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| **PHYSICAL OPEN CONSULTATIONS OF THE COUNCIL WORKING GROUP ON INTERNATIONAL INTERNET-RELATED PUBLIC POLICY ISSUES** Geneva, 11 October 2016 |  |
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PHYSICAL OPEN CONSULTATIONS OF THE COUNCIL WORKING GROUP ON INTERNATIONAL INTERNET-RELATED PUBLIC POLICY ISSUES (CWG-Internet)

**Brief Summary of the Online Open Consultation and Physical Open Consultation Meeting
(February - September 2016)**

**1. Introduction**

Following discussions during the 2016 Session of the ITU Council, which took place from 25 May to 2 June 2016, in Geneva, Switzerland, Council instructed the CWG-Internet to produce a brief summary of the Open Online Consultation and Physical Open Consultation Meetings:

a) ITU secretariat should prepare a brief draft summary of the written contributions to the online open consultation and the discussions during the physical open consultation meeting,

b) Stakeholders present at the physical open consultation meeting should agree on the brief summary,

c) Submit brief summary, without edits, to the next CWG-Internet for inclusion as an Annex to the Chairman’s report.

d) CWG-Internet should consider and discuss the open consultation brief summary.

**2. Online Open Consultation on "Building an enabling environment for access to the Internet"**
**2.1** An Online Open Consultation was conducted from February to September 2016 on the topic of "Building an enabling environment for access to the Internet". During this consultation 49 responses were received from a variety of stakeholders and regions (23 Government and public sector entities, 14 entities from the Private Sector and Technical Community, 11 Civil Society representatives and 1 Academia). The responses provided rich inputs, analysing the different aspects of building an enabling environment for access to the Internet and sharing different views on the way forward with regard to the five specific questions of the consultation:

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

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

The meeting appreciated and thanked all stakeholders who responded to the online consultations.

**2.2** A compilation of the summaries received directly from the individual online submitters can be found in the Annex of this document. The detailed responses and views submitted during the Online Open Consultation can be found in the published compilation document [OPCWGINT3/2](http://www.itu.int/md/S16-OPCWGINT3-C-0002/en).

**3. Physical Open Consultation meeting on "Building an enabling environment for access to the Internet"**

**3.1** The third Physical Open Consultation meeting on "Building an enabling environment for access to the Internet" took place on 11 October 2016 at the ITU HQs in Geneva, Switzerland with over 100 registered participants, both onsite and remotely.

**3.2** The Deputy Secretary-General, Mr. Malcolm Johnson, opened the meeting welcoming the participants to the Physical Open Consultation meeting. He commended the results of the Online Open Consultation and pointed out the relevance of this round of Online Open Consultations on "Building an enabling environment for access to the Internet" to the overall Post-2015 efforts. Mr. Johnson further informed the meeting that the CWG-Internet Chairman Mr. Majed Al-Mazyed would not be able to be present at the meeting and therefore requested him to facilitate the open consultation discussions. The meeting agreed with this proposal.

**3.3** A panel session was held at the beginning of the Physical Open Consultation meeting. The intent of the panel session was to share experiences and factual information with regards to the topic in question: “Building an enabling environment for access to the Internet”. Expert panellists representing various stakeholder groups presented their unique experiences and shared best practices and views, as these related to the questions of the open consultation. The panel was followed by an open discussion with the rest of the participants.

**3.4** Compilation document [OPCWGINT3/2](http://www.itu.int/md/S16-OPCWGINT3-C-0002/en) was presented during the physical consultation meeting and various stakeholders took the floor- both onsite and through the remote participation tool- to present their submitted views.

**4. Summary of the Meeting**

**4.1** Stakeholders present at the physical open consultation meeting agreed on the brief summary of the third Physical Open Consultation meeting of CWG-Internet, as included below.

**4.1.1** Many of the submissions mentioned one or more of the elements of an enabling environment enumerated in paragraph 29 of the outcome of the WSIS+10 review, namely:

1. free flow of information and knowledge
2. open access to data
3. the fostering of competition
4. the creation of transparent, predictable, independent and non-discriminatory regulatory and legal systems
5. proportionate taxation and licensing fees
6. access to finance, facilitation of public-private partnerships
7. multi-stakeholder cooperation
8. national and regional broadband strategies
9. efficient allocation of the radio frequency spectrum
10. Infrastructure sharing models
11. community-based approaches
12. public access facilities

The meeting also discussed the importance of Sustainable Development, the role of Governments and Regulators, as well as other stakeholders, and the need to build confidence and security in the use of Internet.

While there was wide support for the principles mentioned above, there were a range of views regarding specific measures to be taken to implement the principles.  The range of views are set forth in the individual submissions which are annexed to this summary.

The brief summary will be submitted by the ITU Secretariat, without edits, to the upcoming CWG-Internet for inclusion as an Annex to the Chairman’s report.

**4.2** In closing, Mr. Malcolm Johnson thanked all stakeholders who sent submissions and participated in the open consultation discussions and encouraged the CWG-Internet to consider the received responses and the fruitful discussions of this meeting. He further thanked the moderator Dr. Kemal Huseinovic and the panellists for the informative panel session, which the meeting found very useful. He also expressed his thanks to the Secretariat, in particular Ms. Despoina Sareidaki and Mr. Preetam Maloor, for their efficient assistance during the meeting.

**4.3.** The participants thanked the Chairman and Secretariat for their effective organisation and management of the physical meeting.

**ANNEX**

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|  | **Date** | **Submitter** | **Summary**  |
|  | March 04, 2016 | [Association for Proper Internet Governance (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=13) | **Submitted by the Association for Proper Internet Governance (Switzerland):**It is not disputed that it is important to build an enabling environment for access to the Internet and that states have obligations to facilitate, or at least not to impede, access to the Internet. A number of ITU instruments, resolutions and recommendations relate to building an enabling environment for access to the Internet. This contribution outlines those instruments, resolutions, and recommendations, proposes amendments to certain instruments, proposes changes to current Internet governance arrangements, and highlights relevant provisions of the 2012 International Telecommunication Regulations (ITRs). A significant number of states did not sign the ITRs in Dubai in 2012. Almost all of those states indicated that they required additional time in order to consider the implications of certain provisions, in particular those that were approved at the last minute. Accession to the ITRs will help to build an enabling environment for access to the Internet, and accession by non-signatories would appear feasible because legal analysis of the provisions that required further consideration indicates that they do not actually have the effects that had raised concerns during the conference in Dubai. For greater clarity, we propose a declaration that can be made by states that accede to the ITRs.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/13/CWG-Internet%202016-2.pdf)  |
| 1.
 | March 23, 2016 | [Just Net Coalition](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=14) | **Submitted by the Just Net Coalition:** In our view, the main goal is to create and enabling environment for use of the Internet. Facilitating access is a necessary but not sufficient activity. It is not disputed that it is important to build an enabling environment for use of and access to the Internet and that states have obligations to facilitate, or at least not to impede, use of and access to the Internet. Since this consultation focuses on access, this submission will also focus on access, but we suggest that the enabling use of the Internet be the topic of a future open consultation. A number of ITU instruments, resolutions and recommendations relate to building an enabling environment for access to the Internet. This contribution outlines those instruments, resolutions, and recommendations, proposes amendments to certain instruments, proposes changes to current Internet governance arrangements, and highlights relevant provisions of the 2012 International Telecommunication Regulations (ITRs). A significant number of states did not sign the ITRs in Dubai in 2012. Almost all of those states indicated that they required additional time in order to consider the implications of certain provisions, in particular those that were approved at the last minute. Accession to the ITRs will help to build an enabling environment for access to the Internet, and accession by non-signatories would appear feasible because legal analysis of the provisions that required further consideration indicates that they do not actually have the effects that had raised concerns during the conference in Dubai. For greater clarity, we propose a declaration that can be made by states that accede to the ITRs.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/14/CWG-Internet_2016_JNC.pdf)  COMMENT:In response to submissions 1 and 2, a comment was made that the 2012 International Telecommunication Regulations (ITRs) contain provisions that would contribute to building an enabling environment for the Internet at the international level. It was noted that ITU has started working on review of the 2012 ITRs and governments may use this opportunity for consideration of basic principles applied for building and enabling environment for access and the use of Internet world-wide. |
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 | April 08, 2016 | [Centre for Community Informatics (Canada)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=17) | **Submitted by the Centre for Community Informatics (Canada):**This paper provides an alternative approach to possible “Policy and Regulatory Best Practices” of the Alliance for an Affordable Internet (A4AI’s) and draws heavily from a blogpost providing an extensive discussion of the A4AI. In particular, we argue that the overall objective must to ensure access and use of the Internet by those currently not being able to achieve such access and use. Thus the issue is universal access and not affordable access. In our view, the A4AI recommendations are too heavily influenced by neo-liberal dogmas and insufficiently sensitive to local conditions in which market-based solutions are not likely to be effective. We propose changes to the A4AI recommendations to align better with the realities of conditions in developing countries.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/17/CWG-16-Gurstein.pdf) |
| 1.
 | April 08, 2016 | [Pirate Party International (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=18)  | **Submitted by the Pirate Party International (Switzerland):**We are of the view that an enabling environment to promote access to the Internet must recognize that it is not tenable to continue to attempt to impose the traditional copyright regime on the Internet and that it is urgent to reform drastically the current copyright regime. An enabling environment to promote the quality of access to the Internet must include strong network neutrality regulations. An enabling environment to build confidence and security in the use of the Internet must include strong protection of privacy, compliance with the principles of necessity and proportionality, prohibition of mass surveillance, and no prohibitions on strong encryption.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/18/CWG-Pirate%202016.pdf)   |
|  | June 20, 2016 | [ISOC Switzerland (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=19) | **Submitted by the ISOC Switzerland (Switzerland):**Fundamental rights, including freedom of speech and privacy must be respected. Any restrictions on those rights must be limited to what is necessary and proportionate. Copyright must be adapted to the digital era by modifying the current excessively strict regime. Network neutrality is a fundamental principle that must be upheld. Blocking of web sites must not be allowed. States must not attempt to degrade or to weaken encryption.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/19/CWG-Internet%20ISOC-CH%202016%20r1.pdf)   |
|  | August 27, 2016 | [UK Government](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=21) [(United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=21) | **Submitted by the UK Government (United Kingdom):**Building an enabling environment is critical for promoting affordable access to the Internet and bridging the digital divide. The UK strongly supports the agenda for an enabling environment set out in the outcome document of the review of the World Summit on the Information Society. Beyond fundamental development issues such as basic infrastructure, there are clear elements that need to be in place in order to build an enabling environment, particularly in terms of the market environment for investment. These include competition; straightforward licensing processes; clear, transparent and predictable regulation; removing barriers to crossing national borders with network infrastructure and traffic; public funding, where there is market failure, through open and competitive tendering processes; and proportionate taxation. The ITU can play an important role in developing capacity and spreading best practice in these issues. All stakeholders have roles and responsibilities to build confidence and security and need to work collaboratively together. There are a number of examples in the UK, such as “Cyber Essentials” and the “Cyber Streetwise” campaign. Government’s roles include empowering users, ensuring a fair and consistent human rights compliant domestic legal framework, promoting investment in infrastructure and opening-up policy making processes. Governments can also put government services and information online. The GOV.UK programme is an example of this.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/21/160827%20Enabling%20Environment%20-%20UK%20response.docx) |
|  | August 29, 2016 | [Office of Electric Communications (Poland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=22) | **Submitted by the Office of Electronic Communications (Poland):**The President of Office of Electronic Communications (UKE - Urząd Komunikacji Elektronicznej) is the Polish national regulatory authority for telecommunications and postal services market.As a national regulatory authority, the President of UKE has a special status within government administration – although it is supervised by the Ministry of Digital Affairs, it acts independently in its regulatory capacity. Enabling environment for access to the internet consists is a complex idea which can be put into life only if all stakeholders (politicians, law makers, regulators, private companies, academia and, last but not least, consumers) work together to make it real. Due to its prerogatives, regulatory authority can influence building an enabling environment by creating new investment incentives and improving the existing regulations to boost the development of broadband infrastructure; making the best possible use of scarce resources such as frequencies; encouraging the development of fair competition in the telecommunications markets, also in terms of quality. In addition, regulator carries out its activities with the customer wealth in mind. Therefore, initiatives aimed at providing customers with knowledge on the available services (e.g. QoS indicators and measurement tools, certificates issued by the regulator to companies complying with high standards of customer service, or guidelines concerning the safe use of internet services and devices connected to the internet) also constitute an important part of both regulatory activity and enabling environment.Activities undertaken by the President of UKE in this regard have proven to be effective, therefore they may serve as an example of good practices for other regulatory authorities and other stakeholders.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/22/Office%20of%20Electronic%20Communications%20%28UKE%2C%20Poland%29.docx)  |
|  | August 30, 2016 | [GSMA](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=23) [(United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=23)  | **Submitted by GSMA (United Kingdom):**The GSMA is pleased to submit its consultation response to the CWG-Internet open consultation on “Building an enabling environment for access to the Internet”. The mobile industry plays in integral part in building an enabling environment while addressing the issue of connecting the nearly 4 billion people who are currently unconnected to the Internet, most of whom live in developing and underdeveloped countries. This response addresses some of the key challenges and highlights some mobile industry initiatives.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/23/ITU_Enabling%20Environment%20Consultation_GSMA%20Submission%20Final.docx) COMMENT:In response to the this submission, a comment was made that Zero-rating is perceived as a violation of network neutrality and must be carefully evaluated in terms of consumer benefits before it is allowed. According to the submitter, zero-rating was mentioned in their submission as one of the many existing options for increasing connectivity, while also presenting the respective related-issues. |
|  | September 01, 2016 | [Zimbabwe Internet Governance Forum (ZIGF) Secretariat- Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=24)[(Zimbabwe)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=24) | **Submitted by the Zimbabwe Internet Governance Forum (ZIGF) Secretariat- Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)(Zimbabwe):*****Question 1: Internet connectivity -What are the elements of an enabling environment to promote Internet connectivity?*** * Policy and regulation that promote easy entry by new players without pushing existing players out of business , infrastructure sharing, healthy competition and a universal service fund that supports deployment of connectivity to unserved areas;
* Content is key for any meaningful use of the Internet. If time is taken to create content that is relevant and useful then use of the Internet will increase. In some rural areas for example, lack of connection is due to the fact that the content available is irrelevant. If there is content that attracts the rural folk more people will connect thereby making investment in connectivity worthwhile. Such content should also be developed in a language that the local community understands;
* An environment with no over-protectionist, stringent and over regulation of Internet including the computing devices that enable such connectivity; and
* The deployment of free Internet access hotspots.

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

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

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

***Question 5: Role of Governments -What is the role of Governments in building an enabling environment?*** * Facilitate a multi-stakeholderism approach in all Internet governance related issues thus acknowledging that it is not the prerogative of government only but of all the other stakeholders from the everyday users, technical communities, civil society and the service providers;
* Recognise and uphold the ten global key rights and principles for the governing of the Internet, as defined by the Internet Rights and Principles Dynamic Coalition;
* Internet Policy direction, through:
1. Identifying lacunae/gaps in the national Internet regimes;
2. Consulting Internet stakeholders;
3. Receiving various optional strategies and practices for interventions;
4. Crafting policies embracing popular views by state and non-state actors;
5. Creating proper platforms for discussions, on the proposed interventions; and
6. Allowing sector wide validation of the policy framework.
* Creating an enabling environment for Internet policy implementation through enacting relevant laws;
* Facilitating or establishing consensus building and alternative dispute resolution mechanisms along the Internet value chain;
* Morphing enough political will balanced with sovereignty issues (given that the Internet knows no sovereign boarders), that can crystallize into a robust motive force that generates actions around all proposed Internet governance options-in order to actuate the functionality and serviceability of the whole Internet package meant for Zimbabwe as an Internet regime;
* There is need for use of the Internet to be upgraded from luxury to basic need to promote wide usage. The Government needs to come in and create an enabling environment by providing the backbone infrastructure across the country; and
* Creating a free and open market for hardware and software components which enable Internet and web functionality.
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|  | September 01, 2016 | [ARCT (Burundi)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=25) | ​**Submitted by ART (Burundi):**Everyone knows that the creation of an environment of the Internet is a combination of effort of everyone in society. Reason why States have an obligation to facilitate or at least not to hinder access to the Internet. They must participate in improving the environment by participating in the drafting of resolutions and formulating recommendations. The Internet facilitates not only the task to institutions enjoying this connection for good causes, but also malicious people to commit crimes without being worried where every state is challenged to contribute in the protection of this environment by implementing means or regulations that can contribute to improving this environment.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/25/Accessible_Form_Open_Consultations_Feb_2016.docx) |
|  | September 05, 2016 | [National University of Singapore (Singapore)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=27)  | **Submitted by the National University of Singapore (Singapore):**We strongly support the ITU's decision to have an online open consultation on this discussion. We believe that access to the Internet is the backbone to building a strong socio-economic future for the world, and as such, we submit our comments on the five questions raised. We are an undergraduate class currently reading ICT and Telecommunications policy in the National University of Singapore, and following a robust discussion in class on the concepts surrounding affordable access to the Internet, we are submitting our private opinions in this consultation document for your consideration.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/27/NM4203_ITU.CWG.Sept2016_Submission.pdf)   |
|  | September 06, 2016  | [Kyushu Telecommunication Network (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=28) | **Submitted by the Kyushu Telecommunication Network (Japan):**In Japan, the Internet penetration rate was 83.0% at the end of 2015. The most important factor is ‘’multi-layered competition between telecommunications carriers’’ following the Telecommunications Liberalization 1985. There are various carriers which provide Internet services in Japan. Under the free competition among carrier all elements, such as technical innovations, lower charges, and new services development, have been created that are essential to promote broadband internet. In order to promote the quality of access to the Internet, we should realize ‘’High-speed, error-free, and ubiquitous’’ internet service. And ‘’Secrecy of Communication’’ is the most important principle to build confidence and security. The role of Government should be minimum such as regulation and direction for fair competition. In addition, one of the most important roles of Government is to provide financial support for the rural areas where the private company cannot construct infrastructure for Internet in economic reason. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/28/Enabling%20Environment-QTNet%20Submission.pdf)   |
|  | September 09, 2016 | [Japan Registry Services Co. Ltd (JPRS) (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=29) | **Submitted by the Japan Registry Services Co. Ltd (Japan):** In the comments, JPRS mainly delivers its view that multistakeholder participation is essential for Internet governance in both technical infrastructure layer and upper layers.One of the indispensable nature of the Internet is "equally connecting every corner of the world", which should cover not only the technical infrastructure layer but also upper layers including human social activities on the Internet. To achieve the Internet connectivity, quality, confidence, and security in this context, active participation of multistakeholder, which has been the outstanding feature in the course of the Internet growth and development, should be the basis and be empowered.As the driving force of the Internet growth and development is multistakeholder process, the speed of the growth and development would seriously depressed if intergovernmental organizations and/or national governments have excess influence to the policy and technical development by means of international treaties and/or national regulations. Such situation must be avoided. Conversely, governments are expected to take any actions to accelerate the Internet growth and development as one of the stakeholders in the multistakeholder process.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/29/160909%20Enabling%20Environment%20-%20JPRS%20reponse.pdf)   |
|  | September 09, 2016 | [National Computer Board (Mauritius)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=30) | **Submitted by the National Computer Board (Mauritius):**Hello Please attached the comments on Building an Enabling Environment for Access to the Internet. The comments is submitted by the National Computer Board working under the aegis of the Ministry of Technology, Communication and Innovation of Mauritius. Regards [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/30/CWG%20Internet%20-NCB%20Mauritius.docx)  |
|  | September 09, 2016 | [Bank of Russia](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=31) [(Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=31) | **Submitted by the Bank of Russia (Russia):**Information material for open consultation on "Building an enabling environment for access to the Internet" within the frameworks of CWG-Internet. This material reflects expertise and vision of the Bank of Russia (BR) on the issues of on-line confidentiality, protection of personal data and information.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/31/Information%20material%20for%20open%20consultation_Bank%20of%20Russia.docx)   |
|  | September 09, 2016 | [Agence Nationale de Réglementation des Télécommunications ANRT (Morocco)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=32)  | **Submitted by the Agence Nationale de Réglementation des Télécommunications (Morocco)*****What are the elements of an enabling environment to promote the quality of access to the Internet?*** * Opening the market to competition (Essential).
* Promoting the development of fixed and mobile networks, broadband and high-speed (investments, coverage obligations...)
* Promoting good network spread.
* Clear and achievable coverage obligations.
* Implementing quality of service obligations.
* Controlling and monitoring such obligations.
* Affordability of access prices.
* Ensuring service quality.
* Promoting open access to the Internet.

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

Reliance on these principles will ensure that broadband internet is available globally to the world’s citizens, even in the most hard to reach areas.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/34/EchoStar%20HNS%20Comments%209%209%2016%20Final.pdf)   |
|  | September 09, 2016 | [Telecommunications Regulatory Agency OSIPTEL (Peru)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=35) | **Submitted by the Telecommunications Regulatory Agency OSIPTEL (Peru)** Se adjunta el cuestionario solicitado[View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/35/Accessible_Form_Open_Consultations_Feb_2016_%20English.pdf)[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/35/Accessible_Form_Open_Consultations_Feb_2016.docx) |
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 | September 12, 2016 & September 21, 2016 | Ministry for information society and telecommunications (Montenegro) [Submission 1](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=37)[Submission 2](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=48) | **Submitted by the Ministry for Information society and telecommunications (Montenegro):*****1. What are the elements of an enabling environment to promote Internet connectivity?*** It is necessary to work on the digital literacy of the population in the way to get them engaged in the digital society. With the introduction of the Internet in everyday life, setting up various e-services, increasing local content in all aspects will increase the need for its use and encourage the development of infrastructure for access to the Internet.There must be ensured the access to the Internet also in areas that are not economically viable for operators, usually in sparsely populated rural regions which is in Montenegro solved through the universal service and conditions that operators have to fullfill during the allocation of radio frequencies for mobile operators.***2. What are the elements of an enabling environment to promote an affordable Internet?*** Achieving affordable access to the Internet is best done through the promotion of competition, and the adoption of appropriate regulatory framework in the field of electronic communications will ease the entry in market and will remove all barriers of entering the market. It is also necessary to ensure mechanisms for affordable prices for vulnerable population.***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*** From the Internet, which is based on a "best effort", it is expected more, so operators must provide a certain quality of Internet connection which will allow users to use various content available on the Internet, and which are more sensitive to quality variation of Internet connection. Quality parameters have to be stipulated, and their values have to be publicly available to all operators. Also, operators must publicly announce if they are performing traffic management, as well as possible slowing or blocking of traffick. It is necessary to provide tools to users with which they can examine the quality of the Internet connection and on that basis they can make the decision on the selection of the operator.***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?*** 1. Improving institutional and legislative framework for cyber security in Montenegro
2. Protection of critical information infrastructures in Montenegro
3. Strengthening capacities of state law enforcement authorities
4. Strengthening capacities of the National Computer Incident Response Team  (CIRT-ME)
5. Establishing and maintaining an effective Public-private partnership
6. Raising public awareness about the safe usage of the Internet

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

Montenegro has established the National Internet exchange point (IXP). The government created a legal environment that encourages competition, and it leads to the formation of prices that are affordable for all citizens. The new Law on Electronic Communications, was adopted in 2013, and is in compliance with the EU regulatory framework in 2009, as well as with the Information Society Development Strategy 2012-2016. Amendments to this Law have been completed and sent to the European Commission for an opinion and is expected to be adopted in parliament by the end of the current year.There were adopted the new Strategy for Information Society development 2016 - 2020, of which the broadband strategy is an integral part, which determines the strategic directions of development in the information society, with the goal to reaching EU standards set out in the Digital Agenda 2020 and the Strategy for unique digital market.This legislation will influence in the creation of a more favorable environment for access to the Internet.[View submitted document 1](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/37/Montenegro%20Answeres%20for%20%204th%20and%205th%20question%20for%20CWG%20Internet.docx)  [View submitted document 2](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/48/Answeres%20for%20ITU_1%2C2%2C3%20questions.docx)  |
|  | September 12, 2016 | [Google (United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=38)  | **Submitted by Google (United Kingdom):**Google welcomes the opportunity to provide input into the open consultation on this topic. Please see the attached document.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/38/GoogleResponsetoITUCWGInternetopenconsultation.pdf) COMMENT: In response to this submission, a comment was made that stakeholders should participate in consultations on an equal footing, but public policy decisions should be made by representative and democratic processes, in line with the roles and responsibilities outlined in the Tunis Agenda. If private companies have equal decision making rights as governments, then it would not be possible to agree regulations such as network neutrality. |
|  | September 15, 2016 | [Post and ICT Ministry (Algeria](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=39))  | **Submitted by the Post and ICT Ministry (Algeria) (in English and French):**Promoting the internet usage requires a number of prerequisites, which should be part of an overall policy implemented by the government and involving public and private stakeholders and civil society as well. These actions are mainly aimed at - promoting internet connectivity - providing affordable offers - improving the access quality - Secure internet use cannot be performed without the goodwill and cooperation of major actors in the net.La promotion de l'usage de l'internet nécessite un certain nombre de prérequis qui doivent s'inscrire dans le cadre d'une politique globale mise en place par le gouvernement et faisant intervenir les acteurs publics et privés ainsi que la société civile. ces actions qui visent essentiellement à - promouvoir la connectivité d'internet - fournir des offres abordables - améliorer la qualité d’accès; - sécuriser l'usage d'internet ne peuvent se faire sans la bonne volonté et la collaboration des grands acteurs du net[View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/39/open%20consultation%20response_english.docx) [View submitted document in French](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/39/projet%20de%20r%C3%A9ponse%20open%20consultation%281%29.docx) |
|  | September 15, 2016 | [Mobile TeleSystems PJSC (MTS) (Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=40)  | **Submitted by the Mobile TeleSystems PJSC (MTS )(Russia):**There are still organizational and legal challenges associated with the lack of harmonized position between participants of the international interchange of information on application of uniform standards for information security, caused by the difference in national laws.Main areas where the efforts to protect Internet users and Internet-service users face challenges in transboundary information environment are the following:* Standardization of technical measures protecting information in the "Internet of Things"
* Standardization of technical measures protecting personal data during cross-border processing
* Standardization of cryptographic algorithms for cross-border information protection during cross-border interaction, and to provide legally valid circulation of electronic documents
* Interaction of national and commercial Centers for monitoring information security to counteract hacker attacks and cybercrime in the Internet
* Standardization of processing and protection of Big Data.

[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/40/Information%20material%20for%20open%20consultation_%D0%9C%D0%A2S_eng.docx)  |
|  | September 16, 2016 | [Croatian Regulatory Authority for Networks Industries (HAKOM) (Croatia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=41) | **Submitted by the Croatian Regulatory Authority for Networks Industries (HAKOM)(Croatia):**We take it as a statement of fact that access to the Internet is a significant enabler of economic growth and human development. We also recognize that the Internet has a broad range of other contributions to human well-being including social, cultural and political. As well there are significant potential negative consequences and costs of the Internet to those living in rural areas and that these need to be recognized, researched and responded to. However, there are equally a range of ways through which these services may be provided including state support for local infrastructure and content, locally/community owned and driven infrastructure and access provision, private sector provision and a wide range of mixed approaches. No single approach will be suitable in all instances and care will be taken to ensure that local and national requirements and resources are taken into account in any access and use provision. Croatian Regulatory Authority for Networks Industries (HAKOM) is the Croatian national regulatory authority for telecommunications, postal and railway services market. Enabling environment for access to the internet is role for all stakeholders (politicians, law makers, regulators, private companies, academia and, last but not least, consumers). The regulatory authority can influence building an enabling environment by creating new investment incentives and improving the existing regulations to boost the development of broadband infrastructure; making the best possible use of scarce resources such as frequencies; encouraging the development of fair competition in the telecommunications markets, also in terms of quality. In addition, regulator carries out its activities with the customer wealth in mind. Therefore, initiatives aimed at providing customers with knowledge on the available services (e.g. QoS indicators and measurement tools) also constitute an important part of both regulatory activity and enabling environment.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/41/Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet-HAKOM.pdf)   |
|  | September 16, 2016 | [ASIET (Spain)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=42) | **Submitted by ASIET (Spain):**Speaking on behalf of Latin-American telecom operators, ASIET (Interamerican Association of telecom enterprises) believes that enabling environments are essential to reach the social and economic advantages of the Internet, and consequently, of the Information Society. These are created through flexible and light touch regulation for emerging and innovative technologies and business models and applying the same rules for all the players in the digital ecosystem value chain. Enabling environments are essential for the continued fulfilment of the benefits of the Internet and ICT for Sustainable Development Goals. Innovation, building and developing ICTs and infrastructure are crucial, but it requires that the necessary legal, policy and regulatory frameworks and approaches that are in place at national levels be revised in order be adapted to the new scenario and so continue promoting investment in ICTs and infrastructure, fostering entrepreneurship and innovation.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/42/ASIET%20CONTRIBUTION%20CWGI%20SURVEY.docx)  |
|  | September 19, 2016 | [PJSC Rostelecom (Russia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=43)  | **Submitted by PJSC Rostelecom (Russia):**Dear Sir/Madam, please find the Contribution of PJSC Rostelecom on Building an enabling environment for access to the Internet.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/43/Contribution_PJSC%20Rostelecom_Projects_Online%20Open%20Consultations.pdf)   |
|  | September 20, 2016 | [Ministry of Communication and Informatics (Indonesia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=44)  | **Submitted by Ministry of Communication and Informatics (Indonesia):**[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/44/Accessible_Form_Open_Consultations_Feb_2016_Indonesia.docx)   |
|  | September 20, 2016 | [Internet Society (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=45)  | **Submitted by Internet Society (United States)**The Internet Society is pleased to submit our recent paper, “A Policy Framework for Enabling Internet Access,” in response to the International Telecommunication Union (ITU) Council Working Group on International Internet Public Policy Issues Online Open Consultation on “Building an Enabling Environment for Access to the Internet.” We welcome this opportunity to share our views on some of the key components for building an enabling environment for access to the Internet.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/45/Internet%20Society%20Contribution%20to%20the%20ITU%20CWG-Internet%20Online%20Open%20Consultation%202016.09.20.pdf)  |
|  | September 20, 2016 | [Ministerio del Poder Popular para la Educación Universitaria, Ciencia y Tecnología (Venezuela)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=46)  | **Submitted by the Ministerio del Poder Popular para la Educación Universitaria, Ciencia y Tecnología (Venezuela):**The Bolivarian Republic of Venezuela, through the Ministry of Popular Power for Higher Education, Science and Technology, wishes to express gratitude for the opportunity to present our vision as a country to "Building an enabling environment for access to the Internet", socializing our implemented Public Policy which promotes the citizens inclusion on the platform, with over 60% of Internet penetration.In order to respond each items, Venezuela's main actions are part of the creation of a robust and dynamic legal and regulatory environment, about the needs of the whole society, even though a regulatory framework for promoting the deployment of universal services. Experience in our country shows for infrastructure investments conditions and financial resources; demand in new frequency bands a minimum coverage; promote the inclusion of the most vulnerable population with equipment provision and public access points to the network; the presence of all network operators basic plans with preferential rates; establish a minimum of safety network standards; encourage the professional training in ICTs to promote technological improvement; promote the digital society development; and promote the cultural content generation on each country.We would like to send you our congratulations to ITU, to improve and encourage the good use of Internet in the all Member States through the exchange of experiences focused on social inclusion as ours.[View submitted document (in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/46/Cuestionario-GTC-Internet-UIT%20Venezuela.pdf))  |
|  | September 21, 2016 | [RIPE NCC (Netherlands)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=47) | **Submitted by the RIPE NCC (Netherlands):**Please find attached the RIPE NCC's response to the open consultation [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/47/RIPE%20NCC%E2%80%99s%20Response%20to%20the%20CWG.pdf)  |
|  | September 21, 2016&September 23, 2016 | Subsecretaría de Telecomunicaciones – SUBTEL (Chile)[Submission in Spanish](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=49)[Submission in English](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=65) | **Submitted by the Subsecretaría de Telecomunicaciones – SUBTEL (Chile):**Please find attached, Subtel's response to the consultation (submitted in Spanish). Please find attached the english version of an earlier submission.[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/49/Open%20Consultation%20-%20CHILE%20-%20ITU%20Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet%20v2.doc) [View submitted document in English](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/65/Open%20Consultation%20-%20CHILE%20-%20ITU%20Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet%20v3.doc) |
|  | September 21, 2016 | [Radio Research & Development Institute (Russian Federation)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=50)  | **Submitted by the Radio Research & Development Institute (Russian Federation):**Thus, it could be noted that many countries have developed and implemented state policies aimed at implementation and operation of electronic identification and authentication systems, showing the importance of the issue. Nevertheless, state polices related to identification and authentication systems are at the different levels of development in different countries, with a large number of challenges remained and a number of issues requiring more studies. This leads to a need in organizing within CWG-Internet sharing of opinions on the matter of authentication system as a whole and on the matter of state policies in particular. In this regard, administration representatives could be invited to submit their best practices in the field of electronic authentication and its regulation, and also analyze practices of applying electronic authentication and legislative regulation of the related services, and then develop recommendations for the ITU Council on the role of governments in ensuring confidentiality and protection of personal data and information.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/50/Online%20Open%20Consultation_Building%20an%20enabling%20environment%20for%20access%20to%20the%20Internet_Sept%202016%20.pdf)  |
|  | September 22, 2016 | [Individual contribution by Michael J. OGHIA (Serbia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=51) | **Submitted by Michael Joseph ORGHIA (Serbia):**I, Michael Joseph Oghia, welcome the decision of the Council Working Group on international Internet-related public policy issues to hold this open consultation regarding how to enable an environment for Internet access. As an Independent consultant working in the Internet governance community, I am pleased that such initiatives can complement existing fora and activities, such as the Internet Governance Forum’s (IGF) Connecting and Enabling the Next Billion(s) program. This submission outlines four key solutions to take into account when discerning an enabling environment to promote Internet connectivity, but focuses specifically on IPv6.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/51/Oghia%20personal%20response%20to%20the%20CWG.pdf)  |
|  | September 22, 2016 | [Instituto Bem Estar Brasil (Brasil)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=52) | **Submitted by the Instituto Bem Estar Brasil (Brasil) (in Portuguese):**Em resposta a todas as 5 perguntas, aqui vão as colocações. Nós temos algumas premissas e são elas: a)O mercado não irá onde não for econômica atraente; b) A comunicação é um direito humano e mais recente a internet inclusa no rol segundo a ONU-Agosto/2016 c) Os Estados-Nações através dos governos são protecionistas e crentes de que a universalização do acesso se dará através do mercado e do estímulo à competição, ignorando o fato de que é possível haver convivência entre modelos de negócios e modelos sociais para universalização do acesso de forma democrática; d) Com base no item “c” é preciso então gerar ambiente regulatório favorável para a criação de meios de comunicação e uso do espectro sem burocracias para quando a finalidade for social e sem fins lucrativos, garantindo gestão comunitária e democrática sem proselitismos religiosos, políticos ou ainda qualquer ato que vá contra o interesse daquela coletividade; Dito isso as propostas para criar um ambiente que promova o acesso à internet com preços justos e acessíveis, com qualidade, segurança e que envolvam os governos neste desenho democrático de redes efetivamente livres e como política de Estado são vitais as seguintes premissas : a) Criar legislação e regulamentação que ordenem as políticas digitais, garantindo governança participativa e sustentabilidade através de conselhos em todas as instâncias governamentais e com base na captação de recursos para tais políticas através de fundos públicos. Os conselhos devem ser deliberativos e com mecanismos de validação das tomadas de decisão com base em processos de democracia participativa de toda a população. Os fundos por sua vez devem captar de forma transversal e ampla de outras políticas setoriais, já que parte da infraestrutura e ações pertinentes a esta lei tangem outras diversas políticas direta ou indiretamente; b) Planos Nacionais de Banda Larga devem estar regidos por lei e não mais como programas de governo, envolvendo todos os atores públicos que venham a se utilizar desta política, podendo ainda agregar valor com atores privados, onde tais planos terão seu foco no interesse público, garantindo compartilhamento de infraestrutura, modicidade tarifária no acesso à infraestrutura de atacado (backbone e backhaul), garantia de continuidade do serviço e mecanismos de reversibilidade de bens essenciais para este ato, metas de universalização, neutralidade da rede e respeito aos direitos humanos no que toca a liberdade de expressão e a privacidade por exemplo; c) Complementar aos Planos Nacionais de Banda Larga devem existir ainda políticas na ultima milha para Cidades Digitais que por sua vez estão ligadas a outras ações como Smartgrid; Cidades Inteligentes, e-Govs, concessões e convênios para uso das redes municipais ora por atores de mercado, ora por atores sociais sem fins lucrativos para consecução dos objetivos de universalização do acesso como direito; d) Por fim um destaque para a iniciativa privada de provedores comunitários como mecanismo de universalização do acesso através de redes autogestionadas, garantindo modelo democrático de acesso à rede mundial de computadores e fortalecimento dos laços sociais através das TICs possibilitando a criação complementar de vários outros serviços a ações de interesse local como plataformas de participação social, ensino a distância, empreendedorismo social e solidário, comunicação social e comunitária, produção e fortalecimento da cultura através de conteúdos que respeitem os saberes e as vivências locais e ferramenta indispensável para o exercício da cidadania e da democracia criando ambiente de empoderamento popular; No quesito segurança da informação, abordamos esta questão ainda dentro do contexto social, político e legal sugerindo políticas e ações conjuntas de capacitação e conscientização, simplesmente pelo fato que educar é melhor que reprimir. Logo se estamos falando sobre políticas de acesso e como elas devem ser universalizadas temos que compreender que os riscos gerados pela falta de segurança da informação e eventuais crimes estão enraizados antes de mais nada na própria essência humana, somos falhos e tudo isso ocorre na vida real, sendo a internet uma mera ferramenta, um meio, logo não se deve abordar a questão de segurança sempre com propostas de ameaça aos princípios básicos de funcionamento da rede e muito menos em detrimento dos direitos humanos tão consagrados na DUDH. |
|  | September 22, 2016 | [ANACOM (Portugal)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=53) | **Submitted by the ANACOM (Portugal):**Digital Agenda Broadband roll-out Infrastructure access (ducts, poles) Security, privacy and personal data protection.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/53/ANACOM%20answer%20to%20the%20ITU%20public%20consultation%20on%20BUILDING%20AN%20ENABLING%20ENVIRONMENT%20FOR%20ACCESS%20TO%20THE%20INTERNET.pdf)  |
|  | September 22, 2016 | [Japan Internet Providers Association (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=54) | **Submitted by the Japan Internet Providers Association (Japan):**For building an enabling environment for access to the Internet, the residential network should be provided at a low price. The important Internet resources should be supplied stably in an appropriate price to keep this circumstances. And also the capacity building of the human resource who can administrate the network, is one of the most important elements. Fundamentally we insist that any government must not intervene in the communication in terms of the democracy and the liberalism. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/54/OpenConsultationContribution%28JapanISPsAssociation%29-01.pdf)  |
|  | September 22, 2016 | [ESOA (United Kingdom)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=55) | **Submitted by the ESOA (United Kingdom):****In a world characterized by severe income disparity (difference between rich and poor), policymakers must bring equal opportunities to all, in the most effective and efficient manner. Satellite technology covers the globe and therefore has a fundamental role to play in bridging the Digital Divide. This is even more important given today’s focus on bringing 5G to high density, developed, urban areas. Satellite broadband can mean the difference between having Internet connectivity and not being connected at all.** Satellite broadband today delivers higher capacity, increasing performance and lower costs than ever before so it often competes with terrestrial technologies. In rural America, over 1 million rural households have Internet connectivity via satellite; often as no other technology is available.**Pro-active policymaking and funding support on an equal basis for a mix of technologies are essential** as every country has different terrains and areas with higher or lower population densities. **A one-size-fits all approach focusing on one technology will only result in the persistence of the Digital Divide.** Alongside fibre and mobile networks, **satellite solutions should also be included to connect users where terrestrial technologies do not and will not reach for many years to come due to their high cost**. **Satellite can also be combined with mobile solutions or WiFi to create local Internet connectivity** for regions which would otherwise we totally unconnected. Affordable Internet connectivity is affected by  (1) funding the infrastructure itself (fibre/mobile networks) versus ***access to*** infrastructure. **No significant infrastructure funding is required for satellite, only the cost of the dish & modem - these enable access to existing infrastructure.** (2) Funding monthly subscription charges in certain countries/regions where the purchasing power of citizens is lower e.g. emerging economies. (3) **Government programs to connect schools, post offices, government offices and other public facilities**. The connectivity can then be opened to local citizens at lower cost by installing a primary satellite connection to the Internet backbone and a WiFi network for the surrounding area. (4) **Excessive license and customs fees** applied to satellite terminals that discriminate against their use. ESOA suggests that satellite equipment be exempted from such fees when deployed to connect schools, hospitals or other public facilities.**The quality of Internet access is affected by**: (1) The **quality of the broadband infrastructure or the lack of it and (2)** the **number of users accessing the infrastructure at any one time and the amount of traffic they consume**.  Future business models must play different technologies to their strengths leveraging the unique reach and multicasting ability of satellite to deliver hybrid solutions where satellite and terrestrial technologies interwork. **It is therefore in policymakers’ interests to provide financial and other incentives to encourage cooperation and partnership amongst different technology providers to find efficient solutions**.Governments must (1) **fully recognize and acknowledge the diverse needs within their territory** and address them all in parallel (2) **inform and educate both regional and local authorities and citizens about the availability/capability of new, innovative solutions such as satellite broadband** (3) adopt policies at national level that **ensure a level playing field between different technological solutions** while still allowing the most appropriate technology to be made available for a particular need/region. [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/55/ITUConsultSept2016%20FV.pdf)  |
|  | September 22, 2016 | [RURA (Rwanda)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=56) | **Submitted by the RURA (Rwanda):**The elements of an enabling environment to promote Internet connectivity are the following: 1. Putting in pace clear policies, laws and regulations,
2. Develop and implement ICT infrastructure, applications and contents programs.

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

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

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

The role of Governments in building an enabling environment is mainly the liberalization of the market through policies, legal and regulatory frameworks that support effective competition. The Government allocates and assign spectrum, facilitates access to rights of ways and open access to critical infrastructure. The Government has also the role to attract investors, provide equal opportunities to all operators on the market and give the autonomy to the ICT regulator. Government further sensitizes the population through digital literacy campaign, to use the internet and facilitates the provision of low-cost user devices and creates e-government applications and digital content that foster the use of internet. The Government also monitors the quality of Internet services and supports secure e-transactions.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/56/RWANDA%20CWG%20INTERNET%20OCTOBER%202016.doc) |
|  | September 22, 2016 | [Instituto Federal de Telecomunicaciones (Mexico)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=57) | **Submitted by the Instituto Federal de Telecomunicaciones (Mexico):**The Federal Telecommunications Institute (IFT) is an autonomous body, which aims to the efficient development of telecommunications and broadcasting, it is thus, be responsible for regulating, promoting, and supervising the use, enjoyment and exploitation of the radio spectrum, the infrastructure, the networks and the provision of such services. Also, the Institute is the authority in terms of economic competition in the broadcasting and telecommunications sectors.This contribution includes the IFT’s vision regarding the elements of an enabling environment and the actions and strategies that the IFT has developed in order to promote and increase the connectivity in the country. Also, the IFT considers that one of the key points to achieve an enabling environment is the economic competition. In this regard, the contribution shows how the competition has brought significant results in Mexico as more competition, significant price reduction, a broader offer of services , more investment in infrastructure, more foreign direct investment, technological improvements and better quality of service. Finally, the Institute considers the elements to improve the confidence and security in Internet, and its actions related this topic.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/57/IFT%20M%C3%A9xico%20-%20Open%20consultation%202016.docx)  |
|  | September 22, 2016 | [National Committee for Information Society (NCIS) (Saudi Arabia)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=59) | **Submitted by the National Committee for Information Society (NCIS) (Saudi Arabia):**Attached is NCIS input to the CWG-Internet Online Open Consultation.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/59/NCIS%20Response%20to%20CWG-Internet%20consultation.pdf)  |
|  | September 22, 2016 | [U.S. Department of State (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=63) | **Submitted by the U.S. Department of State (United States):**The United States is pleased to contribute to the CWG-Internet's Open Consultation on building an enabling environment for access to the Internet. The United States is committed to the global goal of connecting an additional 1.5 billion people to the Internet by 2020 and to that end launched the Global Connect Initiative (GCI). GCI seeks to raise awareness among policy leaders, including Finance Ministers, that an enabling environment for the deployment of broadband connectivity will help educate and inform their people, open new market opportunities for small business and entrepreneurs, and result in GDP growth. GCI promotes principles that will foster an enabling environment for investment in broadband infrastructure rather than a one-size-fits all approach. The United States notes that there is an increasing body of work and capacity building resources available for policy makers, regulators and potential business entrants to support developing countries efforts to increase broadband deployment. The ITU has made contributions in this area, as have organizations like GSMA, IDB, OECD, Cisco, USTTI, and OPIC among others. The United States is a proponent of competition as a determining factor in price and quality of service. Recognizing that all stakeholders have important roles to play in building confidence and security in the use of the Internet, the United States promotes a "whole of community" approach to risk management, security, and resilience for cyber threats. An important element of this approach is the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity, a voluntary framework for reducing cyber risks to critical infrastructure. While the contributions of all stakeholders are critical, governments can play an important role in developing a regulatory environment conducive to investment and competition and for ensuring respect for human rights and freedom of expression.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/63/CWG%20Enabling%20Environment%20-%20US%20response-%20FINAL.docx) |
|  | September 23, 2016 | [ICANN (Switzerland)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=64) | **Submitted by ICANN (Switzerland):**This importance of building an enabling environment for access to the Internet has been recognised globally, not least in the 2030 Sustainable Agenda adopted by the UN last year, and in the Outcome Document of the High-Level Meeting of the UN General Assembly on the 10 year Review of the implementation of the outcomes of the World Summit on the Information Society. Achieving the Sustainable Development Goals will, at least to an extent, depend on affordable, equitable and secure access to ICTs and the Internet. The timing of this Open Consultation is thus important. For in achieving sustainable access to the Internet a number of factors are important, not least an environment that allows competitive, affordable and quality services to be provided. ICANN, along with other organisations in the Technical Community, plays a role in enabling a range of top-level domains names to be available for all users, including names in non-Latin scripts, known as Internationalised Domain Names (IDNs). Equally, access is enabled (as witnessed by the mobile revolution) by innovative and imaginative services that all can access. The global Domain Name System (DNS) makes an important contribution in this regard, ensuring an open, interoperable and truly global Internet. Without such, enhancing access and connectivity in under-served regions will be extremely difficult.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/64/ICANN%20Response%20on%20ITU%20Open%20Consultation%20.pdf) |
|  | September 23, 2016 | [Association for Progressive Communications (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=66) | **Submitted by the Association for Progressive Communications (United States) :**We appreciate the opportunity to share our perspectives on some of the key aspects oriented to building an enabling environment for access to the internet. Particularly, APC’s input reflects on the reasons why digital exclusion persists and offers some suggestions to address it, which can be summarised as follows: \*Disaggregate the digital divide. Make access inequalities more visible by disaggregating them by disadvantaged groups – particularly women, the poor, rural populations and the less abled. \*Mobile alone is not enough. Expansion of mobile broadband by itself will not meet the connectivity needs of “the rest”. It is necessary to improve the affordability and coverage of both fixed and mobile services, along with the technical and human capacity to ensure reliability, the ability to deploy low-cost locally owned networks, and the ability to use the applications and content effectively. \*It’s about cost. High internet access costs, due to lack of competitive open markets, continue to be among the biggest barriers to increased connectivity. The main reason the internet is still poorly dispersed and unaffordable for many is the poor distribution of basic telecommunications infrastructure and high tariffs for use. \*Raise the bar. Implementing policies to connect the unconnected will also vastly improve the connectivity of those who are already connected but are constrained in their use of the internet by slow speeds, high costs or other barriers, including limited access to relevant content. \*Focusing on infrastructure alone is not the solution. Increased access to infrastructure should be coupled with efforts to address political, economic, social and cultural barriers that prevent people from fully accessing the internet. \*More public spaces. Public access facilities are also an important means of addressing the connectivity needs, but there is limited investment in libraries, telecentres and multi-purpose community centres. \*Policy is interdependent. Indirect factors also limit access to the internet, including limited energy supply, lack of basic ICT literacy, insufficient applications and content of local relevance, and high import duties or other taxes on ICT services.\*Make a plan. Comprehensive and up-to-date national broadband strategies must address policy barriers, promote infrastructure sharing, focus on human development, and promote bottom-up approaches to solving connectivity problems. \*Restricted and filtered access is not real access. Real access should be free of censorship, surveillance, harassment, and any other form of violation of human rights. \*Resources, political will and real commitment with responsibilities around human rights are needed to deploy national policies and regulatory changes which improve affordability and coverage of the internet, to promote and protect the public interest and to ensure the enjoyment of freedoms and rights online. \*it is essential that cybersecurity initiatives protect the ability to access and use the internet to exercise human rights and to enable development. Governments have a critical role to play to make that happen, in coordination and collaboration with non-governmental stakeholders. We look forward to future collaboration with the ITU.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/66/APC-ITU-CWG-I-submissionEnablingEnvironmentForAccessToTheInternet.pdf)COMMENT: In response to this submission, a comment was made that while use of white spaces is a promising technology, it must not be implemented in ways that result in the privatization of radio frequency allocation. |
|  | September 25, 2016 | [Ministry of Transport & Communication (Qatar)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=68) | **Submitted by the Ministry of Transport & Communication (Qatar)**[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/68/ITU%20CWG-Internet.pdf)  |
|  | September 26, 2016 | [Ministry of Communications and Informatization (Belarus)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=69) | **Submitted by the Ministry of Communications and Informatization (Belarus):** This contribution is provided by the Permanent Mission of Belarus in Geneva on behalf of the Ministry of Communications and Informatization of the Republic of Belarus [View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/69/Belarus_CWG_Internet_OpenCons_FINAL.docx) |
|  | September 26, 2016 | [Access Now (United States)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=70) | **Submitted by Access Now (United States):**Please find our submission attached.[View submitted document](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/70/ITUConsultation.docx) COMMENT: In response to this submission, a comment was made that the submissions 1 and 2 include specific suggestions to implement the recommendations made in this particular submission 46. |
|  | September 26, 2016 | [National Communications Authority (NCA) (Ghana)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=71) | **Submitted by the National Communications Authority (NCA) (Ghana):*****1. What are the elements of an enabling environment to promote Internet connectivity?*****Content development:**- Content is one of the main drivers of internet connectivity as without any meaningful content, there will not be any interest.- Content creativity should be promoted for all levels of national economy for trade in goods and services (formal and informal sectors)- Curriculum of tertiary institutions should include some aspect of Electronic content development.- Such content should be developed in a language that the local community understands**Affordable devices**- Develop a mechanism that will promote affordable smart computing devices**Passive and Active infrastructure network – Available Access points****-** Encourage the deployment of free Wi-Fi access points were necessary and develop the last mile service infrastructure.**Education/Sensitization** - Public Awareness is also a key to enabling internet connectivity. E-governance should be promoted at all levels. ***2. What are the elements of an enabling environment to promote an affordable Internet?*****Subsidy for Infrastructure development** Encourage the use of Universal Access to develop Telecommunications site (passive infrastructure) e.g. Mast site and Fibre network to link cities. Further, in many cases, infrastructure is a national monopoly and its provision cannot be a competitive market. In such cases, infrastructure should be provided as a public good, preferable by functional separation of incumbent providers, this the Government has promoted.**Lower cost of Bandwidth**Government investment (from Universal Access fund) to build passive infrastructure will lead to low bandwidth cost. One of the main factors hindering cost of input in delivering affordable service outside our coastal cities is transport cost.**Tax Incentives on  ICT equipment** Introduction of subsidized regime in the importation of hardware and software consumables will stimulate affordability; thus causing Internet services to be affordable. This can be through the reduction of import charges on ICT products.**Sharing of infrastructure** (active-sharing of electronic components of the network, including antennae, switches and microwave equipment and passive-non-electronic components of their networks (e.g., air conditioners or power generators) by mobile network operators or other Internet service providers enable them to lower their capital expenditure and operating costs. This, in turn leads to lower Internet service prices and increased access for the consumer/users.**Fostering of competition** will promote affordable Internet, and the visibility and transparency of prices, in particular wholesale prices promote competition. ***3. What are the elements of an enabling environment to promote the quality of access to the Internet?*****Network neutrality** is a fundamental requirement. Quality of Access can be achieved by implementing network neutrality regulation at our national level.**Open/Public traffic management** obligation for ISPs so that consumers are aware of the level of the quality they can expect from them. For example, possible discrepancies between advertised speed and actual broadband speeds which make it mandatory for users to pay for content bandwidth.**Approved Equipment Use**Encourage type approval regime to ensure approved computer equipment so quality is not compromised when accessing internet service. **Adequate bandwidth**Compromised bandwidth by spams, worm activity, and virus activity will always degrade access.**Internet Exchange Points** Promoting of local and Regional Internet exchange points, improves quality, increases the connectivity and resilience of networks, fostering competition and reducing the costs of international telecommunication interconnections, will enhance Quality of Access. ***4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?***- Unsolicited bulk electronic communications (Combating spam). Promoting steps to stop the propagation of unsolicited bulk electronic communications should be encouraged. Spam continues to constitute a significant proportion of electronic mail traffic with limited bandwidth. It can result in a degradation of quality of access and loss of confidence in internet connectivity.- Ensure the security and robustness of telecommunication network in order to achieve effective internet delivery.- Awareness on cybercrime laws, paying particular attention to contextual trends on the most likely crimes to occur and necessary steps needed to be applied.- National laws must be modified to ensure the protection of privacy of Internet users.***5. What is the role of Governments in building an enabling environment?*****Sharing of Resource** One strategy that governments can pursue is to put in place guidelines to support regulations for sharing infrastructure and spectrum.Guidelines issued by the National Communications Authority to ensure open access to infrastructure or capacity. For example, Fibre cables. Fibre deployment often requires significant investments; ensuring that new market entrants or other operators can also access this infrastructure will result in lower overall capital expenditure requirements on their part, in which in turn can result in more service-based competition and greater affordability.**Taxes** Government Taxation has a significant impact on consumer affordability for all goods and services. Taxes on ICT products and services like mobile phone handsets and laptops, internet access services impact significantly on affordability and may not encourage the use of the Internet.  **Universal Access Fund (Ghana Investment Fund for Electronic Communications)**Universal Service and Access Funds (USAF) are typically financed by contributions from telecommunications companies. Revenue accrued from contributions for USAF is used to fill in existing gaps in the market-based provision of services, through a combination of subsidies or incentives tend to be the most successful in promoting affordable and equitable access. |
|  | September 27, 2016 | [Nippon Telegraph and Telephone East Corporation (Japan)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=72) | **Submitted by the Nippon Telegraph and Telephone East Corporation (Japan) :**Comment on question No.3 from the standpoint as a telecommunication career providing FTTH infrastructure. Q3. What are the elements of an enabling environment to promote the quality of access to the Internet? For promoting the quality of Internet access, ensuring the capacity of communication would be one of the important elements. To ensure the capacity of communication, migration from metallic network to optical fiber network is necessary. Related to the article how to provide Internet inexpensive and sustainably (Q2), there are differences in the ways to construct and maintain metallic network and optical fiber network. In developing countries, swelling the expenses for initial failure and troubles by cutting cables is one of the biggest issues to install optical fiber network. The followings are some of the specific measurements to improve the initial failure. 1.Technical education and training to improve engineers’ skill 2.Deployment of the tools and making manuals for construction and maintenance 3.Mandatory inspection after construction. Also, installing the monitoring systems of fiber network is one of the significant measures to maintain the quality of access to the Internet |
|  | October 05, 2016 | [Ministry of Telecommunications and Information Society (MINTEL) (Ecuador)](http://www.itu.int/en/council/cwg-internet/Pages/display-feb2016.aspx?ListItemID=73) | **Submitted by the Ministry of Telecommunications and Information Society (MINTEL) (Ecuador)****1. What are the elements of an enabling environment to promote Internet connectivity?** - Facilities for access to information and knowledge. - Have a regulatory environment and framework for Open Data access. - Establish Broadband National Plans. - Have a National Frequency Plan with an efficient frequency allocation. - Promote public-private partnerships. - Promote research, development and transfer of technology to stimulate connectivity through low costs. - Establish policies aimed at controlling data. **2. What are the elements of an enabling environment to promote an affordable Internet?**- Policies that promote broadband and are aimed at meeting the objectives for the adoption and growth of the Internet. - Government support for the creation of a regulatory and legal environment to support investment in telecommunications infrastructure **3. What are the elements of an enabling environment to promote the quality of access to the Internet?** - The establishment of basic quality parameters measured through indicators which are regularly reported. - Follow-up to the claims made by the service user measuring quality and warmth parameters - Boost government policies that enable suppliers to implement better technology - Drive massive awareness campaigns of users rights for telecommunications services **4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?** - Regulate the implementation of minimum safety standards that must be matched to the more strict ones that can be found internationally - Implementation of tools such as antivirus, antimalware, filtering spam, point to point encryption, among others, as part of the value added suppliers to deliver to provide services - Implementing awareness campaigns on the different types of fraud and cybercrime, so that citizens know what they are facing and how to act towards it. **5. What is the role of Governments in building an enabling environment?** - Government authorities have an important role to create an environment with suitable, optimal and conditions for access to effective internet by the population, taking into account key factors such as: legal frameworks, price regulation according to the type and quality service , security environments trusted by users, regulation and control of profits generated by businesses and investment in infrastructure to improve services. - Generate and promote meetings and innovation processes, including digital literacy, to shorten the digital divide, generate public policies towards broadening the coverage of services such as access to internet, digital, satellite or cable television, telephone fixed and mobile, especially in rural or remote areas to big cities. This will be a priority task for the authorities, especially in developing countries, in which these factors will positively influence growth.[View submitted document in Spanish](http://www.itu.int/en/Lists/consultationFeb2016/Attachments/73/INFORME.PDF.pdf) |

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