agenda, through the use and development of Free Technologies; thereby ensuring that technology is at the service of the country's fundamental needs and promoting technological sovereignty. The term "hackatón" contemplates the integration of the concepts "hacker" and "marathon". From the organizational point of view, it involves a horizontal and intensive dynamic in which the participants complement experiences and skills with the purpose of creating a solution, development or useful prototype that responds to a need or challenge posed, which may be focused on goals social.

* **Plan Chamba Juvenil.** It is a plan directed to the youth between 15 and 35 years of age, with the purpose of incorporating them to the occupational and productive occupation, in areas oriented to the satisfaction of human needs. As of September 5, 2017, 594,063 young people have been incorporated throughout the country, of which 300,000 are directly or indirectly incorporated.
* **Mission Robinson Digital.** It´s a social program of the national government with the aim of achieving the massification of knowledge, teaching the people about the responsible management and use of social networks, digital communication, and other technological tools for communication, as well as giving the communicational battle through the Information and Communication Technologies.
* **Creation of the National Experimental University of Telecommunications and Informatics UNETI:** Its mission is to meet the training demands of the people to strengthen their creative potential in the field of telecommunications and information technology, linked to the university community in the country's productive sector. To deepen the sovereignty and technological independence, in function of the Plans of Economic and Social Development of the Nation.

**"We must move towards an explosion**

**massive knowledge, technology,**

**of innovation, depending on the**

**social and economic needs of the**

**country and national sovereignty”.**

Hugo Rafael Chávez Frías