

Seventh Meeting of the Internet Governance Forum (IGF)

Baku, Azerbaijan, 6-9 November 2012

Chair's Summary

From 6-9 November 2012 in Baku, Azerbaijan, Internet governance experts, civil society representatives, government officials, international development actors, academics, private sector representatives and other individual Internet users gathered together for the seventh meeting of the Internet Governance Forum. The theme of the forum was '**Internet Governance for Sustainable Human, Economic and Social Development**'.

More than 1,600 delegates representing 128 different countries spent the week together in beautiful Baku. There was a particularly strong presence from civil society as this was the highest represented stakeholder group at the forum. Participation was regionally diverse and the participation of women at the forum increased significantly from previous years. Youth representation and activity was also sited to be a notable achievement of this year's IGF.

As per now standard IGF practice, the entire meeting was webcast and the possibility of remote participation was offered, which doubled the active participation in both main sessions and workshops and other events throughout the week. Real time transcription was also available to enhance the participatory experience for those present in Baku and around the world.

Remote participation has become a major strength of the IGF process as this feature enables access to and interaction with experts for any individual with an Internet connection around the globe. It also significantly increases the knowledge sharing, information dissemination, partnership building and capacity building that make the IGF unique. 49 expert remote participants and panelists participated in various sessions via video and audio during the week. 52 different remote 'hubs' allowed IGF enthusiasts to gather together to follow online the proceedings in Baku.

This year's meeting also saw social media activity spike significantly, as participation on social networking platforms allowed the discussions to begin prior to the start of the meeting, continue between sessions and during breaks throughout the week and now extend after delegates left Baku to return home. There were thousands of 'tweets' about the forum each day, which reached millions of followers on the social information-sharing network.

This summary primarily encapsulates the proceedings of the five main sessions, which were organized through a series of open, multi-stakeholder consultations held throughout the past year. Each main session incorporated the views and exchange of ideas that took place during the many simultaneously held workshops throughout the week; the discussions, generally held in English, were simultaneously translated into all six United Nations languages.

In fact, the 7th IGF held a record number of workshops, dynamic coalition meetings, open fora and other events. These sessions allow participants to delve into both complicated and oftentimes controversial issues in an open and inclusive manner. The topics addressed ranged from issues related to cyber-security and child protection online, the rise of social networks, the use of 'big data' and various aspects of human rights as they related to the Internet, among many others.

Opening Ceremony

The opening ceremony formally handed over to the host country the seventh meeting of the Internet Governance Forum and warmly welcomed the delegates to Baku, Azerbaijan.

In his opening address, Mr. Wu Hongbo, the United Nations Under-Secretary-General for Economic and Social Affairs, explained that while it was his first meeting of the IGF, he was greatly impressed with the dynamic discussion space that the forum provided and noted the significant progress the IGF had made since its first meeting in 2006. Mr. Wu expressed his sincere gratitude to the Government of Azerbaijan for their warm welcome and generous hospitality. The Under-Secretary General also highlighted the importance of the IGF multi-stakeholder process and emphasized the importance of open, inclusive and transparent dialogue, which brought all stakeholders together on an equal footing and the remarkable capacity building opportunities the forum provides. Mr. Wu also noted the growing popularity and prominence of the national and regional IGF initiatives.

Mr. Wu then invited Mr. Ali Abbasov, Minister of Communications and Information Technologies of the Republic of Azerbaijan to deliver the welcoming message of His Excellency President Ilham Aliyev. The President's message reminded the delegates that the Internet was not only a space for exchange of information, but also an environment which created new opportunities for public governance and advances in education, health, business, banking and other fields vital for positive human, social and economic growth. Azerbaijan is committed to protecting the civil liberties of its citizens both offline and online, and the government was working to increase broadband connectivity throughout the country and to ensure the Internet remained an open and secure space for all citizens.

Dr. Hamadoun Touré, Secretary General of the International Telecommunications Union, emphasized the importance of the IGF and strengthened his support and commitment to the Forum and its multi-stakeholder nature. He stated that clearly a balance must be found between protecting individuals, institutions and whole economies from criminal activities online. Dr. Toure announced the date for next year's WSIS forum and other upcoming ITU events and emphasized the ITU's role in growing the Internet, increasing its access, and assuring online safety and security. He assured

participants that ITU did not want to control the Internet, but rather wanted to re-affirm its commitment to ensuring Internet's sustainability using the multi-stakeholder model.

Deputy Prime Minister of Azerbaijan, Mr. Abid Sharifov, was next to address the audience. After welcoming again the delegates to Baku, he highlighted the government's commitment to the promotion of ICT and explained that appropriate governance of this process was crucial. 65% of the country is already using the Internet and new technologies such as 4G are being used in many areas. The country is expanding the Internet infrastructure and has implemented a program that guarantees people's access to and unregulated use of the Internet. The government is also implementing and continually updating an electronic government platform improving public service delivery. Azerbaijan is also helping to lead the promotion of the Eurasian information superhighway. ICTs, he said, are also fully integrated into the decade long plan for growth in economic development.

Opening session

The opening session of the 7th meeting of the IGF in Baku appropriately set the stage for the exciting week that was to come. A distinguished expert group of speakers addressed the remote and physically present delegates. It was stressed throughout the session that we are living today in a rapidly changing world, as information and communication technologies continue to transform our day to day lives and bring our society many opportunities as well as challenges. The annual IGF and increasing numbers of national and regional IGF initiatives are able to harness together all potential opportunities that the Internet presents us and to address the many challenges that the Internet also creates for all stakeholders in the Internet governance community.

A collective affirmation of the necessity of the multi-stakeholder model in handling Internet governance issues was continually stressed throughout the session. The IGF process, it was said, is meeting and even surpassing its mandate to both reinforce and lift the ongoing enhanced cooperation efforts of the multi-stakeholder Internet governance community. Here at the IGF, the governments are eager to listen to their civil society and business communities. Capacity and partnership building take place in the main session hall, at workshops, in online chat rooms and in the long corridors at the Baku Expo Center.

A universal call was made by the speakers to strengthen efforts to ensure the protection of basic human rights and fundamental freedoms in the online world. As more and more people join this online environment each day, particularly in the developing world, policy makers and law enforcement agencies must ensure that these people enjoy the same freedoms online that they do offline. Of course this is a tremendous challenge as these rights certainly differ culturally at local, regional and national levels. The Internet has become 'life-blood' for many and its 'organic' nature means that new and innovative policies must be crafted to address the new and emerging issues that will certainly continue to arise.

Delegates and remote participants were reminded that soon the center of the Internet would reside in the developing world. As critical infrastructures are expanded and mobile phones become increasingly more available this will soon be the new reality. Internet needs to compliment existing development activities in delivering basic education, health and public services.

It should also bring new entrepreneurial opportunities and innovative business solutions that can accelerate human, social and economic development. As this transformation is already well on its way, a call was made to ensure that new local content, in local languages that respected local culture and heritage, had both the capacity and resources to be produced and maintained.

While the session was overwhelmingly optimistic, there was an underlying message delivered regarding the supreme importance of securing a safe and secure Internet for young people and the generations to come. Appropriate regulations must be put in place to assure this, while still guaranteeing the basic principles of human rights. New cyber-security challenges were also discussed and it was agreed that this dangerous threats must be addressed both urgently and collectively.

As the session concluded, participants were set to embark on activities for the rest of the week ; to learn, share experiences, build new partnerships and inform policy making in the exciting and challenging field of Internet governance.

Emerging Issues

The now annual Emerging Issues session addressed two highly relevant and unique topics. The first half of the session examined the extent that Internet based services today offer new and radically different opportunities to help families, social groups, communities and broader structures in society organize and re-organize themselves when challenged by natural disaster or strife. The second half of the session then explored a range of questions and issues related to the free flow of information, freedom of expression and other human rights and fundamental freedoms and their respective balances with intellectual property rights.

“Super Storm Sandy”, which battered the Eastern seaboard of the United States only days prior to the IGF, set a tragic yet appropriate stage for addressing the emerging issue of using ICTs in natural disasters and other emergency situations. The recovery effort during the recent earthquake in Japan was used as a vivid example of how ICTs can be essential and life saving tools in these situations. Tools to help find people, online transportation and domestic resource data, public alerts and shelter information were just a few of the countless services that various technologies provided the people of Japan in the days, weeks and months after the earthquake hit. Technology helped the first responders respond in the initial phase of the recovery effort and helped the survivors survive in the second phase. In the rebuilding efforts technology help communities rebuild.

The 2004 tsunami in the South Pacific was also revisited during the session, where participants were reminded about the crucial role that civil society plays in disaster relief efforts. Traditional media such as radio was the essential tool used during recovery efforts there, as local civil society organizations on the ground were heavily relied upon to coordinate the first and second phases of the relief activities. In both examples, it was stressed that public-private partnerships were essential to acting swiftly and effectively during these times of strife. For example, in Japan, YouTube was widely used to broadcast critical information while traditional broadcasting mediums were shut down. Television stations that were up and running ran advertisements to build community trust around the information that was being shared on the Internet.

Looking ahead, critical recommendations were made to best prepare for a possible next major disaster. While social media is becoming the first source for many in communicating vital information in the aftermath of disasters and is certainly an essential and oftentimes life-saving service, we must be wary and attentive to the validity of information being shared on the mostly un-filtered public platform. Safeguards need to be put in place to ensure that misinformation that can cause both panic and danger is monitored closely. The major takeaway though was that proper disaster preparation, through education, early warning services and standing public-private partnerships, all using various ICTs, need to be a top priority for all stakeholders to best mitigate the next natural disaster, wherever it may hit.

The second part of the session addressed a variety of emerging policy questions and concerns resulting from the rapid growth of the Internet. The discussion began by exploring some of the implications of the use of new technical and political instruments on the free flow of information and access to information, while still respecting basic notions of human rights. It was stressed that we live in a 'brave new world' where traditional notions of copyright, consumer protection and government and other intermediary regulations of media are being transformed in a variety of ways as a result of the Internet.

While the session underlined the necessity of maintaining universal freedom of expression and limited content regulation on the Internet, there were also some gray areas and debate within this budding policy discussion. What about unique cultural content that is vital to the preservation of national identity and history in many smaller countries? How about hate speech and religious attacks on social networks; shouldn't someone be regulating this? And if so, who should this be? These were only two of many questions and concerns that were raised on this issue throughout the session. It became clear that there would be no single rule or policy choice to address these problems, but rather a multi-faceted and flexible approach must be taken that involved all stakeholders.

Next, panelists engaged the audience in a debate on what some acceptable and proportionate measures might be that offer intellectual property protection, yet allow for and respect individual users' freedom to express themselves, to access and share content and culture and to innovate and create freely. Traditional

media representatives reminded participants that while free and open source content and information was certainly valuable, so to was the dissemination of premium quality content newspapers, radio, television, movies and music. A balance needs to be struck which guarantees intellectual property protection, consumer protection and freedom of expression online.

Online privacy and safety were also discussed in depth throughout the session. Some argued that new regulations might not be necessary to provide such privacy and safety, as consumer protection laws are already in place in many parts of the world. These existing laws together with education and outreach to new consumers of online content, especially those using mobile devices, was said to be crucial in assuring privacy and safety. It was agreed that certain new cyber-threats such as identity theft needed special attention and innovative regulatory and legal policy solutions.

It was emphasized that these emerging challenges would only increase as we move farther and farther into the digital age and that they will need to be addressed with wide ranging and diverse solutions.

Managing Critical Internet Resources

The session focused on three main issues: the initial round of applications in ICANN's New gTLD Program; proposals for the development of secondary markets for IP addresses; and issues raised by Internet-related proposals for the revision of the International Telecommunication Regulations at the upcoming World Conference on International Telecommunications (WCIT).

Introducing the first topic, it was noted that it was possible to open up the top level space, i.e. what we today see as .COM, .ORG, .AZ, .CN, etc., to an almost unlimited number of suffixes, but before that happened many complex policy and operational issues had be agreed on. For example, deciding how to deal with applications to use geographic names as a TLD, how to decide among competing applications (for example, 13 different companies applied to operate the .APP TLD), public policies to address intellectual property claims, how to consider applications for TLD names related to regulated industries, consideration of religious and cultural terms, etc. The role of governments in developing and applying policy advice and in potentially objecting to applications was also noted.

The audience was told this complex process resulted in 1930 applications. Only 6% were for IDN TLDs, that is names using scripts other than ASCII characters. Panelists also discussed the low number of applicants from developing regions; there were very few applicants from Africa and Latin America. ICANN's Governmental Advisory Committee (GAC) was on record as having expressed concerns about this problem and that more should have been done to increase outreach and raise awareness. However, at the same time, when the New gTLD Program was launched, it was not seen as a priority for most developing countries, where the concern was more about connectivity and access.

Developing countries are now more engaged however, for example African stakeholders are developing a new African strategy for ICANN and this includes supporting the growth of the domain name industry in the continent.

All gTLD applications were posted online with a public comment period and there are various processes for lodging objections. The applications and any comments on them are now being reviewed by a number of contracted expert review teams, checking, for example, that the applicant has the technical ability and financial capacity to operate part of the Internet's critical infrastructure. Other review teams look at geographic, intellectual property and other issues. Discussion then focused on the role of governments and their ability to give 'early warning' to an applicant. The early warning is intended to flag to an applicant that a government has concerns, and gives (if appropriate) the applicant the opportunity to modify their application to meet those concerns. Governments, collectively can file an objection regarding a certain application, as consensus 'GAC Advice' to the ICANN Board.

Different types of possible grounds for governmental objections were discussed, for example, for a TLD '.amazon', which is not just a river, but also a region spanning a number of countries. It was suggested that governments should consider if this important geographic and cultural term could be appropriately used to represent an online commerce service. Panelists and members of the audience also commented on the appropriateness of using a generic term for private use with a closed business model. A panelist noted this was an expected outcome of the ICANN process; one speaker suggested it was unnatural to assert a worldwide monopoly on a generic term, while another noted that some outside the ICANN process have expressed concern at what is seen as a kind of privatization of a linguistic common heritage.

Government representatives underlined that it was important to make clear that they did not have a veto on applications, but will use two nuanced and clearly defined processes to present potential concerns, neither of which was final. The ICANN Board will make final decisions after considering all public input and could vote against accepting GAC advice.

The second question addressed the issue of secondary markets for IPv4 addresses and the transition to IPv6. Introducing the topic, a panelist reminded the session that every public service on the Internet needed an IP address if end-to-end connectivity was to be maintained, and that the available pool of IPv4 addresses allocated by the Regional Internet Registries (RIRs) has already run dry, with the remaining reserve is expected to be depleted in two years. Yet devices are being added to the Internet at ever increasing rates.

The theory had been to use a new address protocol, IPv6, however these addresses are not being used at the expected rate and the transition is not going well. To fill the gap, a secondary market for the re-sale of IPv4 addresses had been expected to emerge. One panelist noted that since the RIRs implemented policies that allowed for the commercial exchange of addresses the market had grown to \$100million/year and he expected it to grow rapidly in the future.

However, many devices now connect to the Internet using what are known as 'carrier-grade NATs', which effectively provide a private IPv4 network using addresses that are not visible to the global Internet and do not allow for end-to-end connectivity. Panelists and members of the audience suggested that the popularity of these services is generally making secondary markets for addresses less necessary.

The development of secondary markets will depend on cost: IPv6 equipment is more costly than its IPv4 equivalent. The example of a home broadband router was noted, IPv4 only routers are still being distributed in some markets, and panelists estimated they cost about US\$40 less than an IPv6 enabled version. In this example, if the cost of IPv4 addresses on the secondary market exceeds US\$40 then providers will have an economic incentive to switch to IPv6.

The final topic was the upcoming World Conference on International Telecommunications (WCIT). WCIT is a conference organized by the International Telecommunications Union (ITU) with the aim to discuss the modification of the International Telecommunication Regulations (ITRs). The process is not well understood by many in the ICT sector, but had recently received a lot of publicity suggesting current Internet operational and governance models might be under threat. The session broadly agreed that adoption of some of the national proposals for revision of the ITRs would constitute a form of global Internet governance and could negatively impact the Internet.

The ITRs are a short treaty document of high-level principles that were last revised in 1988. The purpose of WCIT is to consider how to update the ITRs to make them relevant for today's international telecommunications environment. The WCIT negotiations will not be multi-stakeholder, as only governments can speak and will vote on the outcomes.

Proposals for revising the ITRs have been submitted to the ITU for more than a year. The panel discussed the proposal that would require the origin and routing of international traffic to be visible to inbound telecommunications network operators. Panelists argued that application of such requirements to Internet traffic would be technically impossible, and if attempted would interfere with, among other things, local web caching, proxies, and even the carrier-grade NATs. A number of speakers pointed out that applying telecom mind-set regulations are contrary to many of the fundamental operating mechanisms of the Internet. It was underlined that it would not be appropriate for the WCIT to give governments internationally sanctioned rationales to tightly regulate the Internet.

A proposal for WCIT by the European Telecommunications Network Operators (ETNO) was discussed at some length. ETNO recommended that telecommunication network operators providing the infrastructure on which the Internet is run should receive what it deems to be 'fair compensation' for the Internet traffic they carry. Their recommendations included suggesting a model

of 'sender pays' for traffic over the Internet, and the treaty-backed encouragement of Internet quality of service agreements.

In the Q&A part of the session, a former telecommunications regulator now leading a research institute in Sri Lanka noted that investment flows from good business models, and that good business models are supported by demand. Based on research his institute is conducting in places like Indonesia, India, Pakistan and Bangladesh, demand comes from attractive content. He noted that developing countries face challenges in producing local content, so the send pays model would likely isolate most developing countries from overseas content providers. The proposal risks creating a balkanized Internet where providers will say they are not serving an area which is too expensive for them.

The final comments on WCIT noted that there were two main concerns. First, the definition of terms, for example should 'telecommunications' include Internet, or processing, if yes then it would mean the ITRs applied directly to the Internet and Internet governance. Second, the scope, deciding which agencies were affected by the ITRs, for example regulatory agencies or all providers of communication services.

The coordinator of a feeder workshop on enhanced cooperation presented an overview of their discussions. The concept on 'enhanced cooperation' has been debated in previous IGFs and other international forums, and was also mentioned by a number of speakers during the opening session as an issue the IGF should consider embracing more vigorously. The workshop coordinator noted that except in the IGF, people tend to talk in their own silos; either organizational silos of entities working on related ICT and Internet governance policy, or silos of stakeholder groups. He suggested that this pattern needs to stop, people and organizations need to share knowledge and experiences. The IGF is an important model for such sharing, but it only happens once each year. A more concerted effort is needed both inside and outside the IGF to improve how we approach and tackle the challenges of enhanced cooperation.

Internet Governance for Development (IG4D)

Development issues were noted to be one of the essential themes of the IGF, more so this year considering its theme was 'Internet Governance for Sustainable Human, Economic and Social Development'. The IGF was praised to be one of the most relevant platforms for influencing ICT policy formulation, specifically in developing countries, due to the nature of new economic opportunities, and social, cultural and political changes that the Internet creates.

The session was divided into three clusters. The first cluster looked at the 'Pending Expansion of the Top Level Domain Space'. This section examined how various actors in the developing world (governments, industry groupings, the technical community, civil society) perceive the relative costs and benefits of expanding the domain name space to the end-users. It also assessed what kinds of support may be required to help communities, NGOs and businesses from the developing world in bridging the potential inclusion gap of TLD space.

As the Internet today is the most dynamic factor in global, social, cultural and political development, concerns with the impact of the Internet, as well as with the workings of the Internet were raised. This highlighted that further engagement with policy makers and relevant governance institutions in other policy domains should be included into future IGFs.

The overall relationship between Internet governance and sustainable development was raised as an issue of concern. Delegates were reminded that the concept of social development was sometimes misunderstood to mean that this development emphasized environmental protection and viability. Sustainable in this context actually means that development progress should ensure that those generations to come enjoy the same benefits and prosperity that the current generation is receiving from development activities. Therefore, when using ICTs in development we must keep our future generations at the forefront of our minds.

The idea to create particular gTLD programs for developing economies for a second or third round of ICANN's new gTLD Program was raised. This is due to the fact that some regions are lagging behind, and the opportunity must be seized at this early stage, as there are huge market and community opportunities to develop. Another substantive idea that was raised regarding new gTLDs is accessing the Internet through mobile phone devices. Shorter domain names is a feature that needs to be taken into account, as Internet access will be predominantly through mobile phone devices in some regions.

The second cluster was 'Enabling Environment'. Panellists explored various ways to attract investment in infrastructure and encourage innovation and growth of ICT services, including mobile technology, while understanding how these technologies can best be employed to address development challenges. Additionally, it looked at the challenges and opportunities for the participation of all stakeholders in developing Internet governance policy, legal and regulatory approaches.

The panel asked the floor to consider how Internet governance can address challenges where the direct impact of the ICT sector and the Internet is substantial and threatening to sustainability. Waste from the ICT sector, including the contribution to greenhouse gas emissions, are having a negative impact on the environmental sustainability.

Considering this, the question of who bears responsibility of this sector's negative impact was addressed. Would the private sector's self-regulation be adequate? And if so, should environmental factors be incorporated in the physical engineering of the Internet, in network architecture, in the design of devices, data centers or applications? Delegates debated these questions at length.

The pending expansion of the Top Level Domain Space was discussed in detail including reviewing the 1930 applications that have been received by ICANN. Of

note is the low number of generic Top Level Domain applications categorized as community-related, as there are 84 applications, representing only 4% of total applications. Discussion then shifted to factors contributing to the low uptake of new generic Top Level Domains for communities. Generally, it is believed that few measures had been taken to facilitate the participation and engagement of communities, particularly those from the developing world. Other contributing factors for low uptake from developing countries were discussed including the barriers posed by the type and level of expertise needed to complete the application, the financial requirement, and the short period of time for applications to be submitted.

The third and final cluster examined the 'Infrastructure' theme in greater detail by discussing the key issues concerning Internet infrastructure from developing countries' experiences and how new technologies and the global Internet governance mechanisms address limitations, offer opportunities and enable development. This session highlighted the significance of Internet governance for development, not as a fringe activity but as a core element of the development agenda. An important message to take to the next IGF was to bring more specific case studies and concrete actions to the forum.

Access and Diversity

The session addressed five main themes: infrastructure, the mobile Internet and innovation, human empowerment, the free flow of information, and multilingualism. These five themes were used to look at Internet access and diversity as a value proposition and the issues that needed to be addressed in order to transform the unconnected into empowered users, users into Internet creators and Internet creators into the innovators who would fuel the economic transformation and international development we desired.

The first question asked who should pay for the infrastructure needed to meet rapidly growing demand. Government representatives on the panel, supported by other comments from the audience, highlighted the importance of public-private partnerships. As an example, four years ago, when the situation of broadband in East Africa was poor, the government of Kenya in particular supported and led initiatives to land fiber optic submarine cables and cheaper international bandwidth. This has since been the foundation of new national Internet infrastructure. Governments in the region also worked with the private sector to build a national broadband network between major cities and towns, extending to rural areas and across to land-locked neighboring countries. Where demand did not exist (or did not yet exist) to entice private sector partnership, the governments worked alone; for example, Kenya fully funded a national research network providing broadband to universities, which is now being extended to high schools and secondary schools.

Another example that was raised was that of the Jamaican government acting as a catalyst for investment by producing favorable licensing and regulatory regimes that encouraged private sector investment. However, a number of

comments noted that, in order to be sustainable, investment must be demand driven. Investment should be encouraged across the infrastructure chain, inter alia, from international and local bandwidth, to Internet exchange points, as well as favorable tax regimes, easing of import restrictions, and national policies that brought together agencies to support a common goal.

An intervention from the floor emphasized that access needed to be addressed in a bottom-up approach to ensure all the diverse elements of a country and culture were considered. For example, India has 18 official languages and many millions of people with very dramatically different skills in terms of literacy, who are living in very different economic conditions.

UNESCO noted the results of a recently completed survey that found a positive correlation between the volume of local content and Internet access prices: the more local content you have, the quality of service will be better and the access price will be lower. The speaker noted this might seem paradoxical, but is what happens.

Open government data was presented as an effective stimulus for mobile application development and innovation in services. Innovation hubs where young engineers and entrepreneurs can meet have sprung up across the African continent and represent new ecosystems supporting mobile development and start-up businesses. It was emphasized that mobile Internet had opened up opportunities for micro-enterprises and micro-entrepreneurs. They come from the grassroots, but are increasingly supported by sophisticated infrastructure such as 4G networks and high quality handsets and other mobile devices such as tablets, as well as open software development kits. Responding to a question from the floor, a panelist stated that with the quality of high-speed networks and new mobile devices, the mobile Internet was a satisfactory replacement for wired.

The issues of women's rights and empowerment stimulated interesting debate, asking how access to the Internet can help women exercise the full range of their rights. The session heard that around two thirds of the world's population of illiterate adults is made up of women and that literacy is clearly a big issue in terms of access to the Internet. A panelist noted that programs were needed to provide technology to women not as passive users, but as active participators and creators.

One of the three feeder workshops for the session reported on technology, economic and societal opportunities for women. Their discussions had focused on what was required to get women to have access; on education and skills building to empower women to get online; the challenges of cyber-crime and violence directed at women and how these can force women to stay offline, and, empowering women to overcome these challenges.

A second feeder workshop described how libraries and other community services can deliver public access to the Internet. The discussions had explored how public access solutions could meet community needs, as solutions that took

advantage of existing infrastructure, expertise and partnerships with the private sector.

A third workshop reported on consumer rights and consumer protection, moving from the issue of gaining access to ensuring the quality of that access and asking if access to the Internet should be considered a new human right.

Access in terms of accessibility for people with disabilities, including aging populations, was raised as a global challenge. It was highlighted that approximately 1 billion people were living with disabilities and this number is going to increase. Reference was made to a study by the International Labor Organization, which showed that the disabled people are more likely to be unemployed than able-bodied people.

The English language dominated the Internet of the 1990s and early 2000s, but recent efforts were described that had given rise to a more multilingual global Internet. Most obvious has been the rise of Chinese Internet users, which has given Chinese language very strong prominence. The use of Chinese, Arabic, Cyrillic and other non-ASCII scripts has also been supported by technical developments such as internationalized domain names (IDNs); speakers noted IDNs as an important facilitator of language diversity on the Internet.

A panelist described his government's efforts to preserve local, indigenous and endangered languages. The public broadcaster had long preserved content in different indigenous languages, but for many years had no platform to make them available. Digitization and online services are able to make such content available. However, conservation of local languages needs indigenous people to come forward and help the government and other bodies. The drive to preserve endangered languages has to come from people themselves, not left just to government to respond in a top-down manner.

In closing the session, the chair presented research findings that a 10% increase in broadband penetration can lead to a 3.2 per cent increase in a county's GDP, along with a 2 per cent productivity increase. She noted that broadband Internet can play an important role in boosting the economy of a country as well as the well being of citizens.

Security, Openness and Privacy

The security, openness and privacy session examined and questioned a wide range of rapidly emerging controversial issues relevant to and impacting online and offline security, privacy, and notions of identity as they relate to concepts of human rights and fundamental freedoms. As more and more individual lives and societal groups are moving into the online world, traditional safe guards, legislation and various regulations to protect both individual rights as well as national security are being re-examined.

In the past years, Internet users around the world have become more aware of new perceived 'dangers' of this online world. The concept of 'big-data' has become a major issue of concern, as users learn more and more about how their personal data and information regarding their online activities are being extracted and retained by companies and used for different purposes, such as marketing and behavioral advertising. Users are also learning about how they are now often times being watched through satellite and hidden camera surveillance techniques.

Companies argue that users need to be responsible and wary of their behavior and safety online, and governments justify surveillance for national security reasons; however, this does not bring comfort or satisfaction to most users. Panelists engaged one another and the audience in a debate on what rights users should have online in this regard, taking into consideration the vital and usually over-riding importance of national and global security, as well as existing human rights treaties.

Policy issues regarding both domestic and trans-border cyber-crime were also discussed in depth during the session. Subject experts emphasized the increasing complexities of such attacks, noting also that the technology enabling this behavior is only going to become more sophisticated and harder to combat. Who should bear the responsibility for preventing these attacks? Arguments can be made that this responsibility should fall on government policy makers, national militaries, Internet intermediaries or individual users themselves. It was stressed that it was not one actor but rather the multi-stakeholder community that should be addressing this dangerous and burgeoning threat.

Strong calls were made by both panelists and participants in the session about guaranteeing individual human rights and fundamental freedoms (such as freedom of expression) in our collective societal transition to life on the Internet. These rights have been traditionally granted and sustained for the betterment of society at large, and this should not change when individuals go onto the Internet, whether it's a rural villager on a mobile phone, a child interacting with new friends on a Facebook account or a priest communicating to followers on a blog.

It was argued that access to knowledge and the right to speak one's mind freely is essential for pursuing human, social and economic development. It was said too that surely we need to watch for abuses of these rights, that we must not be harming one another and that the rule of law must always be kept in mind and assured, but we also must build a level of trust and mutual understanding about using the Internet so that we can use it freely and openly to best harness its potential.

Rousseau's social contract was used as a metaphor during the session as a way that we could re-think public policy on these emerging and sensitive issues. To obtain certain individual rights, it was said, we must also perhaps hand over certain freedoms to others. In the online world this might mean that we need some safeguards or regulations in place to maintain our security and safety on

the Internet. As a result of our rapidly globalizing society, Rousseau's contract which was meant for the individual and the sovereign state might now apply to the individual Internet user in the online world.

Examples of hate crimes happening online and the appropriate way to deal with such crimes were examined as well. More and more instances of 'cyber-bullying' are arising on social media sites, as young people see themselves often as having autonomous identities in cyber-space. Should they have the right to be invisible in this space? Who should be held responsible when a child uses a social media platform to cause emotional harm to a classmate? The social media platform, the parent's of the child or nobody at all? This debate had no easy answer aside from that education was absolutely essential. Internet users of all ages need to be trained on the risks of going online, on the basic human responsibilities and on the fact that the same un-written rules of how we should treat one another offline should also apply online .

The inclusion of developing countries in the debate was stressed throughout the session. Oftentimes in this new policy domain laws or regulations established in more developed countries or regions can affect other countries. Developing countries need appropriate autonomy to be able to formulate policies that are unique to their social and economic development paths and national or regional cultures. Developing countries now also have the most to gain in their policy formulations as they are sometimes starting from scratch, meaning that these policies can assure access and openness to the Internet, to best harness the potential for entrepreneurship and to give their people empowering rights and freedoms that the Internet can provide.

A conclusion that did emerge was that the inclusion of youth in formulating policies on all Internet governance issues was absolutely essential. Young people represent the future and are already the most tech savvy generation in most countries. This trend will only continue to increase and hearing their voices and following their lead is certainly the optimal path for us all, using the multi-stakeholder model, to ensure our respective security and privacy while also maintaining and growing an open Internet available to all.

Taking Stock and the Way Forward

The 'Taking Stock and the Way Forward' session reflected on the experiences of the participants at the IGF 2012 and allowed the stakeholders to discuss their observations and conclusions stemming from the workshops and main sessions that took place during the week. Delegates also shared lessons learned in Baku that could be used to improve the forum in the years to come. It was generally agreed that the IGF 2012 meeting in Baku had been a significant success and step forward for the IGF.

The Azeri government was praised for organizing and hosting the well attended and substantively active four day meeting. In particular, participants discussed the Forum's contribution to the development agenda, as it was core to the

meeting's theme. The forum was also lauded for its contribution towards broader enhanced cooperation efforts amongst the various multi-stakeholder Internet governance policy-making fora.

Speakers from all stakeholder groups recommended that the IGF should be used to advance the work done over the past year in other fora to advance discussions on enhanced cooperation. These recommendations echoed similar calls for the IGF to take up discussion of enhanced cooperation made by a number of speakers during the opening session of the 7th IGF four days earlier.

There were many useful suggestions from participants as to how the forum could be improved. It was noted that while the participation of youth had increased, there was still much work to be done in including more youth, as active participants with speaking and teaching roles and in planning the IGF itself. The IGF exists to help shape policies for the generations to come and thus youth should be at the heart of the discussions.

The pending recommendations of the CSTD working group on improvements to the IGF were also brought up as another point of guidance for improving and planning future meetings. Integrating the discussions of the national and regional IGF initiatives into the annual meetings should also be priority, as a mean to capture the activity of the broader IGF community that takes place between the annual global gatherings.

The first part of the session looked back at the other main sessions that had taken place throughout the week. Rapporteurs reported back on the main themes that emerged from each of the sessions and informed delegates and remote participants on these themes and new questions that had been brought up as a result of the respective discussions and debates. This exercise is crucial in ensuring that the substantive debates that take place each year at the annual IGF continue to evolve and build on each other, keeping up with the rapid expansion of the Internet and the new challenges that are coming up as a result of this.

The rise of social media activity amongst the IGF community was highlighted as being a significant achievement and step forward. In this regard a short presentation was made on the activity of the 'IGF cloud', as analysis of what was said on social networks such as Twitter and Facebook can reveal a lot about the thoughts and ideas of participants, especially those contributing remotely. It was noted that ideas shared on social networks are often more revealing and personal than those that are shared in actual session halls and workshop rooms and thus are important to explore.

There were more than 3,000 tweets about the forum's activity during the week that reached approximately 2.8 million people online. It is clear that the social network activity significantly increases the information sharing reach of the IGF and contributes to capacity building and partnership building outside of the annual meetings. The report of the cloud activity is available online at igf2012.diplomacy.edu.

The second segment of the session discussed recent initiatives by various government and non-government actors to set principles and new frameworks and the both positive and negative implications that such initiatives might have. Delegates also questioned what role the IGF should have in formulating such new principles and frameworks in the Internet governance policy-making sphere. Delegates counted more than 25 different sets of principles that exist in some form or another, as proposals or drafts, some coming from groups of states, others unilaterally. Some are proposed by organizations like the OECD or Council of Europe, some represent government-led initiatives such as Brazil's multi-stakeholder developed Internet Bill of Rights, and others are developed by civil society organizations.

Delegates debated how the Internet governance community should move forward with all of the various principles and if the IGF should also try to develop its own set of principles. It was noted that regardless of what next steps are taken in formulating or building new principles and frameworks, they should be grounded and built using the multi-stakeholder model. The IGF is the ideal setting for comparing and contrasting such principles, to see where there is consensus amongst the various groups but also where there is divergence. Where there is clear divergence, the IGF can be used to bring all stakeholders to the table to rationally discuss differences and debate possible compromise.

Though it was mostly agreed that the IGF should continue its role as a non-binding discussion platform, it was emphasized that the discussions and the trending topics of the annual meeting should be documented and disseminated into other Internet governance foras in a more effective way.

The third and final part of this session examined the way forward for the IGF. Specifically, delegates examined the role of the global Internet community in the IGF, how the IGF should evolve, and the impact of upcoming UN ECOSOC and General Assembly meetings on the Internet governance landscape and on the IGF. Funding of the IGF was discussed at length and all agreed that funding must be increased to ensure the forum's sustainability and relevance. Traditional funding must be maintained and new sources must be sought out. In-kind contributions must also increase and innovative new sources of funding should be explored.

Much momentum was gained and it was agreed that all members of the IGF community should continue and even increase their efforts towards growing and enhancing the IGF between the actual annual meetings. Capacity building, knowledge sharing, outreach and awareness and other activities need to continue to take place throughout the year and stakeholders should work closely together with the MAG and Secretariat to play their part.

Closing Session

A diverse group of speakers representing the multi-stakeholder IGF community addressed the delegates on the afternoon of the last day of the forum to wrap up the 2012 meeting. The session allowed for a collective reflection by all

participants on some of the key themes that had emerged from the main sessions and workshops and allowed the IGF community to look ahead to the next cycle of important work to ensure that the IGF continues to improve.

The speakers noted in particular that the IGF had successfully evolved and progressed from previous years. The IGF community was lauded for many of the forward-looking sessions that had been organized throughout the week. This magnifies the uniqueness of the IGF, as it is able to evolve to keep up with the fast pace of emerging policy debates stemming from the rapid growth of the Internet. It is clear that the IGF is delivering in the larger enhanced cooperation efforts of the global multi-stakeholder Internet governance community and is well positioned to continue doing so moving forward.

Representatives of the host country were both pleased and honored to have hosted the 7th IGF. The forum had raised public awareness of the importance and growth of the Internet in the country and surrounding region. Azerbaijan is in the midst of a significant economic transformation and ICTs and Internet connectivity are the tools that are aiding its development into a knowledge-based and innovative society. Businesses across the country are booming as a result of the growth of the Internet in Azerbaijan and the commitment on behalf of the government to enable access to the global online world. The youth of Azerbaijan are benefitting in particular from Internet technologies and significant government spending on initiatives supporting youth and ICT. Integrating ICTs into education at all levels and enabling young people to become innovative entrepreneurs is a top priority of the government.

Many speakers made reference to other upcoming international high-level gatherings where Internet governance policy issues will be discussed and existing frameworks and regulatory measures will be reviewed. It was said that the multi-stakeholder model must be maintained at these various fora and that the Internet governance community must be cautious and comprehensive in considering any alterations to current governance and policy models that have allowed the Internet to bring so much positive social and economic development in recent years.

A strong call was made by the civil society representative for the IGF to continue to be a forum that promotes human rights and fundamental freedoms on the Internet. Users must feel safe on the Internet regardless of where they live and should enjoy online the same freedoms as they do offline. This will certainly be a controversial and increasingly important policy debate in 2013 and beyond and the voice of civil society must be heard on an equal footing at all of the various international Internet governance fora where these issues will be debated and discussed.

Representatives of the Internet and business communities emphasized the importance of the multi-stakeholder, bottom-up Internet governance model championed by the IGF to ensure that the Internet fairly advances social and economic development around the world. The Internet is a hugely powerful economic force and has a direct positive impact on job creation, trade, and

market competition, both for small and large enterprises, and for mature and developing economies. In shaping policy, attention must be given to advocating fair market entry and investments, promoting innovation and eliminating economic barriers for companies looking to invest in new markets from the developing world. Thus, the IGF must emphasize in the years ahead the increased participation of new stakeholders from the developing world.

Finally, the Government of Indonesia expressed its intentions and willingness to host the 8th IGF in 2013. This statement was met with enthusiasm and positive expectations by the delegates in Baku.

ANNEX 1

List of Speakers

Internet Governance Forum Baku, Azerbaijan, 6 – 9 November 2012

1. Opening Ceremony

Mr. Wu Hongbo, Under Secretary General, Department of Economic and Social Affairs (UNDESA)

Mr. Hamadoun Touré, Secretary-General, International Telecommunications Union (ITU)

Deputy Prime Minister Mr. Abid Sharifov, Government of Azerbaijan

2. Opening Session

Mr. Ali M. Abbasov, Minister of Communications and Information Technologies, Republic of Azerbaijan

Ms. Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Mr. Carlos Afonso, Executive Director, Núcleo de Pesquisas, Estudos e Formação (NUPEF)

Mr. Denis Sverdlov, Deputy Minister, Telecom and Mass Communications, Russian Federation

Mr. Eiichi Tanaka, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications (MIC), Japan

Mr. Andreas Reichhardt, Vice-Minister, Federal Ministry for Transport, Innovation and Technology, Austria

Mr. Lawrence E. Strickling, Assistant Secretary for Communications and Information, National Telecommunications and Information Administration (NTIA), U.S. Department of Commerce, United States of America

Ms. Lynn St. Amour, President and CEO, Internet Society (ISOC)

Mr. Janis Karklins, Assistant Director-General for Communication and Information, UNESCO

Mr. Jean-Guy Carrier, Secretary General, International Chamber of Commerce (ICC)

Mr. Eligijus Masiulis, Minister of Transport and Communications, Republic of Lithuania

Ms. Zsuzsanna Nemeth, Minister of National Development, Hungary

Mr. Genc Pollo, Minister for Innovation, Information and Communication Technology, Republic of Albania

Mr. Alan Marcus, Senior Director, Head of IT& Telecommunication Industries, World Economic Forum (WEF)

Mr. Amirzai Sangin, Minister of Communication and Information Technology, Islamic Republic of Afghanistan

Mr. Edward Vaizey, Minister for Culture, Communications and Creative Industries, United Kingdom

Mr. Hany Mahmoud, Minister of Communications and Information Technology, Arab Republic of Egypt

Mr. Žiga Turk, Minister for Education, Science, Culture and Sport, Republic of Slovenia

Ms. Amelia Andersdotter, Member of the European Parliament (MEP)

Mr. Vinton Cerf, Vice President and Chief Internet Evangelist, Google

Mr. Kapil Sibal, Minister of Communications and Information Technology, Republic of India

Mr. Fadi Chehadé, President and CEO, Internet Corporation for Assigned Names and Number (ICANN)

3. Emerging Issues Main Session

Chair

Ambassador Philip Verveer, Deputy Assistant Secretary of State, Department of State, United States of America

Moderators:

Mr. Thomas Spiller, Vice President, Global Public Policy, Europe, Middle East and Africa, The Walt Disney Company

Ms. Ana Neves, Director of the Information Society Department at the Science and Technology Foundation, Ministry of Education and Science in Portugal

Mr. Izumi Aizu, Senior Research Fellow and Professor, Institute for Info Socionomics, Tama University, Tokyo

Panelists:

Ms. Sabine Verheyen, Member of European Parliament, Germany

Mr. Ko Fujii, Google Japan

Mr. Valens Riadi, AirPuthi Foundation/APJII, Indonesia

Mr. Patrick Ryan, Policy Counsel, Google

Mr. Giacomo Mazzone, Head of Institutional Relations and Members Relations, European Broadcasting Union

Mr. Toru Nakaya, Director-General, Institute for Information and Communications Policy, Ministry of Internal Affairs and Communications, Japan

Remote moderator:

Ms. Valeria Betancourt, Association of Progressive Communications

4. Managing Critical Internet Resources Main Session

Chair

Mr. Elchin Aliyev, President, Sinam Company, Azerbaijan

Moderators:

Mr. William J. Drake, International Fellow and Lecturer, Media Change & Innovation Division, The Institute of Mass Communication and Media Research, the University of Zurich

Mr. Chris Disspain, Chief Executive Officer of .au Domain Administration Ltd (auDA), Australia

Panelists:

Ms. Fiona Alexander, Associate Administrator (Head of Office), International Affairs, National Telecommunications and Information Administration (NTIA), U.S. Department of Commerce, United States of America

Ambassador Benedicto Fonseca, Brazil

Ms. Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Mr. Luigi Gambardella, Chairman Executive Board, European Telecommunications Network Operators

Mr. David Gross, Partner at Wiley Rein, Chair of USCIB ICT Committee

Mr. Geoff Huston, Chief Scientist, Asia Pacific Network Information Centre (APNIC)

Mr. Pedro Veiga, Professor of Computer Networks at University of Lisbon, and President of the Portuguese Foundation for National Scientific Computation

Ms. Anriette Esterhuysen, Executive Director, Association for Progressive Communications

Mr. Milton Mueller, Professor, Syracuse University School of Information Studies, and Partner, the Internet Governance Project, U.S.A.

Remote Moderator:

Ms. Cathy Handley, North American Internet Registry (ARIN)

5. Internet Governance for Development (IG4D) Main Session

Chair:

Mr. Ismayil Alekberov, Ministry of Foreign Affairs, Azerbaijan

Moderators:

Ms. Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Mr. Carlton Samuels, Vice-Chair of the At-Large Advisory Committee (ALAC), ICANN

Panelists:

Mr. Brian Cute, CEO, Public Interest Registry (PIR)

Ms. Erika Mann, Director Public Policy, Facebook

Ms. Carolina Aguerre, General Manager, LACTLD

Mr. Philipp Grabensee, Chairman of the Board, Afiliias

Mr. Rohan Samarajiva, founding Chair and CEO of LIRNEasia

Mr. Toru Nakaya, Director-General, Institute for Information and Communications Policy, Ministry of Internal Affairs and Communications, Japan

Mr. David Souter, International Institute for Sustainable Development (IISD)

Remote Moderators: Mr. Fouad Bajwa and Ms. Sylvia Cadena

6. Access and Diversity

Chair

Ms. Gulsel Safarova, Chairwoman, Organization of Integration of Azerbaijani Youth to Europe (AGAT), Azerbaijan

Moderators

Ms. Ory Okolloh, Manager, Policy and Government Relations, Google Africa

Ms. Karen Rose, Senior Director of Strategic Development and Business Planning, Internet Society

Panelists

Mr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya

Mr. Tarek Kamel, Senior Advisor to the President of ICANN and former Minister of ICT, Egypt

Mr. Janis Karklins, Assistant Director-General for Communication and Information, UNESCO

Ms. Jac sm Kee, Malaysia, Women's Rights Advocacy Coordinator, Women's Networking Support Programme, Association for Progressive Communications

Mr. Peter Major, Co-ordinator, Dynamic Coalition on Accessibility and Disability

Mr. Cecil McCain, Director of Post and Telecommunications of Jamaica

Ms. Jacquelynn Ruff, Vice President, International Public Policy and Regulatory Affairs, Verizon Communications

Lead discussant

Mr. Satish Babu, Director, International Centre for Free and Open Source Software (ICFOSS), India

Remote lead discussants

Ms. Sheba Mohamid, Policy Analyst, Trinidad and Tobago

Mr. Ermanno Pietrosemoli, Telecommunications/ICT for Development Laboratory (T/ICT4D), Abdus Salam International Centre for Theoretical Physics

Remote moderators

Ms. Raquel Gatto, Member of the IGF Remote Participation Working Group, Director at Internet Society Brazil Chapter

Ms. Claudia Selli, Director European Affairs, AT&T

7. Security, Openness and Privacy

Chair

Mr. Bakhtiyar Mammadov, Ministry of Communications and IT, Azerbaijan

Moderator

Mr. Jonathan Charles, Foreign Correspondent, BBC

Panelists

Mr. Zahid Jamil, Senior Partner Jamil & Jamil, Barristers-at-law, Pakistan

Mr. Jonathan Zuck, President, Association for Competitive Technology (ACT)

Ms. Eleonora Rabinovich, Director, Freedom of Expression program at the Association for Civil Rights (Asociación por los Derechos Civiles /ADC), Argentina

Mr. Christopher Painter, Coordinator for Cyber Issues, US Department of State

Ms. Marietje Schaake, Member of the European Parliament and the Parliament's Rapporteur for Digital Freedom Strategy

Mr. Sherif Hashem, Senior Cybersecurity Advisor to the Minister of Communication and Information Technology, Egypt

Mr. Carlton Samuels. Academia and Civil Society. Vice-Chair of the At-Large Advisory Committee (ALAC), ICANN

Ms. Kirsty Hughes, CEO, Index on Censorship

Remote moderator

Mr. Milan Vuckovic, Analyst Wireless Policy, Verizon Communications

8. Taking Stock and the Way Forward

Chair

Mr. Yashar Hajiyev, Professor, Azerbaijan Technical University, Founder and Director of the Information Policy Analytical Center in Azerbaijan

Introduction

Ms. Constance Bommelaer, Director Public Policy, Internet Society

Moderators – Part 1:

Mr. Bertrand de La Chappelle, Director, Internet & Jurisdiction Project, International Diplomatic Academy

Mr. Qusai Al Shatti, Deputy Chairman, Kuwait Information Technology Society

Speakers – Part 1:

Mr. Vladimir Radunovic, DiploFoundation

Main Sessions moderators /rapporteurs: Emerging Issues, Ms. Jeanette Hofmann; Access and Diversity, Ms. Karen Rose; Security, Openness and Privacy, Mr. Alejandro Pisanti; Critical Internet Resources, Mr. William Drake

Moderators – Part 2:

Ms. Nermine El-Saadany, Director International Relations Division, Ministry of Communications and Information Technology (MCIT), Arab Republic of Egypt; Senior Coordinator, Egyptian Internet Governance Task Force

Mr. Anne Carblanc, Special Counsellor, Directorate for Science Technology and Industry, Organisation for Economic Co-operation and Development (OECD)

Speakers – Part 2:

Mr. Wolfgang Kleinwaechter, University of Aarhus

Mr. Guy Berger, Director for Freedom of Expression and Media Development, UNESCO

Ms. Elvana Thaci, Council of Europe

Moderators of feeder workshops:

Mr. Izumi Aizu, Senior Research Fellow and Professor, Institute for Info Socionomics, Tama University, Tokyo

Mr. Carlos Affonso Pereira de Souza, Vice-Coordenador, Centro de Tecnologia e Sociedade (CTS/FGV)

Moderators – Part 3:

Ms. Avri Doria, Vice President, Policy and Governance, dotgay LLC (Civil Society)

Mr. Vint Cerf, Vice President and Chief Internet Evangelist, Google

9. Closing Ceremony

Ms. Haiyan Qian, Director, Division for Public Administration and Development Management, United Nations Department of Economic and Social Affairs (UNDESA)

Mr. Elmir Valizada, Deputy Minister of Communications and Information Technologies, Republic of Azerbaijan

Mr. Farid Ismayilzada, Founder and CEO, "GoldenPay", Azerbaijan

Mr. Jeff Brueggeman, Vice President-Public Policy & Deputy Chief Privacy Officer, AT&T

Ms. Gulsel Safarova, Chairwoman, Organization of Integration of Azerbaijani Youth to Europe (AGAT), Azerbaijan

Ms. Valentina Pellizzer, Oneworld - Platform for South East Europe, OWPSEE

Mr. Fariz Ismayilzade, Vice-Rector, Azerbaijan Diplomatic Academy

Mr. Paul Wilson, Director General, Asia Pacific Network Information Centre (APNIC)

Mr. Djoko Agung Harijadi, Secretary of Director General of ICT Application, Ministry of Communication and Information Technology, Indonesia