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**Document WSIS-II/PC-3/CONTR/70-E**  
**5 September 2005**  
**Original: English**

**Child Helpline International**

**Children and ICTs**

**Submission for WSIS II**

**by child-focussed NGOs and networks**

**Article 11 of the Geneva Declaration of Principles states:**

**“We are committed to realizing our common vision of the Information Society for ourselves and for future generations. We recognize that young people are the future workforce and leading creators and earliest adopters of ICTs. They must therefore be empowered as learners, developers, contributors, entrepreneurs and decision-makers. We must focus especially on young people who have not yet been able to benefit fully from the opportunities provided by ICTs. We are also committed to ensuring that the development of ICT applications and operation of services respects the rights of children as well as their protection and well-being.”**

We as a group of child-focused NGOs and networks strongly support the vision of the Geneva Declaration of Principles and Plan of Action, especially in affirmation of Articles 11, 13 and 16. In doing so, we encourage the **greater inclusion of children and young people – as key current and future telecom users** – in the Political Chapeau – Tunis Commitment and the Operational Parts I and IV – Tunis Agenda for Action, thereby building an inclusive Information Society, respecting and upholding the Universal declaration of Human Rights, including the Convention on the Rights of the Child and in pursuit of the development goals of the Millennium Declaration. We recognise the great opportunities that ICT offers children and young people, we however also want to respond to the potential dangers that children and young people face in relation to ICTs. This joint statement therefore includes proposed text changes which aim to address child rights, child protection and child participation in the context of the Tunis documents.

This joint statement and proposed text changes has been a consultative process between various child-focused NGOs and networks including, Myochikai (Arigatou Foundation), Childnet International, Child Helpline International, Consortium for Street Children, CRIN, Defence for Children International, ECPAT, EURONET, Global Movement for Children, ISPCAN, Plan, Save the Children UK and UNICEF. Child Helpline International has coordinated this process with support from UNICEF and Plan.

Below are our key recommendations in reference to proposed text changes to the Political Chapeau – Tunis Commitment and the Operational Parts – Tunis Agenda for Action:

- We encourage the **greater inclusion of children and young people** – as key current and future ICT users – in the Political Chapeau – Tunis Commitment and the Operational Parts I and IV – Tunis Agenda for Action. This has been proposed in the Political Chapeau in points 2, 5, 8, 10, 11, 13 and Further commitments; and in the Operational Part I in points 6c, 6g; in Financial Mechanisms in point 31, and as Annex in c7. ICT applications as E-child.
- We shall pay special attention to **ensuring the protection of the rights and well-being of children and young people** in the expansion of ICT access, in the development of applications and in the operation of services. This has been proposed in the Political Chapeau in points 11, 12 and Further commitments; in the Operational Part I in points 6g, 6h; in Financial Mechanisms in points 25, 28, 33g, and as Annex in c7. ICT applications as E-child.
- To **increase children and young people’s access to ICTs and child helplines**. Member state parties’ are encouraged to issue a three or four-digit toll-free number for each respective country’s child helpline and to use child helplines as a strategy to reach out to more children and young people. This has been proposed in Political Chapeau in points 11, Further commitments and Resource mobilisation; and in the Operational Part I in points 6e, in Financial Mechanisms in points 30, 33b; and as Annex in c7. ICT applications as E-child.
- Ensure that **children and young people are empowered to reap the benefits** that ICT offers, including making ICTs an integral part of the formal and informal educational sectors, birth registration and in all relevant child-focused service sectors. This has been proposed in Political Chapeau in points 11, Further commitments and Resource mobilisation; and in the Operational Part I in points 6f, in Financial Mechanisms in point 33l, and as Annex in c7. ICT applications as E-child.

Through this document, we hope to work with WSIS towards a world where telecommunication allows children and young people to be heard one-by-one and through their voices, fulfil their rights and true potential to shape the world.

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**LOGOS [in alphabetical order]  
FROM ALL CHILD FOCUSED NGOS AND NETWORKS**



**CHILD HELPLINE INTERNATIONAL**



**The European Children's Network**



## FULL TEXT AND CONTRIBUTIONS

- **Political Chapeau**

| Political chapeau - Tunis Commitment<br>WSIS-II/PC-2/DOC/8-E, 8 August 2005<br>Note: New text in <b>bold</b> .   |   |
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| Existing text  | Proposed text   |
| <p><b>From Geneva to Tunis</b></p> <p>1. We, the representatives of the peoples of the world, have gathered in Tunis from 16-18 November 2005 for this second phase of the World Summit on the Information Society (WSIS) to reiterate our unequivocal support for the <i>Declaration of Principles and Plan of Action</i> adopted at the first phase of the World Summit on the Information Society in Geneva in December 2003. We reaffirm our desire and commitment to build a people-centred, inclusive and development oriented Information Society, premised on the purposes and principles of the Charter of the United Nations, international law and effective multilateralism, and respecting fully and upholding the Universal Declaration of Human Rights, so that people everywhere can create, access, utilize and share information and knowledge, to achieve their full potential and to promote sustainable development, to improve quality of life, to eradicate poverty and to attain the internationally-agreed development goals of the Millennium Declaration.</p> | <p><b>From Geneva to Tunis</b></p> <p>1. We, the representatives of the peoples of the world, have gathered in Tunis from 16-18 November 2005 for this second phase of the World Summit on the Information Society (WSIS) to reiterate our unequivocal support for the <i>Declaration of Principles and Plan of Action</i> adopted at the first phase of the World Summit on the Information Society in Geneva in December 2003. We reaffirm our desire and commitment to build a people-centred, inclusive and development oriented Information Society, premised on the purposes and principles of the Charter of the United Nations, international law and effective multilateralism, and respecting fully and upholding the Universal Declaration of Human Rights <b>and the Convention on the Rights of the Child</b>, so that people everywhere can create, access, utilize and share information and knowledge, to achieve their full potential and to promote sustainable development, to improve quality of life, to eradicate poverty and to attain the internationally-agreed development goals of the Millennium Declaration.</p> |
| <p>2. The Tunis Summit represents a unique opportunity for us to strengthen the confidence in the future while its core subjects concerning the Information Society shift world attention away from narrowly-defined concepts to global ones, which transform peoples' activities and interactions in ways that challenge traditional assumptions. The implementation of the commitments undertaken in the Geneva Summit is taking place amidst accelerating development of ICTs, which impact policies, human, economic, social and cultural development,</p>   | <p>2. The Tunis Summit represents a unique opportunity for us to strengthen the confidence in the future while its core subjects concerning the Information Society shift world attention away from narrowly-defined concepts to global ones, which transform <b>all peoples', including children and young peoples'</b>, activities and interactions in ways that challenge traditional assumptions. The implementation of the commitments undertaken in the Geneva Summit is taking place amidst accelerating development of ICTs, which impact policies, human - <b>in particular children and young people</b>, economic, social and cultural</p>   |

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| <p>bringing about profound changes in society.</p>  | <p>development, bringing about profound changes in society.</p>  |
| <p>3. This Summit is an important stepping-stone in the world's efforts to eradicate poverty and to attain the internationally-agreed development goals of the Millennium Declaration. By the Geneva decisions, we established a solid long-term link between the WSIS process, and other major United Nations conferences and summits. We call upon governments and all stakeholders to join together to implement the commitments set forth in the Geneva Declaration of Principles and Plan of Action. In this context, the outcomes of the recently concluded Summit meeting of the General Assembly on the review of the implementation of the Millennium Declaration are of special relevance.</p>  |  |
| <p>4. We seek to reaffirm the commitments made in Geneva and build on them in Tunis by focusing on Financial Mechanisms for bridging the digital divide, on Internet Governance and related issues, as well as on follow-up and implementation of the Geneva and Tunis decisions, as referenced in chapters two, three and four of [the operational part of this document/the operational document: Tunis agenda for action].</p>   |  |
| <p><b>Key principles</b></p> <p>5. We reaffirm our resolution in the quest to ensure that everyone can benefit from the opportunities that ICTs can offer, by recalling that governments, as well as private sector, civil society and the United Nations and other international organizations, should work together to: improve access to information and communication infrastructure and technologies as well as to information and knowledge; build capacity; increase confidence and security in the use of ICTs; create an enabling environment at all levels; develop and widen ICT applications; foster and respect cultural diversity; recognize the role of the media; address the ethical dimensions of the Information Society; and encourage international and regional cooperation. We</p> | <p>5. We reaffirm our resolution in the quest to ensure that everyone, <b>including children and young people</b>, can benefit from the opportunities that ICTs can offer, by recalling that governments, as well as private sector, civil society and the United Nations and other international organizations, should work together to: improve access to information and communication infrastructure and technologies as well as to information and knowledge; build capacity; increase confidence and security in the use of ICTs; create an enabling environment at all levels; develop and widen ICT applications; foster and respect cultural diversity; recognize the role of the media; address the ethical dimensions of the Information Society; and encourage international and regional cooperation. We confirm that these are the key principles for building an inclusive Information society, the elaboration of which is</p> |

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| <p>confirm that these are the key principles for building an inclusive Information society, the elaboration of which is found in the Geneva Declaration of Principles.</p>  | <p>found in the Geneva Declaration of Principles.</p>   |
| <p><b>Development orientation</b></p> <p>6. We recognise that knowledge is vital to human existence and that strengthening diffusion and exchange of knowledge would contribute to economic, social and cultural development, and help all countries reach the internationally agreed development goals, including those contained in the Millennium Declaration.</p>   |   |
| <p>7. Furthermore, ICTs have made it possible for a vastly larger population than at any time in the past to join in sharing and expanding the base of human knowledge, and contributing to its further growth and application to education, health and science. ICTs have enormous potential to expand access to quality education, to boost literacy and universal primary education, and to facilitate the learning process itself and thus lay the groundwork for a fully-inclusive and open information and knowledge society.</p> | <p>7. Furthermore, ICTs have made it possible for a vastly larger population than at any time in the past to join in sharing and expanding the base of human knowledge, and contributing to its further growth and application to education, health, science, <b>human rights and development</b>. ICTs have enormous potential to expand access to quality education, to boost literacy and universal primary education, and to facilitate the learning process itself and thus lay the groundwork for a fully-inclusive and open information and knowledge society.</p> |
| <p>8. We also recognize that, [just as] the ICT revolution can have a tremendous positive impact as an instrument of sustainable development[, in the absence of an appropriate enabling environment at national and international levels, it could reinforce and increase existing social and economic divisions, widen the gap between rich and poor countries, between regions, and between individuals — including between men and women].</p>  | <p>8. We also recognize that, [just as] the ICT revolution can have a tremendous positive impact as an instrument of sustainable development[, in the absence of an appropriate enabling environment at national and international levels, it could reinforce and increase existing social and economic divisions, widen the gap between rich and poor countries, between regions, and <b>within societies</b> — including between men and women, <b>and adults, children and young people</b>].</p>  |
| <p>9. We reaffirm our commitment to removing all obstacles to bridging the digital divide, particularly those that hinder the full achievement of the economic and social development of countries and the welfare of their citizens, in particular, in developing countries.</p> <p>Alternate 9. We urge states to take steps to assist in overcoming obstacles to bridge the digital divide, particularly those that impede the full achievement of the</p>   |   |

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| <p>economic and social development by the population of the affected countries and hinder the well-being of their population.</p>  |   |
| <p>10. We shall strive unremittingly, therefore, to promote universal, ubiquitous, equitable and affordable access to ICTs for people everywhere, to ensure that the benefits are more evenly distributed between and within societies, and to bridge the digital divide in order to create digital opportunities for all.</p>   |   |
| <p>Alternate 10+11: We shall strive unremittingly, therefore, to promote universal, ubiquitous, equitable and affordable access to ICTs for people everywhere, to ensure that the benefits of the Information Society are more evenly distributed among and within societies, and to bridge the digital divide in order to create digital opportunities for all. In so doing, we shall pay special attention to the roles and special needs of all countries and all segments of society and we reaffirm the commitments taken in this regard in the Geneva Declaration of Principles.</p>   | <p>Alternate 10+11: We shall strive unremittingly, therefore, to promote universal, ubiquitous, equitable and affordable access to ICTs for people everywhere, to ensure that the benefits of the Information Society are more evenly distributed among and within societies, and to bridge the digital divide in order to create digital opportunities for all. In so doing, we shall pay special attention to the roles and special needs of all countries and all segments of society, <b>including children and young people, particularly the marginalised and disadvantaged</b>, and we reaffirm the commitments taken in this regard in the Geneva Declaration of Principles.</p>  |
| <p>11. To that end, we shall pay special attention to the roles and particular needs of all countries and all segments of society, and reaffirm the commitments taken in this regard in the Geneva Declaration.</p> <p>Alternate 11A. To that end we shall pay special attention to the role and particular needs of children, young people, women, marginalized and vulnerable groups of society including migrants, internally displaced persons and refugees, unemployed and underprivileged people, minorities and nomadic people, people with disabilities, poor people, particularly those living in remote, rural and marginalized urban areas, indigenous peoples, people of developing countries, countries with economies in transition, Least Developed Countries, Small Island Developing States, Landlocked Developing Countries, Highly Indebted Poor Countries,</p> | <p><b>11. To that end, we reaffirm our commitment to ensuring the benefits of ICT reach all children and young people, as leading consumers now and primary shapers of ICT for the future. We shall pay special attention to ensuring the protection of the rights and wellbeing of children and young people in the expansion of ICT access, in the development of applications and in the operation of services.</b></p> <p>Alternate 11A. To that end we shall pay special attention to the role and particular needs of children, young people, women, marginalized and vulnerable groups of society including migrants, internally displaced persons and refugees, unemployed and underprivileged people, <b>children living and children working on the streets</b>, minorities and nomadic people, people with disabilities, poor people, particularly those living in remote, rural and marginalized urban areas, indigenous peoples, people of developing countries, countries with economies in transition, Least Developed Countries, Small Island Developing States, Landlocked Developing Countries, Highly Indebted Poor Countries, countries and territories under occupation, and</p> |

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| <p>countries and territories under occupation, and countries recovering from conflict or natural disasters.</p> <p>Alternate 11B. To that end, we shall pay special attention to the role and particular needs of the youth, women and older people and to the special situation of indigenous peoples. We also recognize the role and special needs of marginalized and vulnerable groups of society including the disabled, migrants, internally displaced persons, refugees, underprivileged and poor people and of people of countries facing adverse economic situations, geographic isolation, occupation, conflicts or natural disasters.</p> | <p>countries recovering from conflict or natural disasters.</p> <p>Alternate 11B. To that end, we shall pay special attention to the role and particular needs of <b>children and young people</b>, women and older people and to the special situation of indigenous peoples. We also recognize the role and special needs of marginalized and vulnerable groups of society including the disabled, <b>children living and children working on the streets</b>, migrants, internally displaced persons, refugees, underprivileged and poor people and of people of countries facing adverse economic situations, geographic isolation, occupation, conflicts or natural disasters.</p> |
| <p><b>Further commitments</b></p> <p>We hereby undertake further commitments to ...*</p>   | <p><b>Further commitments</b></p> <p>We hereby undertake further commitments to:</p> <ul style="list-style-type: none"> <li>• <b>Recognise the importance of children and young people – a key group of current and future telecoms users, in the telecoms agenda and ensure that child helplines can be used as a strategy to reach out to more children and young people.</b></li> <li>• <b>Increase and ensure safe and secure access for children and young people to ICTs.</b></li> </ul>  |
| <p><b>Resource mobilisation, including human resources</b></p> <p>We commit ourselves to mobilising resources, including human resources, to ....*</p>   | <p><b>Resource mobilisation, including human resources</b></p> <p>We commit ourselves to mobilising resources, including human resources, to</p> <ul style="list-style-type: none"> <li>• <b>Issue a three or four-digit toll-free number for each respective country’s child helpline. This number can be the universal access number earmarked for children, similar to emergency services numbers currently offered in many countries and should be accessible and free of cost from both landline and mobile phones.</b></li> </ul>   |
| <p>Participation and international cooperation 12. We are convinced that our goals can be accomplished through the involvement, cooperation and partnership of governments and all stakeholders and that international cooperation and solidarity at all levels are indispensable if the fruits of the Information Society are to be shared equitably by all.</p>  | <p>Participation and international cooperation 12. We are convinced that our goals can be accomplished through the involvement, cooperation and partnership of governments and all stakeholders and that international cooperation and solidarity at all levels are indispensable if the fruits of the Information Society are to be shared equitably by all. <b>Special measures should ensure that the end-user, particularly children and young people and those responsible for them or working with them, are made aware of how to</b></p>   |

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|   | <b>use ICTs safely and responsibly.</b>   |
| <p><b>Conclusion</b></p> <p>13. Our efforts will not stop with the conclusion of the Summit. The emergence of the global Information Society to which we all contribute provides increasing opportunities for all our peoples and for the global community that were unimaginable only a few years ago. We must harness these opportunities.</p>  | <p><b>Conclusion</b></p> <p>13. Our efforts will not stop with the conclusion of the Summit. The emergence of the global Information Society to which we all contribute provides increasing opportunities for all our peoples, <b>in particular children as the future users of ICTs</b>, that were unimaginable only a few years ago. We must harness these opportunities.</p> |
| <p>14. We strongly believe that full and timely implementation of decisions we took in Geneva and in Tunis, the establishment of appropriate follow-up mechanisms thereto, and closely integrating this process in the overall strategy embodied in the Millennium Declaration — through openness, inclusiveness and transparency; promotion of co-operation among stakeholders; and flexibility—is the way to achieve this goal. We therefore reaffirm our strong resolve to develop and implement an effective and sustainable response to challenges and opportunities of building a truly global Information Society that benefits all our peoples.</p> |   |

- **Chapter 1**

| <b>Operational Part – Tunis Agenda for Action</b>   |                      |
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| Note: New text in <b>bold</b> .   |                      |
| <b>Existing Text</b>  | <b>Proposed Text</b> |
| <p><b>Chapter 1 – Implementation</b><br/> <b>Mechanism</b> WSIS-II/PC-2/DOC/8-E, 8 August 2005</p>  |                      |
| <p>1. We recognise that it is now time to move from principles to action, by encouraging stakeholders to take the Plan of Action one step further, identifying those areas in which progress has been made in implementing the commitments undertaken in Geneva, and by defining those areas where further efforts and resources are required.</p>  |                      |
| <p>2. We acknowledge the leading role of governments in implementing the WSIS Action Plan at the national level. We encourage, as appropriate, those governments that have not yet done so to elaborate comprehensive, forward looking and sustainable national e-strategies, as an integral part of national development plans, including poverty reduction strategies, in partnership with other stakeholders[, by 2008].</p>   |                      |
| <p>3. We value regional and international integration efforts as a contribution to the development of the global Information Society, and strong cooperation within and among regions is indispensable. The regional dialogue should contribute to national capacity building and to the development, as appropriate, of national e-strategies and, regional implementation strategies. South-South cooperation shall be enhanced in order to foster knowledge sharing.</p> |                      |
| <p>4. Exchange of views and the sharing of effective practices are essential to implementing the Geneva decisions at the regional and international levels. To this end, efforts should be made to provide and share useful knowledge and know-how, related to the elaboration,</p>   |                      |

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| <p>monitoring and evaluation of national e-strategies and policies, as appropriate, in order to bridge the digital divide.</p>   |  |
| <p>5. We reaffirm that, through the cooperation and partnership of all stakeholders, it will be possible to succeed in our challenge of harnessing the potential of ICTs as a tool to achieve the development goals of the Millennium Declaration and thereby to continue improving the social welfare and development of all human beings.</p>  | <p>5. We reaffirm that, through the cooperation and partnership of all stakeholders, it will be possible to succeed in our challenge of harnessing the potential of ICTs as a tool to achieve the development goals of the Millennium Declaration and thereby to continue improving the <b>rights</b>, social welfare and development of all human beings.</p>   |
| <p>6. We are committed to achieving the indicative targets, set out in the Plan of Action, that serve as global references for improving connectivity and access in the use of ICTs in promoting the objectives of the Plan of Action, to be achieved by 2015, and to using ICTs as a tool to achieve the development goals of the Millennium Declaration, by:</p> <p>a. mainstreaming and aligning national e-strategies across national action plans, as appropriate, [with in-built time-bound measures/if possible, by 2008], aimed at achieving the development goals of the Millennium Declaration;</p> <p>b. designing and implementing enabling policies and a regulatory environment that is supportive of ICT entrepreneurship and that promotes investment and the mobilisation of domestic resources;</p> <p>c. building the ICT capacities of people and improving educational programmes to allow greater access to ICTs;</p> <p>d. promoting community volunteerism in the ICT4D sector;</p> <p>e. promoting public policies aimed at making/providing/ensuring affordable accessibility to hardware as well as software to populations living in developing regions, in particular in rural areas;</p> | <p>6. We are committed to achieving the indicative targets, set out in the Plan of Action, that serve as global references for improving connectivity and access in the use of ICTs in promoting the objectives of the Plan of Action, to be achieved by 2015, and to using ICTs as a tool to achieve <b>universal human rights and</b> the development goals of the Millennium Declaration, by:</p> <p>c. building the ICT capacities of people, <b>including children and young people</b>, and improving educational programmes to allow greater access to ICTs;</p> <p>e. promoting public policies aimed at making/providing/ensuring affordable accessibility to hardware as well as software to <b>marginalised and disadvantaged</b> populations, <b>such as the provision of toll-free child helplines for children and young people</b>, living in developing regions, in particular in rural areas;</p> |

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| <p>f. improving access to the world's health knowledge, in areas as diverse as global cooperation in emergency response, to reaching health professionals and individual citizens to improve healthcare and quality of life;</p> <p>g. establishing monitoring and early warning systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters.</p>   | <p>f. improving access to the world's health knowledge, in areas as diverse as global cooperation in emergency response <b>and birth registration</b>, to reaching health professionals and individual citizens to improve healthcare and quality of life;</p> <p>g. establishing monitoring and early warning systems, using ICTs, to forecast, monitor <b>and address the needs of people, especially children, affected by</b> the impact of natural and man-made disasters.</p> <p><b>h. Incorporating policies and self-regulatory, co-regulatory or other effective frameworks to protect children and young people from abuse and exploitation through ICTs into national plans of action and e-strategies.</b></p> |
| <p>7. The Geneva Plan of Action identifies international performance evaluation and benchmarking, taking into account different national circumstances, as an important aspect of the follow-up and evaluation. We applaud the initiatives taken in this area, including by those key stakeholders involved in the statistical measurement of ICTs who have joined forces to create a global Partnership on "Measuring ICT for Development". We encourage national statistical offices to assist these efforts by providing data and technical support.</p> |  |
| <p>8. We recognize that our goals can be accomplished through the involvement and cooperation of all Information Society stakeholders. We encourage continuing co-operation between and among stakeholders to ensure effective implementation of the Geneva and Tunis decisions, for instance through the promotion of Multi-stakeholder partnerships including Public Private Partnerships (PPPs), in a joint effort and dialogue with less developed countries, donors and actors in the ICT sector.</p>  |  |
| <p>9. We commit ourselves to evaluate and follow-up progress in bridging the digital divide, taking into account different levels of development, so as to reach internationally agreed development</p>   |  |

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| <p>goals, including those contained in the Millennium Declaration, and to assess the effectiveness of investment and international cooperation efforts in building the Information Society. We encourage all WSIS stakeholders to continue to contribute new and updated information on their activities to the WSIS stocktaking database, which was launched in October 2004 by the WSIS ES and will be maintained by ITU, so that it becomes a valuable tool, beyond the conclusion of the Tunis Phase of the Summit.</p>   |  |
| <p>10. In order to assure the sustainability of the WSIS process after the completion of its Tunis phase, we agree to establish an implementation mechanism for the Geneva and Tunis Plans of Action, based upon cooperation among governments and all stakeholders, with the overarching goal of helping countries and societies to achieve the development goals of the Millennium Declaration. To that end, for each Action Line in the Geneva and Tunis Plans of Action (as identified in the Annex), a team of stakeholders will work together to promote implementation. We request the UN Secretary-General to nominate, from among existing UN bodies or specialised agencies, those that will [moderate/coordinate] the work of each team, based on respect for their mandates and leveraging on their expertise, and within their existing resources.</p> |  |
| <p>11. The [moderator/coordinator] of each team identified in the Annex should periodically prepare a report on the implementation of the Geneva and Tunis Plans of Action based upon the information provided by, and the outputs from collaboration among, stakeholders, focussing particular attention on the progress towards achievement of the internationally agreed development goals of the Millennium Declaration, and submit it to [a defined coordination body]. The [head of a defined coordination body] will submit regular reports to the UN General Assembly, following its existing rules of procedure.</p>   |  |

[Options for a defined coordination body (with participation of representatives of all stakeholders):

ITU/WSIS-ES;

“existing UN division” (within UN DESA) for following-up major UN conferences;

Newly-created UN Inter-agency task force, HLSOC-type, (supported by a 2-3 person secretariat);

Newly-created UN ICT Task Force-type forum (supported by 2-3 person secretariat);

- **Chapter 2**

| Existing text   | Proposed text<br>Note: New text in <b>bold</b> . |
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| <p><b>Chapter 2 – Financial Mechanisms for meeting the challenges of ICT for development</b><br/>WSIS-II/PC-3/DOC/7-E, 8 August 2005</p>  |  |
| <p>15. We thank the UN Secretary-General for his efforts in creating the Task Force on Financial Mechanisms (TFFM) and we commend the members on their report.</p>  |  |
| <p>16. We recall that the mandate of the TFFM was to undertake a thorough review of the adequacy of existing financial mechanisms in meeting the challenges of ICT for development.</p>   |  |
| <p>17. The TFFM report sets out the complexity of existing mechanisms, both private and public, which provide financing for ICTs in developing countries. It identifies areas where these could be improved and where ICTs could be given higher priority by developing countries and their development partners.</p> |  |
| <p>18. Based on the conclusion of the review of the report, we have considered the improvements and innovations of financing mechanisms, including the creation of a voluntary Digital Solidarity Fund, as mentioned in the Geneva Declaration of Principles.</p>   |  |
| <p>Scale of the problem</p> <p>19. We recognise the existence of the digital divide and the challenges that this poses for many countries, which are forced to choose between many competing objectives in their development planning and in demands for development funds whilst having limited resources.</p>       |  |
| <p>20. We recognise the scale of the problem in bridging the digital divide, which will require adequate and sustainable investments in ICT infrastructure and</p>  |  |

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| <p>services, and capacity building, <i>[and transfer of technology]</i> over many years to come.</p> <p>[Chair’s proposed text to replace italicized text in 20 above: We recognize the need to promote an environment conducive to transfer of technology for mutual advantage, on mutually agreed terms, and allow non-discriminatory access to appropriate required technology.]</p> |  |
| <p>21. We recognize that the development goals of the Millennium Declaration are fundamental. The Monterrey Consensus on Financing for Development is the basis for the pursuit of adequate and appropriate financial mechanisms to promote ICT for development, in accordance with the Digital Solidarity Agenda of the Geneva Plan of Action.</p>                                     |  |
| <p>22. We recognise and acknowledge the special and specific funding needs of the developing world, as referred to in paragraph 16 of the Geneva Declaration of Principles, which faces numerous challenges in the ICT sector, and that there is strong need to focus on their special financing needs to achieve the development goals of the Millennium Declaration.</p>              |  |
| <p>23. We agree that the financing of ICT for development needs to be placed in the context of the growing importance of the role of ICTs, not only as a medium of communication, but also as a development enabler, and as a tool for the achievement of the development goals of the Millennium Declaration.</p>  |  |
| <p>24. In the past, financing of ICT infrastructure in most developing countries has been based on public investment. Lately, a significant influx of investment has taken place where private sector participation has been encouraged, based on a sound regulatory framework, and where public policies aimed at bridging the digital divide have been implemented.</p>               |  |

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| <p>25. We are greatly encouraged by the fact that advances in communication technology, and high-speed data networks are continuously increasing the possibilities for developing countries, and countries with economies in transition, to participate in the global market for ICT-enabled services on the basis of their comparative advantage. These emerging opportunities provide a powerful commercial basis for ICT infrastructural investment in these countries. Therefore, Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services. At the same time, countries should pursue policies and measures that would not discourage, impede or prevent the continued participation of these countries in the global market for ICT-enabled services.</p> | <p>25. We are greatly encouraged by the fact that advances in communication technology, and high-speed data networks are continuously increasing the possibilities for developing countries, and countries with economies in transition, to participate in the global market for ICT-enabled services on the basis of their comparative advantage. These emerging opportunities provide a powerful commercial basis for ICT infrastructural investment in these countries. Therefore, Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services. At the same time, countries should pursue policies and measures that would not discourage, impede or prevent the continued participation of these countries in the global market for ICT-enabled services. <b>All stakeholders should work together to ensure the safety of children and young people in the development of and access to ICTs.</b></p> |
| <p>26. We take note that the challenges for expanding the scope of useful accessible information content in the developing world are numerous, in particular, the issue of financing for various forms of content and applications requires new attention, as this area has often been overlooked by the focus on ICT infrastructure.</p>   |  |
| <p>27. We recognise that attracting investment in ICTs has depended crucially upon an enabling environment, including good governance at all levels, and a supportive, transparent and pro-competitive policy and regulatory framework, reflecting national realities.)</p>   |  |
| <p>28. We underline that market forces alone cannot guarantee the full participation of developing countries in the global market for ICT-enabled services. Therefore, we encourage the strengthening of international cooperation and solidarity aimed at enabling all countries, especially those referred to in paragraph 16 of the Geneva Declaration of Principles, to develop ICT infrastructure and ICT-enabled services that are viable and competitive at national and international levels.</p>   | <p>28. We underline that market forces alone cannot guarantee the full participation of developing countries in the global market for ICT-enabled services. Therefore, we encourage the strengthening of international cooperation and solidarity aimed at enabling all countries, especially those referred to in paragraph 16 of the Geneva Declaration of Principles, to develop ICT infrastructure and ICT-enabled services that are viable and competitive at national and international levels, <b>and that exercise social responsibility.</b></p>  |

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| <p>29. We recognize that, in addition to the public sector, financing of ICT infrastructure by the private sector has come to play an important role in many countries and that domestic financing is being augmented by North-South flows and South-South co-operation.</p> <p>30. We recognize that, as a result of the growing impact of sustainable private sector investment in infrastructure, multilateral and bilateral public donors are redirecting public resources to other development objectives, including Poverty Reduction Strategy Papers and related Programmes, policy reforms and mainstreaming of ICTs and capacity development. We encourage all governments to give appropriate priority to ICTs, including traditional ICTs such as broadcast radio and TV, in their national development strategies. We also encourage multilateral institutions as well as bilateral public donors to consider also providing more financial support for regional and large-scale national ICT infrastructure projects and related capacity development. They should consider aligning their aid and partnership strategies with the priorities set by developing countries and countries with economies in transition in their national development strategies including their poverty reduction strategies.</p> <p>31. We recognise that public finance plays a crucial role in providing ICT access and services to rural areas and disadvantaged populations including those in Small Island Developing States and Landlocked Developing Countries.</p> <p>32. We note that ICT-related capacity building needs represent a high priority in all developing countries and the current financing levels have not been adequate to meet the needs, although there are many different funding mechanisms supporting ICTs for Development.</p> | <p>30. We recognize that, as a result of the growing impact of sustainable private sector investment in infrastructure, multilateral and bilateral public donors are redirecting public resources to other development objectives, including Poverty Reduction Strategy Papers and related Programmes, policy reforms and mainstreaming of ICTs and capacity development. We encourage all governments to give appropriate priority to ICTs, including traditional ICTs such as broadcast radio and TV <b>and telephones</b>, in their national development strategies. We also encourage multilateral institutions as well as bilateral public donors to consider also providing more financial support for regional and large-scale national ICT infrastructure projects and related capacity development. They should consider aligning their aid and partnership strategies with the priorities set by developing countries and countries with economies in transition in their national development strategies including their poverty reduction strategies.</p> <p>31. We recognise that public finance plays a crucial role in providing ICT access and services to rural areas and disadvantaged populations, <b>especially children and young people</b>, including those in Small Island Developing States and Landlocked Developing Countries.</p> |
| <p>33.Alt 1: [[We recognize that there are a number of areas lacking adequate financing as well as related approaches that are more coherent and consolidated.]</p>   |   |

Alt 2: [We recognize that there are a number of areas where the current approaches to ICT for development financing have devoted insufficient attention to date.]

These include:

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| <ul style="list-style-type: none"><li>a. ICT capacity building programmes, materials, tools, educational funding and specialized training initiatives, especially for regulators and other public sector employees and organizations;</li><li>b. Communications access and connectivity for ICT services and applications in remote rural areas, Small Island Developing States, Landlocked Developing Countries and other locations presenting unique technological and market challenges;</li><li>c. Regional backbone infrastructure, regional networks, Network Access Points and related regional projects, to link networks across borders and in economically-disadvantaged regions which may require coordinated policies including legal, regulatory and financial frameworks, and seed financing and would benefit from sharing experiences and best practices;</li><li>d. Broadband capacity to facilitate the delivery of a broader range of services and applications, promote investment and provide Internet access at affordable prices to both existing and new users;</li><li>e. Coordinated assistance, as appropriate, for countries referred to in paragraph 16 of the Geneva Declaration of Principles, particularly Least Developed Countries and Small Island Developing States, in order to improve effectiveness and to lower transaction costs associated with the delivery of international donor support;</li><li>f. ICT applications and content aimed at the integration of ICTs into the implementation of poverty</li></ul> | <ul style="list-style-type: none"><li>b. Communications access and connectivity for ICT services and applications, <b>including the installation of public telephones, internet kiosks and HAM/broadband radios in public spaces (especially where children congregate, such as schools, parks and in all relevant places)</b> in remote rural areas, Small Island Developing States, Landlocked Developing Countries and other locations presenting unique technological and market challenges;</li><li>f. ICT applications and content aimed at the integration of ICTs into the implementation of poverty eradication strategies and in sector</li></ul> |
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| <p>eradication strategies and in sector programmes, particularly in health, education, agriculture and the environment;</p> <p>In addition, there is a need to consider the following other issues, which are relevant to ICT for development and which have not received adequate attention:</p> <ul style="list-style-type: none"> <li><b>g.</b> Sustainability of Information Society related projects, for example the maintenance of ICT infrastructure;</li> <li><b>h.</b> Special needs of Small, Medium and Micro Enterprises (SMMEs), such as funding requirements;</li> <li><b>i.</b> Local development and manufacturing of ICT applications and technologies by developing countries;</li> <li><b>j.</b> Activities on ICT-related institutional reform and enhanced capacity on legal and regulatory framework;</li> <li><b>k.</b> Improving organisational structures and business process change aimed at optimizing the impact and effectiveness of ICT projects and other projects with significant ICT components;</li> <li><b>l.</b> Local government and initiatives based in local communities that deliver ICT services to communities in the areas such as education, health and livelihood support.</li> </ul> | <p>programmes, particularly in health, education, agriculture, the environment, <b>human rights and development</b>;</p> <p><b>g. Developing infrastructure, content, services, training and education that will ensure children and young people are protected from abuse and exploitation through ICTs, as an integral part of the expansion of access to ICTs for development.</b></p> <p><b>j. Ensuring that national and regional ICT for development policies, programmes and regulatory frameworks uphold and advance universal human rights, the rights and wellbeing of children, and the principle of non-discrimination, as outlined in the United Nations' charter and international conventions.</b></p> <p><b>l.</b> Local government and initiatives based in local communities that deliver ICT services to communities in the areas such as education, health, <b>child care and protection</b> and livelihood support.</p> |
| <p><b>34.</b> Recognizing that the central responsibility for coordination of public financing programmes and public ICT development initiatives rest with governments, <b>we recommend</b> that further cross-sectoral and cross-institutional coordination should be undertaken, both on the part of donors and recipients within the national framework.</p>  |  |
| <p><b>35.</b> Multilateral development banks and institutions should consider adapting their existing mechanisms, and where appropriate designing new ones, to provide for national and regional demands on ICT development.</p>   |  |
| <p><b>36.</b> We acknowledge the following</p>   |  |

prerequisites for equitable and universal accessibility to and better utilization of financial mechanisms:

- a. Creating policy and regulatory incentives aimed at universal access and the attraction of private sector investment;
- b. Identification and acknowledgement of the key role of ICTs in national development strategies, and their elaboration, when appropriate, in conjunction with e-strategies;
- c. Developing institutional and implementation capacity to support the use of national universal service/access funds, and further study of these mechanisms and those aiming to mobilize domestic resources;
- d. Encouraging the development of locally relevant information, applications and services that will benefit developing countries and countries with economies in transition;
- e. Supporting the “scaling-up” of successful ICT-based pilot programmes;
- f. Supporting the use of ICTs in government as a priority and a crucial target area for ICT-based development interventions;
- g. Building human resource and institutional capacity (knowledge) at every level for achieving Information Society objectives, especially in the public sector;
- h. Encouraging business sector entities to help jump-start wider demand for ICT services by supporting creative industries, local producers of cultural content and applications as well as small businesses;
- i. Strengthening capacities to enhance the potential of securitised funds and utilising them effectively.

**j. Ensuring that national and regional ICT for**

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|  | <p><b>development policies, programmes and regulatory frameworks uphold and advance universal human rights, the rights and wellbeing of children, and the principle of non-discrimination, as outlined in the United Nations’ charter and international conventions.</b></p> |
| <p>37. We recommend improvements and innovations in existing financing mechanisms, including:</p> <ul style="list-style-type: none"> <li><b>a.</b> Improving financial mechanisms to make financial resources become adequate, more predictable, preferably untied, and sustainable;</li> <li><b>b.</b> Enhancing regional cooperation and creating multi-stakeholder partnerships, especially by creating incentives for building regional backbone infrastructure;</li> <li><b>c.</b> Providing affordable access to ICTs, by the following measures: <ul style="list-style-type: none"> <li>i. Reducing international Internet costs charged by backbone providers, supporting, <i>inter alia</i>, the creation and development of regional ICT backbones and Internet Exchange Points to reduce interconnection cost and broaden network access;</li> <li>ii. Encouraging ITU to continue the study of the question of the International Internet Connectivity (IIC) as an urgent matter to develop appropriate Recommendations;</li> </ul> <p><i>(Note: See Annex)</i></p> </li> <li><b>d.</b> Coordinating programmes among governments and major financial players to mitigate investment risks and transaction costs for operators entering less attractive rural and low income market segments;</li> <li><b>e.</b> Helping to accelerate the development of domestic financial instruments including by supporting local microfinance instruments, ICT business incubators, public credit instruments, reverse auction mechanisms, networking initiatives based on local communities, digital solidarity and other innovations;</li> <li><b>f.</b> [Accelerating the pace of financing of ICT infrastructure by</li> </ul> |  |

promoting North-South flows and South-South cooperation] / [Improving the ability to access existing financing facilities for ICT infrastructure and services and promoting North-South flows and South-South cooperation];

g. [Providing the financial support]/[Establishment of a “virtual” financing facility] to leverage multiple sources in support of programmes oriented to digital inclusion and identified investment objectives in key areas notably broadband, rural and regional projects, and development of local language content, capacity building, [and creative industries;]/[entertainment enterprises, training software, regional Web Portals, media broadcasts based in local communities and motion picture DVDs;]

h. [Enabling developing countries to be increasingly able to generate funds and new financial instruments including trust funds and seed capital adapted to their economies;]

i. Urging all countries to make concrete efforts to fulfil their commitments under the Monterrey Consensus;

j. [Development of [a]/[an innovative] “rapid response” policy and regulatory support mechanism to intervene in support of [short-term] ICT sector policy initiatives;]

k. Encouraging increased voluntary contributions;

l. Establishing responsibilities relative to universal service: regulatory frameworks must establish the responsibilities for universal service of all national and international telecommunication/ICT services operators[, in a technology-neutral manner];

m. Making, as appropriate, effective use of debt relief mechanisms as outlined in the Geneva Plan of Action, including *inter alia* debt cancellation and debt swapping, that may be used for financing ICT for development projects, including those within the framework of poverty reduction strategies.

**n. Conducting assessments of the social impact on children and young people of all policies, programmes and projects for ICT for development.**

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| <p>[Alternative proposal for 37g.<br/>[Multilateral, regional and bilateral development organizations should consider the utility of creating a virtual forum for sharing of information by all stakeholders on potential projects and on sources of financing;]</p> <p>Alternative proposal for 37j<br/>[Multilateral, regional and bilateral development organizations should consider cooperating to enhance their capacity to provide rapid support to developing countries that request assistance with respect to ICT policies;]]</p> <p>38. We welcome the Digital Solidarity Fund (DSF) established in Geneva as an innovative financial mechanism of a voluntary nature open to interested stakeholders with the objective of transforming the digital divide into digital opportunities for the developing world by focusing mainly on specific and urgent needs at the local level and seeking new voluntary sources of “solidarity” finance. The DSF will complement existing mechanisms for funding the Information Society, which should continue to be fully utilized to fund the growth of new ICT infrastructure and services. (Agreed)</p> |  |
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- **Chapter 3**

| Existing text  | Proposed text   |
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| <p><b>Chapter 3 - Internet governance</b></p> <p>[to be discussed following release of the final report of the WGIG]</p> | <p><b>Ethical dimensions[new]</b><br/> <b>We reaffirm the fundamental importance of ethics for the Information Society and its governance. The use of ICTs and content creation should respect human rights and dignity in conformity with relevant international instruments.</b></p> <p><b>Child protection [new]</b><br/> <b>We reaffirm that ensuring the rights, participation and protection of children is a fundamental principle of the Information Society and its governance. We call for a global, multi-stakeholder team on child protection to be established to address policy, regulations, research and development, and systems of cooperation.</b></p> |

- **Chapter 4**

| Existing text   | Proposed text |
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| <p><b>Chapter 4 – The Way Ahead</b><br/>WSIS-II/PC-2/DT/5-E 24 Feb 2005</p>   |               |
| <p><b>26.</b> To build an Information Society will require unremitting effort. We thus commit ourselves to keep fully engaged, nationally, regionally and internationally, to ensure sustainable follow-up to the implementation of agreements and commitments reached during WSIS process and its Geneva and Tunis summits. Taking into account the multifaceted nature of building the Information Society, effective cooperation among all stakeholders is needed, based on respect for their mandates and leveraging on their expertise.</p>            |               |
| <p><b>27.</b> [We agree that the follow-up to Internet governance should be separated from the other issues and organized as outlined in Chapter Three.]</p>  |               |
| <p><b>28.</b> We request the Secretary-General of the Summit to report to the General Assembly of the United Nations on its outcome.</p>  |               |
| <p><b>29.</b> We request the Secretary-General of the United Nations to provide—with the collaboration of all stakeholders, and fully utilizing the existing coordination mechanisms within or related to the United Nations—sustained follow-up within the United Nations system to the agreements and commitments reached at WSIS and to ensure effective secretariat support. The Secretary-General of the United Nations is further requested to submit a periodic report to the General Assembly of the United Nations on those follow-up efforts.</p> |               |

- **Annex**

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| <b>ANNEX</b>  |  |
| <p><b>Action Lines [Moderator/Coordinator]</b></p> <p>C1. The role of governments and all stakeholders in the promotion of ICTs for Development</p> |  |



12 December 2003

Original: English

## Plan of Action

### A. Introduction

1. The common vision and guiding principles of the Declaration are translated in this Plan of Action into concrete action lines to advance the achievement of the internationally-agreed development goals, including those in the Millennium Declaration, the Monterrey Consensus and the Johannesburg Declaration and Plan of Implementation, by promoting the use of ICT-based products, networks, services and applications, and to help countries overcome the digital divide. The Information Society envisaged in the Declaration of Principles will be realized in cooperation and solidarity by governments and all other stakeholders.
2. The Information Society is an evolving concept that has reached different levels across the world, reflecting the different stages of development. Technological and other change rapidly transforming the environment in which the Information Society is developed. The Plan of Action is thus an evolving platform to promote the Information Society at the national, regional and international levels. The unique two-phase structure of the World Summit on the Information Society (WSIS) provides an opportunity to take this evolution into account.
3. All stakeholders have an important role to play in the Information Society, especially through partnerships:
  - a. Governments have a leading role in developing and implementing comprehensive, forward looking and sustainable national e-strategies. The private sector and civil society, **including children and young people**, in dialogue with governments, have an important consultative role to play in devising national e-strategies.
  - b. The commitment of the private sector is important in developing and diffusing information and communication technologies (ICTs), for infrastructure, content and applications. The private sector is not only a market player but also plays a role in a wider sustainable development context.
  - c. The commitment and involvement of civil society is equally important in creating an equitable Information Society, and in implementing ICT-related initiatives for development.
  - d. International and regional institutions, including international financial institutions, have a key role in integrating the use of ICTs in the development process and making available necessary resources for building the Information

**B. Objectives, goals and targets**

4. The objectives of the Plan of Action are to build an inclusive Information Society; to put the potential of knowledge and ICTs at the service of development; to promote the use of information and knowledge for the achievement of internationally agreed development goals, including those contained in the Millennium Declaration; and to address new challenges of the Information Society, at the national, regional and international levels. Opportunity shall be taken in phase two of the WSIS to evaluate and assess progress made towards bridging the digital divide.
5. Specific targets for the Information Society will be established as appropriate, at the national level in the framework of national e-strategies and in accordance with national development policies, taking into account the different national circumstances. Such targets can serve as useful benchmarks for actions and for the evaluation of the progress made towards the attainment of the overall objectives of the Information Society.
6. Based on internationally agreed development goals, including those in the Millennium Declaration, which are premised on international cooperation, indicative targets may serve as global references for improving connectivity and access in the use of ICTs in promoting the objectives of the Plan of Action, to be achieved by 2015. These targets may be taken into account in the establishment of the national targets, considering the different national circumstances:
  - a. to connect villages with ICTs and establish community access points;
  - b. to connect universities, colleges, secondary schools and primary schools, **including areas where children congregate** with ICTs;
  - c. to connect scientific and research centres with ICTs;
  - d. to connect public libraries, **school libraries**, cultural centres, museums, post offices and archives with ICTs;
  - e. to connect health centres and hospitals with ICTs;
  - f. to connect all local and central government departments and establish websites and email addresses;
  - g. to adapt all primary and secondary school curricula to meet the challenges of the Information Society, taking into account national circumstances;
  - h. to provide children living on the streets and children working on the streets with appropriate training opportunities so that they can take advantage of the benefits of ICTs.**
  - i. to ensure that all of the world's population **including children and young**

**people – a key group of current and future telecoms users-have access to telephones, television, radio services and other ICT applications;**

j. to encourage the development of content and to put in place technical conditions in order to facilitate the presence and use of all world languages on the Internet;

k. to ensure that more than half the world’s inhabitants have access to ICTs within their reach.

**l. To recognise the importance of children and young people in the telecoms agenda and ensure that child helplines can be used as a strategy to reach out to more children and young people.**

7. In giving effect to these objectives, goals and targets, special attention will be paid to the needs of developing countries, and in particular to countries, peoples and groups cited in paragraphs 11-16 of the Declaration of Principles.

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| <b>C.</b>  | <b>Action Lines</b>  |
| <b>C1.</b> | <b>The role of governments and all stakeholders in the promotion of ICTs for development</b> |

8. The effective participation of governments and all stakeholders is vital in developing the Information Society requiring cooperation and partnerships among all of them.

a. Development of national e-strategies, including the necessary human capacity building, should be encouraged by all countries by 2005, taking into account different national circumstances.

b. Initiate at the national level a structured dialogue involving all relevant stakeholders, including through public/private partnerships, in devising e-strategies for the Information Society and for the exchange of best practices.

c. In developing and implementing national e-strategies, stakeholders should take into consideration local, regional and national needs and concerns. To maximize the benefits of initiatives undertaken, these should include the concept of sustainability. The private sector should be engaged in concrete projects to develop the Information Society at local, regional and national levels.

d. Each country is encouraged to establish at least one functioning Public/Private Partnership (PPP) or Multi-Sector Partnership (MSP), by 2005 as a showcase for future action.

e. Identify mechanisms, at the national, regional and international levels, for the initiation and promotion of partnerships among stakeholders of the Information Society.

f. Explore the viability of establishing multi-stakeholder portals for indigenous peoples at the national level.

g. By 2005, relevant international organizations and financial institutions should

develop their own strategies for the use of ICTs for sustainable development, including sustainable production and consumption patterns and as an effective instrument to help achieve the goals expressed in the United Nations Millennium Declaration.

h. International organizations should publish, in their areas of competence, including on their website, reliable information submitted by relevant stakeholders on successful experiences of mainstreaming ICTs.

i. Encourage a series of related measures, including, among other things: incubator schemes, venture capital investments (national and international), government investment funds (including micro-finance for Small, Medium-sized and Micro Enterprises (SMMEs), investment promotion strategies, software export support activities (trade counseling), support of research and development networks and software parks.

**j. Each country is encouraged to issue a three or four-digit toll-free number for child helplines. This number can be the universal access number earmarked for children, similar to emergency services numbers currently offered in many countries and should be accessible and free of cost from both landline and mobile phones.**

**C2. Information and communication infrastructure: an essential foundation for the Information Society**

9. Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all **women, men and children**, taking into account relevant solutions already in place in developing countries and countries with economies in transition, to provide sustainable connectivity and access to remote and marginalized areas at national, regional and **local** levels.

a. Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services.

b. In the context of national e-strategies, devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators.

c. In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets.

d. Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support technical, regulatory and operational

studies by the International Telecommunication Union (ITU) and, as appropriate, other relevant international organizations in order to:

i. broaden access to orbital resources, global frequency harmonization and global systems standardization;

ii. encourage public/private partnership;

iii. promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas;

iv. explore other systems that can provide high-speed connectivity.

e. In the context of national e-strategies, address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society. **National e-strategies should include measures to ensure that the end user, particularly children and young people and those responsible for them, are made aware of how to use ICT's safely and responsibly.**

f. Encourage the design and production of ICT equipment and services so that everyone, has easy and affordable access to them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies.

g. In order to alleviate the challenges of illiteracy, develop affordable technologies and non-text based computer interfaces to facilitate people's, **including women, men, children and young peoples'**, access to ICT,

h. Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users.

i. Encourage the use of unused wireless capacity, including satellite, in developed countries and in particular in developing countries, to provide access **and affordable connections** in remote areas, including **emergency and disaster situations** . Concern should be given to the Least Developed Countries in their efforts in establishing telecommunication infrastructure.

j. Optimize connectivity among major information networks by encouraging the creation and development of regional ICT backbones and Internet exchange points, to reduce interconnection costs and broaden network access.

k. Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially negotiated Internet transit and

interconnection costs should be oriented towards objective, transparent and non-discriminatory parameters, taking into account ongoing work on this subject.

l. Encourage and promote joint use of traditional media and new technologies.

### C3. Access to information and knowledge

10. ICTs allow people, anywhere in the world, to access information and knowledge almost instantaneously. Individuals, **including children and young people**, organizations and communities should benefit from access to knowledge and information.
- a. Develop policy guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information.
- b. Governments are encouraged to provide adequate access through various communication resources, notably the Internet, to public official information. Establishing legislation on access to information and the preservation of public data, notably in the area of the new technologies, is encouraged.
- c. Promote research and development to facilitate accessibility of ICTs for all, including disadvantaged, marginalized and vulnerable groups, **including children and young people**.
- d. Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens, **particularly marginalised children and young people**, to the various communication resources, notably the Internet. These access points should, to the extent possible, have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations, post offices, **places where children congregate** or other public places, with special emphasis on rural and underserved areas, **including areas affected by disasters/emergencies**, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.
- e. Encourage research and promote awareness among all stakeholders of the possibilities offered by different software models, and the means of their creation, including proprietary, open-source and free software, in order to increase competition, freedom of choice and affordability, and to enable all stakeholders to evaluate which solution best meets their requirements.
- f. Governments should actively promote the use of ICTs as a fundamental working tool by their citizens and local authorities. In this respect, the international community and other stakeholders should support capacity building for local authorities in the widespread use of ICTs as a means of improving local governance.
- g. Encourage research on the Information Society, including on innovative forms of networking, adaptation of ICT infrastructure, tools and applications that

facilitate accessibility of ICTs for all **people, including children and young people**, and disadvantaged groups in particular.

h. Support the creation and development of a digital public library and archive services, adapted to the Information Society, including reviewing **the adaptability of school libraries**, national library strategies and legislation, developing a global understanding of the need for "hybrid libraries", and fostering worldwide cooperation between libraries.

i. Encourage initiatives to facilitate access, including free and affordable access to open access journals and books, open archives for scientific information **and e-libraries in both the formal and informal education settings**.

j. Support research and development of the design of useful instruments for all stakeholders to foster increased awareness, assessment, and evaluation of different software models and licences, so as to ensure an optimal choice of appropriate software that will best contribute to achieving development goals within local conditions.

**k. To ensure children and young people have access to helplines and ICTs.**

**l. Governments and other stakeholders, including the private sector, law enforcement agencies and schools, should ensure a framework of policies to protect children's safety in their use of ICTs.**

#### **C4. Capacity building**

**11.** Everyone should have the necessary skills to benefit fully from the Information Society. Therefore capacity building and ICT literacy, **including safe and responsible use of ICTs**, are essential. ICTs can contribute to achieving universal education worldwide, through delivery of education and training of teachers, and offering improved conditions for lifelong learning, encompassing people, **particularly children and young people, living and working on the streets amongst others, that are outside the formal education process**, and improving professional skills.

a. Develop domestic policies to ensure that ICTs are fully integrated in education and training at all levels, including **formal and informal** curriculum development, teacher training, institutional administration and management, and in support of the concept of lifelong learning.

b. Develop and promote programmes to eradicate illiteracy using ICTs at national, regional and international levels.

c. Promote e-literacy skills for all, for example by designing and offering courses for public administration, taking advantage of existing facilities such as **schools**, libraries, multipurpose community centres, public access points and by establishing local ICT training centres with the cooperation of all stakeholders. Special attention should be paid to disadvantaged and vulnerable groups, **particularly children and young people**.

d. In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that **children and** young people are equipped with knowledge and skills to use ICTs, including **how to use them safely and responsibly, and** the capacity to analyse and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.

e. Governments, in cooperation with other stakeholders, should create programmes for capacity building with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts.

f. Develop pilot projects **with NGOs as key stakeholders** to demonstrate the impact of ICT-based alternative educational delivery systems, notably for achieving Education for All targets, **particularly children and young people**, including basic literacy targets.

g. Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.

h. Empower **women, men and children in** local communities, especially those in rural and underserved areas, in ICT use and promote the production of useful and socially meaningful content for the benefit of all.

i. Launch education and training programmes, where possible using information networks of traditional nomadic and indigenous peoples, which provide opportunities to fully participate in the Information Society.

j. Design and implement regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. This should include delivery of education outside the educational structure, such as the workplace and at home.

k. Design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, museum professionals, scientists, teachers, journalists, postal workers and other relevant professional groups. Training of information professionals should focus not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies. Training of teachers should focus on the technical aspects of ICTs, on development of content, and on the potential possibilities and challenges of ICTs.

l. Develop distance learning, training and other forms of education and training as part of capacity building programmes. Give special attention to developing countries and especially LDCs in different levels of human resources

development.

m. Promote international and regional cooperation in the field of capacity building, including country programmes developed by the United Nations and its Specialized Agencies.

n. Launch pilot projects to design new forms of ICT-based networking, linking education, training, research institutions **and civil society** between and among developed and developing countries and countries with economies in transition.

o. Volunteering, if conducted in harmony with national policies and local cultures, can be a valuable asset for raising human capacity to make productive use of ICT tools and build a more inclusive Information Society. Activate volunteer programmes to provide capacity building on ICT for development, particularly in developing countries.

p. Design programmes to train users to develop self-learning and self-development capacities.

**C5. Building confidence and security in the use of ICTs**

**12. Confidence and security are among the main pillars of the Information Society.**

- a. Promote cooperation among the governments at the United Nations and with all stakeholders at other appropriate fora to enhance user confidence, build trust, and protect both data and network integrity; consider existing and potential threats to ICTs; and address other information security and network security issues.
- b. Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: developing guidelines that take into account ongoing efforts in these areas; considering legislation that allows for effective investigation and prosecution of misuse; promoting effective mutual assistance efforts; strengthening institutional support at the international level for preventing, detecting and recovering from such incidents; and encouraging education and raising awareness.
- c. Governments, and other stakeholders, should actively promote user education and awareness **amongst children and those responsible for them** about online privacy and the means of protecting privacy, **and using ICTs safely and responsibly.**
- d. **Governments, in cooperation with other stakeholders should create a policy framework to ensure the protection of children and young people in relation to ICTs.**
- e. Take appropriate action on spam at national and international levels.
- f. Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication.
- g. Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.

- h. Share good practices in the field of information security and network security and encourage their use by all parties concerned.
  - i. Invite interested countries to set up focal points for real-time incident handling and response and develop a cooperative network between these focal points for sharing information and technologies on incident response.
  - j. Encourage further development of secure and reliable applications to facilitate online transactions.
- k.. Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs.

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| <b>C6.</b> | <b>Enabling environment</b> |
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**13.** Confidence and security are among the main pillars of the Information Society.

- a. Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society.
- b. We ask the Secretary General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the governance of Internet by 2005. The group should, inter alia:
  - i. develop a working definition of Internet governance;
  - ii. identify the public policy issues that are relevant to Internet governance;
  - iii. develop a common understanding of the respective roles and responsibilities of governments, existing intergovernmental and international organisations and other forums as well as the private sector and civil society from both developing and developed countries;
  - iv. prepare a report on the results of this activity to be presented for consideration and appropriate action for the second phase of WSIS in Tunis in 2005.
- c. Governments are invited to:
  - i. facilitate the establishment of national and regional Internet Exchange Centres;
  - ii. manage or supervise, as appropriate, their respective country code top-level domain name (ccTLD);
  - iii. promote awareness of the Internet.
- d. In cooperation with the relevant stakeholders, promote regional root servers and the use of internationalized domain names in order to overcome barriers to access.
- e. Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.
- f. **Governments and other stakeholders should work together to ensure that the safety of children and young people is paramount in the development of and increased access to ICTs**

- g. Promote effective participation by developing countries and countries with economies in transition in international ICT forums and create opportunities for exchange of experience.
- h. Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.
- i. Develop a framework for the secure storage and archival of documents and other electronic records of information.
- j. Governments and stakeholders should actively promote user education and awareness about online privacy and the means of protecting privacy **and safety while using ICTs.**
- k. Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice as to whether or not to use electronic communication.
- l. Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.
- m. Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.
- n. Recognising the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.
- o. Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.
- p. Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce.
- q. Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.
- r. ITU, pursuant to its treaty capacity, coordinates and allocates frequencies with the goal of facilitating ubiquitous and affordable access.
- s. Additional steps should be taken in ITU and other regional organisations to ensure rational, efficient and economical use of, and equitable access to, the radio-frequency spectrum by all countries, based on relevant international agreements.

#### **C7. ICT applications: benefits in all aspects of life**

- 14.** ICT applications can support sustainable development, in the fields of public administration, business, education and training, health, employment, environment, **human rights, including child rights and protection**, agriculture and science within the framework of national e-strategies. This would include actions within the following sectors:

## **15. E-government**

- a. Implement e-government strategies focusing on applications aimed at innovating and promoting transparency in public administrations and democratic processes, improving efficiency and strengthening relations with citizens..
- b. Develop national e-government initiatives and services, at all levels, adapted to the needs of citizens and business, to achieve a more efficient allocation of resources and public goods.
- c. Support international cooperation initiatives in the field of e-government, in order to enhance transparency, accountability and efficiency at all levels of government.

## **16. E-business**

- a. Governments, international organizations and the private sector, are encouraged to promote the benefits of international trade and the use of e-business, and promote the use of e-business models in developing countries and countries with economies in transition.
- b. Through the adoption of an enabling environment, and based on widely available Internet access, governments should seek to stimulate private sector investment, foster new applications, content development and public/private partnerships.
- c. Government policies should favour assistance to, and growth of SMMEs, in the ICT industry, as well as their entry into e-business, to stimulate economic growth and job creation as an element of a strategy for poverty reduction through wealth creation.

## **17. E-learning (see [section C4](#))**

- a. Governments, international organizations and the private sector, are encouraged to promote the benefits of international trade and the use of e-business, and promote the use of e-business models in developing countries and countries with economies in transition.
- b. Through the adoption of an enabling environment, and based on widely available Internet access, governments should seek to stimulate private sector investment, foster new applications, content development and public/private partnerships.
- c. Government policies should favour assistance to, and growth of SMMEs, in the ICT industry, as well as their entry into e-business, to stimulate economic growth and job creation as an element of a strategy for poverty reduction through wealth creation.

## **18. E-health**

- a. Promote collaborative efforts of governments, planners, health professionals, and other agencies along with the participation of international

organizations for creating a reliable, timely, high quality and affordable health care and health information systems **for birth registrations** and for promoting continuous medical training, education, and research through the use of ICTs, while respecting and protecting citizens' right to privacy.

b. Facilitate access to the world's medical knowledge and locally-relevant content resources for strengthening public health research and prevention programmes and promoting **children and young people's**, women's and men's health, such as content on sexual and reproductive health and sexually transmitted infections, and for diseases that attract full attention of the world including HIV/AIDS, malaria and tuberculosis.

c. Alert, monitor and control the spread of communicable diseases, through the improvement of common information systems.

d. Promote the development of international standards for the exchange of health data, taking due account of privacy concerns.

e. Encourage the adoption of ICTs to improve and extend health care and health information systems to remote and underserved areas and vulnerable populations, recognising women's roles as health providers in their families and communities.

f. Strengthen and expand ICT-based initiatives for providing medical and humanitarian assistance in disasters and emergencies.

## **19. E-employment**

- a. Encourage the development of best practices for e-workers and e-employers built, at the national level, on principles of fairness, gender equality, respecting all relevant international norms **including child labour regulations**.
- b. Promote new ways of organizing work and business with the aim of raising productivity, growth and well-being through investment in ICTs and human resources.
- c. Promote teleworking to allow citizens, particularly in the developing countries, LDCs, and small economies, to live in their societies and work anywhere, and to increase employment opportunities for women, and for those with disabilities. In promoting teleworking, special attention should be given to strategies promoting job creation and the retention of the skilled working force.
- d. Promote early intervention programmes in science and technology that should target young girls to increase the number of women in ICT carriers.

## **20. E-environment**

- a. Governments, in cooperation with other stakeholders are encouraged to use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources.
- b. Government, civil society and the private sector are encouraged to initiate actions and implement projects and programmes for sustainable production

and consumption and the environmentally safe disposal and recycling of discarded hardware and components used in ICTs.

- c. Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies.

## 21. E-agriculture

- a. Ensure the systematic dissemination of information using ICTs on agriculture, animal husbandry, fisheries, forestry and food, in order to provide ready access to comprehensive, up-to-date and detailed knowledge and information, particularly in rural areas.
- b. Public-private partnerships should seek to maximize the use of ICTs as an instrument to improve production (quantity and quality).

## 22. E-science

- a. Promote affordable and reliable high-speed Internet connection for all universities, research institutions **and schools** to support their critical role in information and knowledge production, education and training, and to support the establishment of partnerships, cooperation and networking between these institutions.
- b. Promote electronic publishing, differential pricing and open access initiatives to make scientific information affordable and accessible in all countries on an equitable basis.
- c. Promote the use of peer-to-peer technology to share scientific knowledge and pre-prints and reprints written by scientific authors who have waived their right to payment.
- d. Promote the long-term systematic and efficient collection, dissemination and preservation of essential scientific digital data, for example, population, **including birth registration**, and meteorological data in all countries.
- e. Promote principles and metadata standards to facilitate cooperation and effective use of collected scientific information and data as appropriate to conduct scientific research.

## 23. E-Child

- a. **Ensure that countries pass a resolution stating that ITU recognises the importance of placing children on the telecom agenda.**
- b. **Encourage the private sector to make ICTs available to all children.**
- c. **Ensure that every child and young person, especially those who are marginalised and disadvantaged, has free access to ICTs including, but not limited to, toll free landlines, mobile telephones and internet connection.**
- d. **Strategies should be developed to:**

- i. **Ensure that children and young people are empowered to reap the benefits that ICT offers, including making ICTs an integral part of the formal and informal educational sectors**
  - ii. **Protect children and young people from the potential risks posed by using new technologies (including mobile devices), including access to inappropriate content, inappropriate or unwanted contact and commercial pressures**
- e. **Recognise and prevent the use of ICTs to abuse children, particularly with regards to pornography, paedophilia and sexual trafficking.**
  - f. **Use ICTs in recording child births.**

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| <b>C8.</b> | <b>Cultural diversity and identity, linguistic diversity and local content</b> |
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**23.** Cultural and linguistic diversity, while stimulating respect for cultural identity, traditions and religions, is essential to the development of an Information Society based on the dialogue among cultures and regional and international cooperation. It is an important factor for sustainable development.

- a. Create policies that support the respect, preservation, promotion and enhancement of cultural and linguistic diversity and cultural heritage within the Information Society, as reflected in relevant agreed United Nations documents, including UNESCO's Universal Declaration on Cultural Diversity. This includes encouraging governments to design cultural policies to promote the production of cultural, educational and scientific content and the development of local cultural industries suited to the linguistic and cultural context of the users.
- b. Develop national policies and laws to ensure that libraries, **schools**, archives, museums and other cultural institutions can play their full role of content - including traditional knowledge - providers in the Information Society, more particularly by providing continued access to recorded information.
- c. Support efforts to develop and use ICTs for the preservation of natural and, cultural heritage, keeping it accessible as a living part of today's culture. This includes developing systems for ensuring continued access to archived digital information and multimedia content in digital repositories, and support archives, cultural collections and libraries as the memory of humankind.
- d. Develop and implement policies that preserve, affirm, respect and promote diversity of cultural expression and indigenous knowledge and traditions through the creation of varied information content and the use of different methods, including the digitization of the educational, scientific and cultural heritage.
- e. Support local content development, translation and adaptation, digital archives, and diverse forms of digital and traditional media by local authorities. These activities can also strengthen local and indigenous communities.
- f. Provide content that is relevant to the cultures and languages of individuals,

**paying special attention to marginalised children and young people**, in the Information Society, through access to traditional and digital media services.

g. Through public/private partnerships, foster the creation of varied local and national content, including that available in the language of users, and give recognition and support to ICT-based work in all artistic fields.

h. Strengthen programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women with a view to building the capacity of girls and women to understand and to develop ICT content.

i. Nurture the local capacity for the creation and distribution of software in local languages, as well as content that is relevant to different segments of population, including non-literate, persons with disabilities, **marginalised children and young people**, disadvantaged and vulnerable groups especially in developing countries and countries with economies in transition.

j. Give support to media based in local communities and support projects combining the use of traditional media and new technologies for their role in facilitating the use of local languages, for documenting and preserving local heritage, including landscape and biological diversity, and as a means to reach rural and isolated and nomadic communities.

k. Enhance the capacity of indigenous peoples to develop content in their own languages.

l. Cooperate with indigenous peoples and traditional communities to enable them to more effectively use and benefit from the use of their traditional knowledge in the Information Society.

m. Exchange knowledge, experiences and best practices on policies and tools designed to promote cultural and linguistic diversity at regional and sub-regional levels. This can be achieved by establishing regional, and sub-regional working groups on specific issues of this Plan of Action to foster integration efforts.

n. Assess at the regional level the contribution of ICT to cultural exchange and interaction, and based on the outcome of this assessment, design relevant programmes.

Governments, through public/private partnerships, should promote technologies and R&D programmes in such areas as translation, iconographies, voice-assisted services and the development of necessary hardware and a variety of software models, including proprietary, open source software and free software, such as standard character sets, language codes, electronic dictionaries, terminology and thesauri, multilingual search engines, machine translation tools, internationalized domain names, content referencing as well as general and application software.

24. Cultural and linguistic diversity, while stimulating respect for cultural identity, traditions and religions, is essential to the development of an Information Society based on the dialogue among cultures and regional and international cooperation. It is an important factor for sustainable development.

- a. Encourage the media - print and broadcast as well as new media - to continue to play an important role in the Information Society.
- b. Encourage the development of domestic legislation that guarantees the independence and plurality of the media.
- c. Take appropriate measures - consistent with freedom of expression - to combat illegal and harmful content in media content.
- d. Encourage media professionals in developed countries to establish partnerships and networks with the media in developing ones, especially in the field of training.
- e. Promote balanced and diverse portrayals of **children and young people**, women and men by the media.
- f. Reduce international imbalances affecting the media, particularly as regards infrastructure, technical resources and the development of human skills, taking full advantage of ICT tools in this regard.
- g. Encourage traditional media to bridge the knowledge divide and to facilitate the flow of cultural content, particularly in rural areas.

**h. To encourage the media to reach out to children and young people, especially in emergency situations, by providing opportunities through television programmes, talk-shows, advertising space, etc.**

**C10. Ethical dimensions of the Information Society**

25. The Information Society should be subject to universally held values and promote the common good and to prevent abusive uses of ICTs.

- a. Take steps to promote respect for peace and to uphold the fundamental values of freedom, equality, solidarity, tolerance, shared responsibility, and respect for nature.
- b. All stakeholders should increase their awareness of the ethical dimension of their use of ICTs.
- c. All actors in the Information Society should promote the common good, protect privacy and personal data and take appropriate actions and preventive measures, as determined by law, against abusive uses of ICTs such as illegal and other acts motivated by racism, racial discrimination, xenophobia, and related intolerance, hatred, violence, all forms of child abuse, including paedophilia and child pornography, and trafficking in, and exploitation of, human beings.

**d. Policies should be developed by all stakeholders, including governments, the private sector and schools, to ensure children can and know how to use ICTs safely.**

- e. Invite relevant stakeholders, especially the academia, to continue research on ethical dimensions of ICTs.

## **C11. International and regional cooperation**

26. International cooperation among all stakeholders is vital in implementation of this plan of action and needs to be strengthened with a view to promoting universal access and bridging the digital divide, inter alia, by provision of means of implementation
- a. Governments of developing countries should raise the relative priority of ICT projects in requests for international cooperation and assistance on infrastructure development projects from developed countries and international financial organizations.
  - b. Within the context of the UN's Global Compact and building upon the United Nations Millennium Declaration, build on and accelerate public-private partnerships, focusing on the use of ICT in development.
  - c. Invite international and regional organizations to mainstream ICTs in their work programmes and to assist all levels of developing countries, to be involved in the preparation and implementation of national action plans to support the fulfilment of the goals indicated in the declaration of principles and in this Plan of Action, taking into account the importance of regional initiatives.

## **D. Digital Solidarity Agenda**

27. The Digital Solidarity Agenda aims at putting in place the conditions for mobilizing human, financial and technological resources for inclusion of all men, women, **children and young people** in the emerging Information Society. Close national, regional and international cooperation among all stakeholders in the implementation of this Agenda is vital. To overcome the digital divide, we need to use more efficiently existing approaches and mechanisms and fully explore new ones, in order to provide financing for the development of infrastructure, equipment, capacity building and content, which are essential for participation in the Information Society.

## **D1. Priorities and strategies**

- a. National e-strategies should be made an integral part of national development plans, including Poverty Reduction Strategies.
- b. ICTs should be fully mainstreamed into strategies for Official Development Assistance (ODA) through more effective donor information-sharing and co-ordination, and through analysis and sharing of best practices and lessons learned from experience with ICT-for-development programmes.

## **D2. Mobilizing resources**

- a. All countries and international organizations should act to create conditions conducive to increasing the availability and effective mobilization of resources for financing development as elaborated in the Monterrey Consensus.
- b. Developed countries should make concrete efforts to fulfil their

international commitments to financing development including the Monterrey Consensus, in which developed countries that have not done so are urged to make concrete efforts towards the target of 0.7 per cent of gross national product (GNP) as ODA to developing countries and 0.15 to 0.20 per cent of GNP of developed countries to least developed countries.

- c. For those developing countries facing unsustainable debt burdens, we welcome initiatives that have been undertaken to reduce outstanding indebtedness and invite further national and international measures in that regard, including, as appropriate, debt cancellation and other arrangements. Particular attention should be given to enhancing the Heavily Indebted Poor Countries initiative. These initiatives would release more resources that may be used for financing ICT for development projects.
- d. Recognizing the potential of ICT for development we furthermore advocate:
  - i. developing countries to increase their efforts to attract major private national and foreign investments for ICTs through the creation of a transparent, stable and predictable enabling investment environment;
  - ii. developed countries and international financial organisations to be responsive to the strategies and priorities of ICTs for development, mainstream ICTs in their work programmes, and assist developing countries and countries with economies in transition to prepare and implement their national e-strategies. Based on the priorities of national development plans and implementation of the above commitments, developed countries should increase their efforts to provide more financial resources to developing countries in harnessing ICTs for development;
  - iii. the private sector to contribute to the implementation of this Digital Solidarity Agenda.
- e. In our efforts to bridge the digital divide, we should promote, within our development cooperation, technical and financial assistance directed towards national and regional capacity building, technology transfer on mutually agreed terms, cooperation in R&D programmes and exchange of know-how.
- f. While all existing financial mechanisms should be fully exploited, a thorough review of their adequacy in meeting the challenges of ICT for development should be completed by the end of December 2004. This review shall be conducted by a Task Force under the auspices of the Secretary-General of the United Nations and submitted for consideration to the second phase of this summit. Based on the conclusion of the review, improvements and innovations of financing mechanisms will be considered including the effectiveness, the feasibility and the creation of a voluntary Digital Solidarity Fund, as mentioned in the Declaration of Principles.

g. Countries should consider establishing national mechanisms to achieve universal access in both underserved rural and urban areas **reaching out to all men, women, young people and children including marginalised/disadvantaged groups** in order to bridge the digital divide.

**E. Follow-up and evaluation**

**28.** A realistic international performance evaluation and benchmarking (both

qualitative and quantitative), through comparable statistical indicators and research results, should be developed to follow up the implementation of the objectives, goals and targets in the Plan of Action, taking into account different national circumstances.

- a. In cooperation with each country concerned, develop and launch a composite ICT Development (Digital Opportunity) Index. It could be published annually, or every two years, in an ICT Development Report. The index could show the statistics while the report would present analytical work on policies and their implementation, depending on national circumstances, including **analysis on gender, children and young people's issues**.
- b. Appropriate indicators and benchmarking, including community connectivity indicators, should clarify the magnitude of the digital divide, in both its domestic and international dimensions, and keep it under regular assessment, and tracking global progress in the use of ICTs to achieve internationally agreed development goals, including those of the Millennium Declaration.
- c. International and regional organizations should assess and report regularly on universal accessibility of nations to ICTs, with the aim of creating equitable opportunities for the growth of ICT sectors of developing countries.
- d. Gender **and age**-specific indicators on ICT use and needs should be developed, and measurable performance indicators should be identified to assess the impact of funded ICT projects on the lives of women and girls.
- e. Develop and launch a website on best practices and success stories, based on a compilation of contributions from all stakeholders, in a concise, accessible and compelling format, following the internationally-recognized web accessibility standards. The website could be periodically updated and turned into a permanent experience-sharing exercise.
- f. All countries and regions should develop tools so as to provide statistical information on the Information Society, with basic indicators and analysis of its key dimensions. Priority should be given to setting up coherent and internationally comparable indicator systems, taking into account different levels of development.

**F. Towards WSIS phase 2 (Tunis)**

29. Recalling General Assembly Resolution 56/183 and taking into account the outcome of the Geneva phase of the WSIS, a preparatory meeting will be held in the first half of 2004 to review those issues of the Information Society which should form the focus of the Tunis phase of the WSIS and to agree on the structure of the preparatory process for the second phase. In line with the decision of this Summit concerning its Tunis phase, the second phase of the WSIS should consider, *inter alia*:
  - a. Elaboration of final appropriate documents based on the outcome of the Geneva phase of the WSIS with a view to consolidating the process of building a global Information Society, and reducing the Digital Divide and

transforming it into digital opportunities.

- b. Follow-up and implementation of the Geneva Plan of Action at national, regional and international levels, including the United Nations system, as part of an integrated and coordinated approach, calling upon the participation of all relevant stakeholders. This should take place, inter alia, through partnerships among stakeholders.

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