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**Final Report of the Resumed Sessions of the
Third Meeting of the Preparatory Committee**

WORLD SUMMIT ON THE INFORMATION SOCIETY

Geneva, 10-14 November, 5-6 and 9 December 2003

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I ORGANIZATION

A Opening and duration of the Resumed Sessions of PrepCom-3

1 The Preparatory Committee for the World Summit on the Information Society held its third session (PrepCom-3) from 15 to 26 September 2003 in Geneva¹. PrepCom-3 reconvened in Geneva from 10 to 14 November, from 5 to 6 December and on 9 December 2003. At the resumed sessions, the Committee held 11 Plenary Meetings, 15 Subcommittee 2 meetings and 7 meetings of the Working Group on the Draft Declaration of Principles and the Draft Plan of Action.

B Agenda of the Plenary Meetings of the Resumed Sessions

2 The Preparatory Committee adopted the agendas of the fifth (WSIS/PC-3/ADM/9), sixth and seventh (WSIS/PC-3/ADM/12), as well as of the eight and subsequent Plenary meetings (WSIS/PC-3/ADM/19). The draft agendas of the Plenary meetings of PrepCom-3 have been published at http://www.itu.int/wsis/documents/listing-all-pc.asp?lang=en&c_event=pc13.

C Organization of work

3 On 10 November 2003, the Secretary of the Plenary meeting reminded the participants that the agenda of PrepCom-3 had been adopted at the September meeting and that the resumed session was to focus primarily on items 9 to 13 of said agenda. He also informed participants about the Draft Time Management Plan (Document WSIS/PC-3/ADM/10), which provided for evening sessions throughout the first four days of the meeting.

4 On 14 November 2003 the Sixth Plenary decided to suspend the session and to reconvene it at a high level on 5 and 6 December 2003 to complete the negotiations and to finalise the Draft Declaration of Principles and Draft Plan of Action, as well as to entrust Switzerland, host country of the first phase of the WSIS, in the interim period, to facilitate agreement on all outstanding issues.

5 On 5 December 2003, the resumed session adopted the Draft Time Management Plan (Document WSIS/PC-3/ADM/18), after having introduced some modifications, as the replacement of the Ninth, Tenth and Eleventh Plenary meeting by meetings of the Working Group, under the chairmanship of the Secretary of State Marc Furrer (Switzerland) on the Draft Declaration of Principles and Draft Plan of Action, which would hold night sessions if necessary.

6 On 6 December 2003, the Plenary took note about the outstanding issues in the basic documents of the Summit and decided to suspend again the session of PrepCom-3 in order to give some more time to the Working Group on the Draft Declaration of Principles and Draft Plan of Action to finalize its work. It was decided to reconvene PrepCom-3 on 9 December 2003.

7 On 9 December 2003, after a short Opening Plenary chaired by the President of the Preparatory Committee, the Working Group continued its work of negotiations concluding it,

¹ For the report, see document WSIS/PC-3/DOC/0012

around 1 pm, with a consensus on all outstanding issues. The Closing Plenary adopted the final draft basic documents to be submitted to the first phase of the Summit for adoption.

D Report of the President of the Preparatory Committee

8 On 10 November 2003, the President of the Preparatory Committee presented a report on the activities he undertook since the suspension of PrepCom-3 in September, at which time he was entrusted with the task of supervising informal consultations on the basic documents of the Summit. The purpose of said consultations was to prepare a non-paper on the Declaration to possibly be considered at the resumed session in November in order to facilitate the negotiations. The President reported to the participants that he had put in place a mechanism of informal consultation with open meetings on 20, 30 and 31 October 2003, held under the chairmanship of Ambassador Asko Numminen (Finland), with a view to identifying the main contentious points in the Declaration of Principles and determining the best approach to ensure consensus would be reached. The consultations with some 80 governmental delegations resulted in a non-paper that consolidated their views expressed in a balanced and impartial way.

9 Upon the presentation of the report, the resumed session of PrepCom-3 accepted on 10 November 2003 the proposal made by the President of the Preparatory Committee that the decision made at the Fourth Plenary Meeting be reconsidered and that the non-paper be adopted as the basis of the negotiations, so as to make the most of the efforts made by the delegations directly involved in the consultation process.

10 The President reported also that he had asked the civil society and the private sector for comments to the non-paper. The comments of the CCBI and the Civil Society Bureau have been published on the WSIS website in all six official working languages of the PrepCom in order to be taken into consideration as much as possible in the negotiation process.

E Attendance

11 In accordance with paragraph 2 of General Assembly resolution 56/183 and rule 1 of the Rules of Procedure of the Preparatory Committee, the resumed sessions of the third meeting of the Preparatory Committee for the World Summit on the Information Society was open to the full participation of all States that were members of the United Nations or any of its specialized agencies.

12 The following 134 States were represented: Albania, Algeria, Argentina, Armenia, Australia, Austria, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burkina Faso, Cameroon, Canada, Chile, China, Comoros, Costa Rica, Côte d'Ivoire, Croatia, Cuba, Cyprus, Czech Republic, Democratic People's Republic of Korea, Democratic Republic of Congo, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Fiji, Finland, Former Yugoslav Republic of Macedonia, France, Gabonese Republic, Gambia, Germany, Ghana, Greece, Guatemala, Guinea, Honduras, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Latvia, Libya, Liechtenstein, Lithuania, Madagascar, Malawi, Malaysia, Mali, Malta, Mauritania, Mauritius, Mexico, Moldova, Monaco, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, New Zealand, Nicaragua, Nigeria, Norway, Oman, Pakistan, Paraguay, Peru,

Philippines, Poland, Portugal, Qatar, Romania, Russian Federation, Rwandese Republic, Saudi Arabia, Senegal, Serbia and Montenegro, Slovak Republic, Slovenia, South Africa, Spain, Sudan, Swaziland, Sweden, Switzerland, Syrian Arab Republic, Tanzania, Thailand, Trinidad and Tobago, Tunisia, Turkey, Ukraine, United Arab Emirates, United Kingdom of Great Britain and Northern Ireland, United States of America, Uruguay, Uzbekistan, Vatican, Venezuela, Viet Nam, Yemen, Zambia and Zimbabwe.

13 The European Community was represented, as it is stipulated in the Rules of Procedure of the Preparatory Committee.

14 The following United Nations bodies were represented: United Nations; Joint United Nations Programme on HIV/AIDS (UNAIDS); United Nations Conference on Trade and Development (UNCTAD); Economic Commission for Africa (UNECA); Economic Commission for Europe (UNECE); Economic Commission for Latin America and the Caribbean (UNECLAC); Economic and Social Commission for Asia and the Pacific (UNESCAP); United Nations Population Fund (UNFPA); United Nations Human Settlements Programme (UN-HABITAT); United Nations Institute for Training and Research (UNITAR); the United Nations Non-Governmental Liaison Service (UNNGLS); and United Nations Office at Geneva (UNOG).

15 The following specialized agencies of the United Nations and related organizations were represented: Universal Postal Union (UPU), The World Bank, and the World Intellectual Property Organization (WIPO).

16 The following invited intergovernmental organizations were represented: African, Caribbean and Pacific Group of States (ACP); African Union (AU); The European Organization for Nuclear Research (CERN); Inter-American Development Bank (IADB); International Committee of the Red Cross (ICRC); International Telecommunication Satellite Organization (ITSO); Inter-Parliamentary Union (IPU); League of Arab States (LAS); Organisation internationale de la Francophonie (OIF); Organization of the Islamic Conference (OIC); and the Sovereign Military Order of Malta.

17 Several non-governmental organizations and business sector entities, including ITU Sector Members, participated.

F Documentation

18 The resumed sessions of the Third Meeting of the Preparatory Committee had before it the following official, administrative and working documents:

- Draft Declaration of Principles (WSIS/PC-3/DT/1(Rev.2B));
- Draft Declaration of Principles (WSIS/PC/DT/6(Rev.1), WSIS/PC/DT/6(Rev.3));
- Draft Plan of Action (WSIS/PC-3/DOC/10(Rev.1) (Add.2));
- Draft Plan of Action (WSIS/PC-3/DT/5(Rev.1), (WSIS/PC-3/DT/5(Rev.3));
- Non-Paper of the President of the WSIS PrepCom on the Declaration of Principles ;
- Draft interim report of the Third Meeting of the Preparatory Committee (WSIS/PC-3/DOC/12);
- Information for Participants for PrepCom-3 Resumed Session (WSIS/PC-3/ADM/8);
- Information for Participants for PrepCom-3 Resumed Session II (WSIS/PC-3/ADM/17)
- Draft Agenda of the Fifth Plenary meeting (WSIS/PC-3/ADM/9);

- Draft Agenda of the Sixth and Seventh Plenary (WSIS/PC-3/ADM/12);
- Draft Agenda of the Eighth and subsequent Plenary meetings (WSIS/PC-3/ADM/19);
- Draft time management plan (WSIS/PC-3/ADM/10);
- Draft time management plan (WSIS/PC-3/ADM/18);
- List of participants (WSIS/PC-3/ADM/11)

These documents can be found on the WSIS website at: http://www.itu.int/wsis/documents/listing-all-pc.asp?lang=en&c_event=pc3 .

II DRAFT DECLARATION OF PRINCIPLES, DRAFT PLAN OF ACTION AND REPORT OF SUBCOMMITTEE 2 AND OF THE WORKING GROUP

19 Subcommittee 2, under the chairmanship of Ambassador Asko Numminen (Finland) met 15 times during the resumed session from 10 to 14 November 2003. Following a decision taken in the opening Plenary, it took as the basis for the negotiations the non-paper of the President of the Preparatory Committee on the Draft Declaration of Principles and the Draft Plan of Action. In order to progress work on the two basic documents, ad hoc groups were set up on specific topics under the guidance of different countries.

20 As established at PrepCom-3, observers were allowed to attend the discussions in the Plenary and Subcommittee 2 and were able to make brief statements at the invitation of the Chairperson.

21 At its Sixth Plenary meeting on 14 November 2003, the Preparatory Committee heard the report of the Chair of Subcommittee-2, considered the revised version of the Draft Declaration of Principles (WSIS/PC-3/DT/6) and the revised version of the Draft Plan of Action (WSIS/PC-3/DT/5(Rev.1)) and took note that on some substantial issues, like human rights, Internet governance, role of the media, network security and financing, the consensus on a common text was still outstanding. It decided therefore to continue the negotiation work on these issues at the reconvened session in December and to entrust Switzerland, in the interim period, with the task of supervising informal consultations on all outstanding issues in order to facilitate agreement

22 On 5 December 2003, the President of PrepCom requested Secretary of State Marc Furrer (Switzerland), to present a report on the activities his country had undertaken, as facilitator, since the suspension of PrepCom 3 in November. Mr. Furrer provided a summary of the informal consultations he and the members of his facilitation team had carried out in several open ended meetings and presented two documents entitled "Non-paper of the facilitation team on the Draft Declaration of Principles" and "Non-paper of the facilitation team on the Draft Plan of Action", containing consensual text for all outstanding issues.

23 On the basis of a proposal of the PrepCom Bureau, the Plenary decided then to create a Working Group, chaired by the Secretary of State of Switzerland, with the mandate to resolve all outstanding issues in the Draft Declaration of Principles and the Draft Plan of Action, not to re-open the paragraphs on which consensus had been achieved, and to take as basis for negotiations, for the texts still in brackets, the proposals presented in the non-papers of the facilitation team. It was also decided that observers were invited to provide their comments at the end of the opening plenary session, but that they were not allowed to participate at the formal negotiation process of the Working Group.

24 On 6 December 2003, the Plenary decided to suspend again the session of PrepCom-3 in order to give some more time to the Working Group on the Draft Declaration on Principles and Draft Plan of Action and to reconvene the session on 9 December 2003.

25 At the Closing Plenary meeting on 9 December 2003, the Preparatory Committee adopted the final version of the Draft Declaration of Principles (WSIS/PC-3/DT/6(Rev.3))² and of the Draft of the Plan of Action (WSIS/PC-3/DT/5(Rev.3))³ and decided to submit it to the first phase of the Summit for adoption.

III ARRANGEMENTS FOR THE TUNIS PHASE OF THE SUMMIT

26 At the Sixth Plenary meeting on 14 November 2003 the participants took note of the report of Tunisia, Chair of the Working Group on the arrangements for the Tunis phase of the Summit, created at the Fifth Plenary meeting. The European Union read out a proposal of decision concerning this issue⁴, which was supported by Tunisia and Switzerland. The Plenary decided to adopt this proposal and to submit it to the first phase of the Summit for adoption.

IV ADOPTION OF THE REPORT OF THE RESUMED SESSIONS OF THE THIRD MEETING OF THE PREPARATORY COMMITTEE

27 The Report of the Resumed Sessions of the Third Meeting of the Preparatory Committee was adopted during the Closing Plenary Meeting on 9 December 2003. The Rapporteur was entrusted with the task of finalizing the Report, with the assistance of the Executive Secretariat.

V ANNEXES

Annex 1: Draft Declaration of Principles (WSIS/PC-3/DT/6(Rev.3))

Annex 2: Draft Plan of Action (WSIS/PC-3/DT/5(Rev.3))

Annex 3: Arrangements for the Tunis phase of the Summit (WSIS-03/GENEVA/DOC/8)

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² Annex 1

³ Annex 2

⁴ Annex 3

ANNEX 1

Draft Declaration of Principles

Building the Information Society: a global challenge in the new Millennium

A. Our Common Vision of the Information Society

1. We, the representatives of the peoples of the world, assembled in Geneva from 10-12 December 2003 for the first phase of the World Summit on the Information Society, declare our common desire and commitment to build a people-centred, inclusive and development-oriented Information Society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and peoples to achieve their full potential in promoting their sustainable development and improving their quality of life, premised on the purposes and principles of the Charter of the United Nations and respecting fully and upholding the Universal Declaration of Human Rights.

2. Our challenge is to harness the potential of information and communication technology to promote the development goals of the Millennium Declaration, namely the eradication of extreme poverty and hunger; achievement of universal primary education; promotion of gender equality and empowerment of women; reduction of child mortality; improvement of maternal health; to combat HIV/AIDS, malaria and other diseases; ensuring environmental sustainability; and development of global partnerships for development for the attainment of a more peaceful, just and prosperous world. We also reiterate our commitment to the achievement of sustainable development and agreed development goals, as contained in the Johannesburg Declaration and Plan of Implementation and the Monterrey Consensus, and other outcomes of relevant UN Summits.

3. We reaffirm the universality, indivisibility, interdependence and interrelation of all human rights and fundamental freedoms, including the right to development, as enshrined in the Vienna Declaration. We also reaffirm that democracy, sustainable development, and respect for human rights and fundamental freedoms as well as good governance at all levels are interdependent and mutually reinforcing. We further resolve to strengthen respect for the rule of law in international as in national affairs.

4. We reaffirm, as an essential foundation of the Information Society, and as outlined in Article 19 of the Universal Declaration of Human Rights, that everyone has the right to freedom of opinion and expression; that this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. Communication is a fundamental social process, a basic human need and the foundation of all social organization. It is central to the Information Society. Everyone, everywhere should have the opportunity to participate and no one should be excluded from the benefits the Information Society offers.

5. We further reaffirm our commitment to the provisions of Article 29 of the Universal Declaration of Human Rights, that everyone has duties to the community in which alone the free and full development of their personality is possible, and that, in the exercise of their rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the

purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society. These rights and freedoms may in no case be exercised contrary to the purposes and principles of the United Nations. In this way, we shall promote an Information Society where human dignity is respected.

6. In keeping with the spirit of this declaration, **we rededicate ourselves** to upholding the principle of the sovereign equality of all States.

7. **We recognize that science** has a central role in the development of the Information Society. Many of the building blocks of the Information Society are the result of scientific and technical advances made possible by the sharing of research results.

8. **We recognize** that education, knowledge, information and communication are at the core of human progress, endeavour and well-being. Further, Information and Communication Technologies (ICTs) have an immense impact on virtually all aspects of our lives. The rapid progress of these technologies opens completely new opportunities to attain higher levels of development. The capacity of these technologies to reduce many traditional obstacles, especially those of time and distance, for the first time in history makes it possible to use the potential of these technologies for the benefit of millions of people in all corners of the world.

9. **We are aware** that ICTs should be regarded as tools and not as an end in themselves. Under favourable conditions, these technologies can be a powerful instrument, increasing productivity, generating economic growth, job creation and employability and improving the quality of life of all. They can also promote dialogue among people, nations and civilizations.

10. **We are also fully aware** that the benefits of the information technology revolution are today unevenly distributed between the developed and developing countries and within societies. We are fully committed to turning this digital divide into a digital opportunity for all, particularly for those who risk being left behind and being further marginalized.

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

12. **We affirm** that development of ICTs provides enormous opportunities for women, who should be an integral part of, and key actors, in the Information Society. We are committed to ensuring that the Information Society enables women's empowerment and their full participation on the basis on equality in all spheres of society and in all decision-making processes. To this end, we should mainstream a gender equality perspective and use ICTs as a tool to that end.

13. In building the Information Society, **we shall pay particular attention** to the special needs of marginalized and vulnerable groups of society, including migrants, internally displaced persons and refugees, unemployed and under-privileged people, minorities and nomadic people. We shall also recognize the special needs of older persons and persons with disabilities.

14. We are resolute to empower the poor, particularly those living in remote, rural and marginalized urban areas, to access information and to use ICTs as a tool to support their efforts to lift themselves out of poverty.

15. In the evolution of the Information Society, particular attention must be given to the special situation of indigenous peoples, as well as to the preservation of their heritage and their cultural legacy.

16. We continue to pay special attention to the particular needs of people of developing countries, countries with economies in transition, Least Developed Countries, Small Island Developing States, Landlocked Developing Countries, Highly Indebted Poor Countries, countries and territories under occupation, countries recovering from conflict and countries and regions with special needs as well as to conditions that pose severe threats to development, such as natural disasters.

17. We recognize that building an inclusive Information Society requires new forms of solidarity, partnership and cooperation among governments and other stakeholders, i.e. the private sector, civil society and international organizations. Realizing that the ambitious goal of this Declaration—bridging the digital divide and ensuring harmonious, fair and equitable development for all—will require strong commitment by all stakeholders, we call for digital solidarity, both at national and international levels.

18. Nothing in this declaration shall be construed as impairing, contradicting, restricting or derogating from the provisions of the Charter of the United Nations and the Universal Declaration of Human Rights, any other international instrument or national laws adopted in furtherance of these instruments.

B. An information Society for all: key principles

19. We are resolute in our quest to ensure that everyone can benefit from the opportunities that ICTs can offer. We agree that to meet these challenges, all stakeholders should work together to: improve access to information and communication infrastructure and technologies as well as to information and knowledge; build capacity; increase confidence and security in the use of ICTs; create an enabling environment at all levels; develop and widen ICT applications; foster and respect cultural diversity; recognize the role of the media; address the ethical dimensions of the Information Society; and encourage international and regional cooperation. We agree that these are the key principles for building an inclusive Information Society.

1) The role of governments and all stakeholders in the promotion of ICTs for development

20. Governments, as well as private sector, civil society and the United Nations and other international organizations have an important role and responsibility in the development of the Information Society and, as appropriate, in decision-making processes. Building a people-centred Information Society is a joint effort which requires cooperation and partnership among all stakeholders.

2) Information and communication infrastructure: an essential foundation for an inclusive information society

21. Connectivity is a central enabling agent in building the Information Society. Universal, ubiquitous, equitable and affordable access to ICT infrastructure and services, constitutes one of the challenges of the Information Society and should be an objective of all stakeholders involved in building it. Connectivity also involves access to energy and postal services, which should be assured in conformity with the domestic legislation of each country.

22. A well-developed information and communication network infrastructure and applications, adapted to regional, national and local conditions, easily-accessible and affordable, and making greater use of broadband and other innovative technologies where possible, can accelerate the social and economic progress of countries, and the well-being of all individuals, communities and peoples.

23. Policies that create a favourable climate for stability, predictability and fair competition at all levels should be developed and implemented in a manner that not only attracts more private investment for ICT infrastructure development but also enables universal service obligations to be met in areas where traditional market conditions fail to work. In disadvantaged areas, the establishment of ICT public access points in places such as post offices, schools, libraries and archives, can provide effective means for ensuring universal access to the infrastructure and services of the Information Society.

3) Access to information and knowledge

24. The ability for all to access and contribute information, ideas and knowledge is essential in an inclusive Information Society.

25. The sharing and strengthening of global knowledge for development can be enhanced by removing barriers to equitable access to information for economic, social, political, health, cultural, educational, and scientific activities and by facilitating access to public domain information, including by universal design and the use of assistive technologies.

26. A rich public domain is an essential element for the growth of the Information Society, creating multiple benefits such as an educated public, new jobs, innovation, business opportunities, and the advancement of sciences. Information in the public domain should be easily accessible to support the Information Society, and protected from misappropriation. Public institutions such as libraries and archives, museums, cultural collections and other community-based access points should be strengthened so as to promote the preservation of documentary records and free and equitable access to information.

27. Access to information and knowledge can be promoted by increasing awareness among all stakeholders of the possibilities offered by different software models, including proprietary, open-source and free software, in order to increase competition, access by users, diversity of choice, and to enable all users to develop solutions which best meet their requirements. Affordable access to software should be considered as an important component of a truly inclusive Information Society.

28. We strive to promote universal access with equal opportunities for all to scientific knowledge and the creation and dissemination of scientific and technical information, including open access initiatives for scientific publishing.

4) Capacity building

29. Each person should have the opportunity to acquire the necessary skills and knowledge in order to understand, participate actively in, and benefit fully from, the Information Society and the knowledge economy. Literacy and universal primary education are key factors for building a fully inclusive information society, paying particular attention to the special needs of girls and women. Given the wide range of ICT and information specialists required at all levels, building institutional capacity deserves special attention.

30. The use of ICTs in all stages of education, training and human resource development should be promoted, taking into account the special needs of persons with disabilities and disadvantaged and vulnerable groups.

31. Continuous and adult education, re-training, life-long learning, distance-learning and other special services, such as telemedicine, can make an essential contribution to employability and help people benefit from the new opportunities offered by ICTs for traditional jobs, self-employment and new professions. Awareness and literacy in ICTs are an essential foundation in this regard.

32. Content creators, publishers, and producers, as well as teachers, trainers, archivists, librarians and learners, should play an active role in promoting the Information Society, particularly in the Least Developed Countries.

33. To achieve a sustainable development of the Information Society, national capability in ICT research and development should be enhanced. Furthermore, partnerships, in particular between and among developed and developing countries, including countries with economies in transition, in research and development, technology transfer, manufacturing and utilisation of ICT products and services are crucial for promoting capacity building and global participation in the Information Society. The manufacture of ICTs presents a significant opportunity for creation of wealth.

34. The attainment of our shared aspirations, in particular for developing countries, including countries with economies in transition, to become fully-fledged members of the Information Society, and their positive integration into the knowledge economy, depends largely on increased capacity building in the areas of education, technology know-how and access to information, which are major factors in determining development and competitiveness.

5) Building confidence and security in the use of ICTs

35. Strengthening the trust framework, including information security and network security, authentication, privacy and consumer protection, is a prerequisite for the development of the Information Society and for building confidence among users of ICTs. A global culture of cyber-security needs to be promoted, developed and implemented in co-operation with all stakeholders and international expert bodies. These efforts should be supported by increased international co-operation. Within this global culture of cyber-security, it is important to enhance security and to ensure the protection of data and privacy, while enhancing access and trade. In addition, it must take into account the level of social and economic development of each country and respect the development-oriented aspects of the Information Society.

36. While recognizing the principles of universal and non-discriminatory access to ICTs for all nations, we support the activities of the United Nations to prevent the potential use of ICTs for purposes that are inconsistent with the objectives of maintaining international stability and security, and may adversely affect the integrity of the infrastructure within States, to the detriment of their

security. It is necessary to prevent the use of information resources and technologies for criminal and terrorist purposes, while respecting human rights.

37. Spam is a significant and growing problem for users, networks and the Internet as a whole. Spam and cyber-security should be dealt with at appropriate national and international levels.

6) Enabling environment

38. An enabling environment at national and international levels is essential for the Information Society. ICTs should be used as an important tool for good governance.

39. The rule of law, accompanied by a supportive, transparent, pro-competitive, technologically neutral and predictable policy and regulatory framework reflecting national realities, is essential for building a people-centred Information Society. Governments should intervene, as appropriate, to correct market failures, to maintain fair competition, to attract investment, to enhance the development of the ICT infrastructure and applications, to maximize economic and social benefits, and to serve national priorities.

40. A dynamic and enabling international environment, supportive of foreign direct investment, transfer of technology, and international cooperation, particularly in the areas of finance, debt and trade, as well as full and effective participation of developing countries in global decision-making, are vital complements to national development efforts related to ICTs. Improving global affordable connectivity would contribute significantly to the effectiveness of these development efforts.

41. ICTs are an important enabler of growth through efficiency gains and increased productivity, in particular by small and medium sized enterprises (SMEs). In this regard, the development of the Information Society is important for broadly-based economic growth in both developed and developing economies. ICT-supported productivity gains and applied innovations across economic sectors should be fostered. Equitable distribution of the benefits contributes to poverty eradication and social development. Policies that foster productive investment and enable firms, notably SMEs, to make the changes needed to seize the benefits from ICTs, are likely to be the most beneficial.

42. Intellectual Property protection is important to encourage innovation and creativity in the information society; similarly, the wide dissemination, diffusion, and sharing of knowledge is important to encourage innovation and creativity. Facilitating meaningful participation by all in intellectual property issues and knowledge sharing through full awareness and capacity building is a fundamental part of an inclusive Information Society.

43. Sustainable development can best be advanced in the Information Society when ICT-related efforts and programmes are fully integrated in national and regional development strategies. We welcome the New Partnership for Africa's Development (NEPAD) and encourage the international community to support the ICT-related measures of this initiative as well as those belonging to similar efforts in other regions. Distribution of the benefits of ICT-driven growth contributes to poverty eradication and sustainable development.

44. Standardization is one of the essential building blocks of the Information Society. There should be particular emphasis on the development and adoption of international standards. The development and use of open, interoperable, non-discriminatory and demand-driven standards that take into account needs of users and consumers is a basic element for the development and greater diffusion of ICTs and more affordable access to them, particularly in developing countries.

International standards aim to create an environment where consumers can access services worldwide regardless of underlying technology.

45. The radio frequency spectrum should be managed in the public interest and in accordance with principle of legality, with full observance of national laws and regulation as well as relevant international agreements.

46. In building the Information Society, States are strongly urged to take steps with a view to the avoidance of, and refrain from, any unilateral measure not in accordance with international law and the Charter of the United Nations that impedes the full achievement of economic and social development by the population of the affected countries, and that hinders the well-being of their population.

47. Recognizing that ICTs are progressively changing our working practices, the creation of a secure, safe and healthy working environment, appropriate to the utilisation of ICTs, respecting all relevant international norms, is fundamental.

48. The Internet has evolved into a global facility available to the public and its governance should constitute a core issue of the Information Society agenda. The international management of the Internet should be multilateral, transparent and democratic, with the full involvement of governments, the private sector, civil society and international organizations. It should ensure an equitable distribution of resources, facilitate access for all and ensure a stable and secure functioning of the Internet, taking into account multilingualism.

49. The management of the Internet encompasses both technical and public policy issues and should involve all stakeholders and relevant intergovernmental and international organizations. In this respect it is recognized that:

- a) policy authority for Internet-related public policy issues is the sovereign right of States. They have rights and responsibilities for international Internet-related public policy issues;
- b) the private sector has had and should continue to have an important role in the development of the Internet, both in the technical and economic fields;
- c) civil society has also played an important role on Internet matters, especially at community level, and should continue to play such a role;
- d) intergovernmental organizations have had and should continue to have a facilitating role in the coordination of Internet-related public policy issues;
- e) international organizations have also had and should continue to have an important role in the development of Internet-related technical standards and relevant policies.

50. International Internet governance issues should be addressed in a coordinated manner. We ask the Secretary-General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the governance of Internet by 2005.

7) ICT applications: benefits in all aspects of life

51. The usage and deployment of ICTs should seek to create benefits in all aspects of our daily life. ICT applications are potentially important in government operations and services, health care

and health information, education and training, employment, job creation, business, agriculture, transport, protection of environment and management of natural resources, disaster prevention, and culture, and to promote eradication of poverty and other agreed development goals. ICTs should also contribute to sustainable production and consumption patterns and reduce traditional barriers, providing an opportunity for all to access local and global markets in a more equitable manner. Applications should be user-friendly, accessible to all, affordable, adapted to local needs in languages and cultures, and support sustainable development. To this effect, local authorities should play a major role in the provision of ICT services for the benefit of their populations.

8) Cultural diversity and identity, linguistic diversity and local content

52. Cultural diversity is the common heritage of humankind. The Information Society should be founded on and stimulate respect for cultural identity, cultural and linguistic diversity, traditions and religions, and foster dialogue among cultures and civilizations. The promotion, affirmation and preservation of diverse cultural identities and languages as reflected in relevant agreed United Nations documents including UNESCO's Universal Declaration on Cultural Diversity, will further enrich the Information Society.

53. The creation, dissemination and preservation of content in diverse languages and formats must be accorded high priority in building an inclusive Information Society, paying particular attention to the diversity of supply of creative work and due recognition of the rights of authors and artists. It is essential to promote the production of and accessibility to all content—educational, scientific, cultural or recreational—in diverse languages and formats. The development of local content suited to domestic or regional needs will encourage social and economic development and will stimulate participation of all stakeholders, including people living in rural, remote and marginal areas.

54. The preservation of cultural heritage is a crucial component of identity and self-understanding of individuals that links a community to its past. The Information Society should harness and preserve cultural heritage for the future by all appropriate methods, including digitisation.

9) Media

55. We reaffirm our commitment to the principles of freedom of the press and freedom of information, as well as those of the independence, pluralism and diversity of media, which are essential to the Information Society. Freedom to seek, receive, impart and use information for the creation, accumulation and dissemination of knowledge are important to the Information Society. We call for the responsible use and treatment of information by the media in accordance with the highest ethical and professional standards. Traditional media in all their forms have an important role in the Information Society and ICTs should play a supportive role in this regard. Diversity of media ownership should be encouraged, in conformity with national law, and taking into account relevant international conventions. We reaffirm the necessity of reducing international imbalances affecting the media, particularly as regards infrastructure, technical resources and the development of human skills.

10) Ethical dimensions of the Information Society

56. The Information Society should respect peace and uphold the fundamental values of freedom, equality, solidarity, tolerance, shared responsibility, and respect for nature.

57. We acknowledge the importance of ethics for the Information Society, which should foster justice, and the dignity and worth of the human person. The widest possible protection should be accorded to the family and to enable it to play its crucial role in society.

58. The use of ICTs and content creation should respect human rights and fundamental freedoms of others, including personal privacy, and the right to freedom of thought, conscience, and religion in conformity with relevant international instruments.

59. All actors in the Information Society should take appropriate actions and preventive measures, as determined by law, against abusive uses of ICTs, such as illegal and other acts motivated by racism, racial discrimination, xenophobia, and related intolerance, hatred, violence, all forms of child abuse, including paedophilia and child pornography, and trafficking in, and exploitation of, human beings.

11) International and regional cooperation

60. We aim at making full use of the opportunities offered by ICTs in our efforts to reach the internationally agreed development goals, including those contained in the Millennium Declaration, and to uphold the key principles set forth in this Declaration. The Information Society is intrinsically global in nature and national efforts need to be supported by effective international and regional co-operation among governments, the private sector, civil society and other stakeholders, including the international financial institutions.

61. In order to build an inclusive global Information Society, we will seek and effectively implement concrete international approaches and mechanisms, including financial and technical assistance. Therefore, while appreciating ongoing ICT cooperation through various mechanisms, we invite all stakeholders to commit to the “Digital Solidarity Agenda” set forth in the Plan of Action. We are convinced that the worldwide agreed objective is to contribute to bridge the digital divide, promote access to ICTs, create digital opportunities, and benefit from the potential offered by ICTs for development. We recognize the will expressed on the one hand by some to create an international voluntary “Digital Solidarity Fund”, and by others to undertake studies concerning existing mechanisms and the efficiency and feasibility of such a Fund.

62. Regional integration contributes to the development of the global Information Society and makes strong cooperation within and among regions indispensable. Regional dialogue should contribute to national capacity building and to the alignment of national strategies with the goals of this Declaration of Principles in a compatible way, while respecting national and regional particularities. In this context, we welcome and encourage the international community to support the ICT-related measures of such initiatives.

63. We resolve to assist developing countries, LDCs and countries with economies in transition through the mobilization from all sources of financing, the provision of financial and technical assistance and by creating an environment conducive to technology transfer, consistent with the purposes of this Declaration and the Plan of Action.

64. The core competences of ITU in the fields of ICTs—assistance in bridging the digital divide, international and regional cooperation, radio spectrum management, standards development and the dissemination of information—are of crucial importance for building the Information Society.

C. Towards an Information Society for all based on shared knowledge

65. **We commit ourselves** to strengthening cooperation to seek common responses to the challenges and to the implementation of the Plan of Action, which will realize the vision of an inclusive Information Society based on the Key Principles incorporated in this Declaration.

66. **We further commit ourselves** to evaluate and follow-up progress in bridging the digital divide, taking into account different levels of development, so as to reach internationally agreed development goals, including those contained in the Millennium Declaration, and to assess the effectiveness of investment and international cooperation efforts in building the Information Society.

67. **We are firmly convinced** that we are collectively entering a new era of enormous potential, that of the Information Society and expanded human communication. In this emerging society, information and knowledge can be produced, exchanged, shared and communicated through all the networks of the world. All individuals can soon, if we take the necessary actions, together build a new Information Society based on shared knowledge and founded on global solidarity and a better mutual understanding between peoples and nations. We trust that these measures will open the way to the future development of a true knowledge society.

ANNEX 2

Draft Plan of Action

A. Introduction

1. The common vision and guiding principles of the Declaration are translated in this Plan of Action into concrete action lines to advance the achievement of the internationally-agreed development goals, including those in the Millennium Declaration, the Monterrey Consensus and the Johannesburg Declaration and Plan of Implementation, by promoting the use of ICT-based products, networks, services and applications, and to help countries overcome the digital divide. The Information Society envisaged in the Declaration of Principles will be realized in cooperation and solidarity by governments and all other stakeholders.

2. The Information Society is an evolving concept that has reached different levels across the world, reflecting the different stages of development. Technological and other change is rapidly transforming the environment in which the Information Society is developed. The Plan of Action is thus an evolving platform to promote the Information Society at the national, regional and international levels. The unique two-phase structure of the WSIS provides an opportunity to take this evolution into account.

3. All stakeholders have an important role to play in the Information Society, especially through partnerships:

a) Governments have a leading role in developing and implementing comprehensive, forward looking and sustainable national e-strategies. The private sector and civil society, in dialogue with governments, have an important consultative role to play in devising national e-strategies.

b) The commitment of the private sector is important in developing and diffusing information and communication technologies (ICTs), for infrastructure, content and applications. The private sector is not only a market player but also plays a role in a wider sustainable development context.

c) The commitment and involvement of civil society is equally important in creating an equitable Information Society, and in implementing ICT-related initiatives for development.

d) International and regional institutions, including international financial institutions, have a key role in integrating the use of ICTs in the development process and making available necessary resources for building the Information Society and for the evaluation of the progress made.

B. Objectives, goals and targets

4. The objectives of the Plan of Action are to build an inclusive Information Society; to put the potential of knowledge and ICTs at the service of development; to promote the use of information and knowledge for the achievement of internationally agreed development goals, including those

contained in the Millennium Declaration; and to address new challenges of the Information Society, at the national, regional and international levels. Opportunity shall be taken in phase two of the WSIS to evaluate and assess progress made towards bridging the digital divide.

5. Specific targets for the Information Society will be established as appropriate, at the national level in the framework of national e-strategies and in accordance with national development policies, taking into account the different national circumstances. Such targets can serve as useful benchmarks for actions and for the evaluation of the progress made towards the attainment of the overall objectives of the Information Society.

6. Based on internationally agreed development goals, including those in the Millennium Declaration, which are premised on international cooperation, indicative targets may serve as global references for improving connectivity and access in the use of ICTs in promoting the objectives of the Plan of Action, to be achieved by 2015. These targets may be taken into account in the establishment of the national targets, considering the different national circumstances:

- a) to connect villages with ICTs and establish community access points;
- b) to connect universities, colleges, secondary schools and primary schools with ICTs;
- c) to connect scientific and research centres with ICTs;
- d) to connect public libraries, cultural centres, museums, post offices and archives with ICTs;
- e) to connect health centres and hospitals with ICTs;
- f) to connect all local and central government departments and establish websites and email addresses;
- g) to adapt all primary and secondary school curricula to meet the challenges of the Information Society, taking into account national circumstances;
- h) to ensure that all of the world's population have access to television and radio services;
- i) to encourage the development of content and to put in place technical conditions in order to facilitate the presence and use of all world languages on the Internet;
- j) to ensure that more than half the world's inhabitants have access to ICTs within their reach.

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

C) Action Lines

C1. The role of governments and all stakeholders in the promotion of ICTs for development

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

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

- b) Initiate at the national level a structured dialogue involving all relevant stakeholders, including through public/private partnerships, in devising e-strategies for the Information Society and for the exchange of best practices.
- c) In developing and implementing national e-strategies, stakeholders should take into consideration local, regional and national needs and concerns. To maximize the benefits of initiatives undertaken, these should include the concept of sustainability. The private sector should be engaged in concrete projects to develop the Information Society at local, regional and national levels.
- d) Each country is encouraged to establish at least one functioning Public/Private Partnership (PPP) or Multi-Sector Partnership (MSP), by 2005 as a showcase for future action.
- e) Identify mechanisms, at the national, regional and international levels, for the initiation and promotion of partnerships among stakeholders of the Information Society.
- f) Explore the viability of establishing multi-stakeholder portals for indigenous peoples at the national level.
- g) By 2005, relevant international organizations and financial institutions should develop their own strategies for the use of ICTs for sustainable development, including sustainable production and consumption patterns and as an effective instrument to help achieve the goals expressed in the UN Millennium Declaration.
- h) International organisations should publish, in their areas of competence, including on their website, reliable information submitted by relevant stakeholders on successful experiences of mainstreaming ICTs.
- i) Encourage a series of related measures, including, among other things: incubator schemes, venture capital investments (national and international), government investment funds (including micro-finance for Small, Medium-sized and Micro Enterprises (SMMEs), investment promotion strategies, software export support activities (trade counseling), support of research and development networks and software parks.

C2. Information and communication infrastructure: an essential foundation for the information society

9. Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all, taking into account relevant solutions already in place in developing countries and countries with economies in transition, to provide sustainable connectivity and access to remote and marginalized areas at national and regional levels.
- a) Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services.
 - b) In the context of national e-strategies, devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators.
 - c) In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets.
 - d) Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support

technical, regulatory and operational studies by ITU and, as appropriate, other relevant international organizations in order to:

- i) broaden access to orbital resources, global frequency harmonization and global systems standardization;
 - ii) encourage public/private partnership;
 - iii) promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas;
 - iv) explore other systems that can provide high-speed connectivity.
- e) In the context of national e-strategies, address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society.
- f) Encourage the design and production of ICT equipment and services so that everyone, has easy and affordable access to them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies.
- g) In order to alleviate the challenges of illiteracy, develop affordable technologies and non-text based computer interfaces to facilitate people's access to ICT,
- h) Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users.
- i) Encourage the use of unused wireless capacity, including satellite in developed countries, in particular by developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the LDCs in their efforts in establishing telecommunication infrastructure.
- j) Optimize connectivity among major information networks by encouraging the creation and development of regional ICT Backbones and Internet Exchange Points, to reduce interconnection costs and broaden network access.
- k) Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially negotiated Internet transit and interconnection costs should be oriented towards objective, transparent and non-discriminatory parameters, taking into account ongoing work on this subject.
- l) Encourage and promote joint use of traditional media and new technologies.

C3. Access to information and knowledge

10. ICTs allow people, anywhere in the world, to access information and knowledge almost instantaneously. Individuals, organizations and communities should benefit from access to knowledge and information.

- a) Develop policy guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information.
- b) Governments are encouraged to provide adequate access through various communication resources, notably the Internet, to public official information. Establishing legislation on access to

information and the preservation of public data, notably in the area of the new technologies, is encouraged.

c) Promote research and development to facilitate accessibility of ICTs for all, including disadvantaged, marginalized and vulnerable groups.

d) Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the various communication resources, notably the Internet. These access points should, to the extent possible, have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations, post offices or other public places, with special emphasis on rural and underserved areas, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.

e) Encourage research and promote awareness among all stakeholders of the possibilities offered by different software models, and the means of their creation, including proprietary, open-source and free software, in order to increase competition, freedom of choice and affordability, and to enable all stakeholders to evaluate which solution best meets their requirements.

f) Governments should actively promote the use of ICTs as a fundamental working tool by their citizens and local authorities. In this respect, the international community and other stakeholders should support capacity building for local authorities in the widespread use of ICTs as a means of improving local governance.

g) Encourage research on the Information Society, including on innovative forms of networking, adaptation of ICT infrastructure, tools and applications that facilitate accessibility of ICTs for all, and disadvantaged groups in particular.

h) Support the creation and development of a digital public library and archive services, adapted to the Information Society, including reviewing national library strategies and legislation, developing a global understanding of the need for “hybrid libraries”, and fostering worldwide co-operation between libraries.

i) Encourage initiatives to facilitate access, including free and affordable access to open access journals and books, and open archives for scientific information.

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

C4. Capacity building

11. Everyone should have the necessary skills to benefit fully from the Information Society. Therefore capacity building and ICT literacy are essential. ICTs can contribute to achieving universal education worldwide, through delivery of education and training of teachers, and offering improved conditions for lifelong learning, encompassing people that are outside the formal education process, and improving professional skills.

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

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

- c) Promote e-literacy skills for all, for example by designing and offering courses for public administration, taking advantage of existing facilities such as libraries, multipurpose community centres, public access points and by establishing local ICT training centres with the cooperation of all stakeholders. Special attention should be paid to disadvantaged and vulnerable groups.
- d) In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyse and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.
- e) Governments, in cooperation with other stakeholders, should create programmes for capacity building with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts.
- f) Develop pilot projects to demonstrate the impact of ICT-based alternative educational delivery systems, notably for achieving Education for All targets, including basic literacy targets.
- g) Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.
- h) Empower local communities, especially those in rural and underserved areas, in ICT use and promote the production of useful and socially meaningful content for the benefit of all.
- i) Launch education and training programmes, where possible using information networks of traditional nomadic and indigenous peoples, which provide opportunities to fully participate in the Information Society.
- j) Design and implement regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. This should include delivery of education outside the educational structure, such as the workplace and at home.
- k) Design specific training programmes in the use of icts in order to meet the educational needs of information professionals, such as archivists, librarians, museum professionals, scientists, teachers, journalists, postal workers and other relevant professional groups. training of information professionals should focus not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies. training of teachers should focus on the technical aspects of ICTs, on development of content, and on the potential possibilities and challenges of ICTs.
- l) Develop distance learning, training and other forms of education and training as part of capacity building programmes. Give special attention to developing countries and especially LDCs in different levels of human resources development.
- m) Promote international and regional cooperation in the field of capacity building, including country programmes developed by the UN and its Specialized Agencies
- n) Launch pilot projects to design new forms of ICT-based networking, linking education, training and research institutions between and among developed and developing countries and countries with economies in transition.
- o) Volunteering, if conducted in harmony with national policies and local cultures, can be a valuable asset for raising human capacity to make productive use of ICT tools and build a more

inclusive Information Society. Activate volunteer programmes to provide capacity building on ICT for development, particularly in developing countries.

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

C5. Building confidence and security in the use of ICTs

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

a) Promote cooperation among the governments at the UN and with all stakeholders at other appropriate fora to enhance user confidence, build trust, and protect both data and network integrity; consider existing and potential threats to ICTs; and address other information security and network security issues.

b) Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: developing guidelines that take into account ongoing efforts in these areas; considering legislation that allows for effective investigation and prosecution of misuse; promoting effective mutual assistance efforts; strengthening institutional support at the international level for preventing, detecting and recovering from such incidents; and encouraging education and raising awareness.

c) Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy.

d) Take appropriate action on spam at national and international levels.

e) Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication.

f) Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.

g) Share good practices in the field of information security and network security and encourage their use by all parties concerned.

h) Invite interested countries to set up focal points for real-time incident handling and response, and develop a cooperative network between these focal points for sharing information and technologies on incident response.

i) Encourage further development of secure and reliable applications to facilitate online transactions.

j) Encourage interested countries to contribute actively to the ongoing UN activities to build confidence and security in the use of ICTs.

C6. Enabling environment

13. To maximize the social, economic and environmental benefits of the Information Society, governments need to create a trustworthy, transparent and non-discriminatory legal, regulatory and policy environment. Actions include:

a) Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society.

b) We ask the Secretary General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the governance of Internet by 2005. The group should, *inter alia*:

- i) develop a working definition of Internet governance;
- ii) identify the public policy issues that are relevant to Internet governance;
- iii) develop a common understanding of the respective roles and responsibilities of governments, existing intergovernmental and international organisations and other forums as well as the private sector and civil society from both developing and developed countries;
- iv) prepare a report on the results of this activity to be presented for consideration and appropriate action for the second phase of WSIS in Tunis in 2005.

c) Governments are invited to:

- i) facilitate the establishment of national and regional Internet Exchange Centres;
- ii) manage or supervise, as appropriate, their respective country code top-level domain name (ccTLD);
- iii) promote awareness of the Internet.

d) In cooperation with the relevant stakeholders, promote regional root servers and the use of internationalised domain names in order to overcome barriers to access.

e) Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.

f) Promote effective participation by developing countries and countries with economies in transition in international ICT forums and create opportunities for exchange of experience.

g) Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.

h) Develop a framework for the secure storage and archival of documents and other electronic records of information.

i) Governments and stakeholders should actively promote user education and awareness about online privacy and the means of protecting privacy.

j) Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice as to whether or not to use electronic communication.

k) Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.

l) Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.

m) Recognising the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.

- n) Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.
- o) Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce.
- p) Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.
- q) ITU, pursuant to its treaty capacity, coordinates and allocates frequencies with the goal of facilitating ubiquitous and affordable access.
- r) Additional steps should be taken in ITU and other regional organisations to ensure rational, efficient and economical use of, and equitable access to, the radio-frequency spectrum by all countries, based on relevant international agreements.

C7. ICT applications: benefits in all aspects of life

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

15. E-government

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

16. E-business

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

17. E-learning (see section C4)

18. E-health

- a) Promote collaborative efforts of governments, planners, health professionals, and other agencies along with the participation of international organizations for creating a reliable, timely, high quality and affordable health care and health information systems and for promoting continuous medical training, education, and research through the use of ICTs, while respecting and protecting citizen rights to privacy.

- b) Facilitate access to the world's medical knowledge and locally-relevant content resources for strengthening public health research and prevention programmes and promoting women's and men's health, such as content on sexual and reproductive health and sexually transmitted infections, and for diseases that attract full attention of the world including HIV/AIDS, malaria and tuberculosis.
- c) Alert, monitor and control the spread of communicable diseases, through the improvement of common information systems.
- d) Promote the development of international standards for the exchange of health data, taking due account of privacy concerns.
- e) Encourage the adoption of ICTs to improve and extend health care and health information system to remote and underserved areas and vulnerable populations, recognising women's roles as health providers in their families and communities.
- f) Strengthen and expand ICT-based initiatives for providing medical and humanitarian assistance in disasters and emergencies.

19. E-employment

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

20. E-environment

- a) Governments, in cooperation with other stakeholders are encouraged to use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources.
- b) Government, civil society and the private sector are encouraged to initiate actions and implement projects and programmes for sustainable production and consumption and the environmentally safe disposal and recycling of discarded hardware and components used in ICTs.
- c) Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies.

21. E-agriculture

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

22. E-science

- a) Promote affordable and reliable high-speed Internet connection for all universities and research institutions to support their critical role in information and knowledge production, education and

training, and to support the establishment of partnerships, cooperation and networking between these institutions.

- b) Promote electronic publishing, differential pricing and open access initiatives to make scientific information affordable and accessible in all countries on an equitable basis.
- c) Promote the use of peer-to-peer technology to share scientific knowledge and pre-prints and reprints written by scientific authors who have waived their right to payment.
- d) Promote the long-term systematic and efficient collection, dissemination and preservation of essential scientific digital data e.g., population and meteorological data in all countries.
- e) Promote principles and metadata standards to facilitate cooperation and effective use of collected scientific information and data as appropriate to conduct scientific research.

C8. Cultural diversity and identity, linguistic diversity and local content

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

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

- h) Strengthen programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women with a view to building the capacity of girls and women to understand and to develop ICT content.
- i) Nurture the local capacity for the creation and distribution of software in local languages, as well as content that is relevant to different segments of population, including non-literate, persons with disabilities, disadvantaged and vulnerable groups especially in developing countries and countries with economies in transition.
- j) Give support to media based in local communities and support projects combining the use of traditional media and new technologies for their role in facilitating the use of local languages, for documenting and preserving local heritage, including landscape and biological diversity, and as a means to reach rural and isolated and nomadic communities.
- k) Enhance the capacity of indigenous peoples to develop content in their own languages.
- l) Cooperate with indigenous peoples and traditional communities to enable them to more effectively use and benefit from the use of their traditional knowledge in the Information Society.
- m) Exchange knowledge, experiences and best practices on policies and tools designed to promote cultural and linguistic diversity at regional and sub-regional levels. This can be achieved by establishing regional, and sub-regional working groups on specific issues of this plan of action to foster integration efforts.
- n) Assess at the regional level the contribution of ICT to cultural exchange and interaction, and based on the outcome of this assessment, design relevant programmes.
- o) Governments, through public/private partnerships, should promote technologies and R&D programmes in such areas as translation, iconographies, voice-assisted services and the development of necessary hardware and a variety of software models, including proprietary, open source software and free software, such as standard character sets, language codes, electronic dictionaries, terminology and thesauri, multilingual search engines, machine translation tools, internationalised domain names, content referencing as well as general and application software.

C9. Media

24. The media—in their various forms and with a diversity of ownership—as an actor, have an essential role in the development of the Information Society and are recognized as an important contributor to freedom of expression and plurality of information.

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

g) Encourage traditional media to bridge the knowledge divide and to facilitate the flow of cultural content, particularly in rural areas.

C10. Ethical dimensions of the Information Society

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

a) Take steps to promote respect for peace and to uphold the fundamental values of freedom, equality, solidarity, tolerance, shared responsibility, and respect for nature.

b) All stakeholders should increase their awareness of the ethical dimension of their use of ICTs.

c) All actors in the Information Society should promote the common good, protect privacy and personal data and take appropriate actions and preventive measures, as determined by law, against abusive uses of ICTs such as illegal and other acts motivated by racism, racial discrimination, xenophobia, and related intolerance, hatred, violence, all forms of child abuse, including paedophilia and child pornography, and trafficking in, and exploitation of, human beings.

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

C11. International and regional cooperation

26. International cooperation among all stakeholders is vital in implementation of this plan of action and needs to be strengthened with a view to promoting universal access and bridging the digital divide, *inter alia*, by provision of means of implementation.

a) Governments of developing countries should raise the relative priority of ICT projects in requests for international cooperation and assistance on infrastructure development projects from developed countries and international financial organizations.

b) Within the context of the UN's Global Compact and building upon the UN Millennium Declaration, build on and accelerate public-private partnerships, focusing on the use of ICT in development.

c) Invite international and regional organizations to mainstream icts in their work programmes and to assist all levels of developing countries, to be involved in the preparation and implementation of national action plans to support the fulfilment of the goals indicated in the declaration of principles and in this plan of action, taking into account the importance of regional initiatives.

D. Digital Solidarity Agenda

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

D1. Priorities and strategies

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

D2. Mobilizing resources

- a) All countries and international organisations should act to create conditions conducive to increasing the availability and effective mobilisation of resources for financing development as elaborated in the Monterrey Consensus.
- b) Developed countries should make concrete efforts to fulfil their international commitments to financing development including the Monterrey Consensus, in which developed countries that have not done so are urged to make concrete efforts towards the target of 0.7 per cent of gross national product (GNP) as ODA to developing countries and 0.15 to 0.20 per cent of GNP of developed countries to least developed countries.
- c) For those developing countries facing unsustainable debt burdens, we welcome initiatives that have been undertaken to reduce outstanding indebtedness and invite further national and international measures in that regard, including, as appropriate, debt cancellation and other arrangements. Particular attention should be given to enhancing the Heavily Indebted Poor Countries initiative. These initiatives would release more resources that may be used for financing ICT for development projects.
- d) Recognising the potential of ict for development we furthermore advocate:
 - i) developing countries to increase their efforts to attract major private national and foreign investments for ICTs through the creation of a transparent, stable and predictable enabling investment environment;
 - ii) developed countries and international financial organisations to be responsive to the strategies and priorities of ICTs for development, mainstream ICTs in their work programmes, and assist developing countries and countries with economies in transition to prepare and implement their national e-strategies. Based on the priorities of national development plans and implementation of the above commitments, developed countries should increase their efforts to provide more financial resources to developing countries in harnessing ICTs for development;

- iii) the private sector to contribute to the implementation of this Digital Solidarity Agenda.
- e) In our efforts to bridge the digital divide, we should promote, within our development cooperation, technical and financial assistance directed towards national and regional capacity building, technology transfer on mutually agreed terms, cooperation in R&D programmes and exchange of know-how.
- f) While all existing financial mechanisms should be fully exploited, a thorough review of their adequacy in meeting the challenges of ICT for development should be completed by the end of December 2004. This review shall be conducted by a Task Force under the auspices of the UN Secretary-General and submitted for consideration to the second phase of this summit. Based on the conclusion of the review, improvements and innovations of financing mechanisms will be considered including the effectiveness, the feasibility and the creation of a voluntary Digital Solidarity Fund, as mentioned in the Declaration of Principles.
- g) Countries should consider establishing national mechanisms to achieve universal access in both underserved rural and urban areas, in order to bridge the digital divide.

E) Follow-up and evaluation

28. A realistic international performance evaluation and benchmarking (both qualitative and quantitative), through comparable statistical indicators and research results, should be developed to follow up the implementation of the objectives, goals and targets in the action plan, taking into account different national circumstances.

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

F) Towards WSIS phase 2 (Tunis)

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

a) Elaboration of final appropriate documents based on the outcome of the Geneva phase of the WSIS with a view to consolidating the process of building a global Information Society, and reducing the Digital Divide and transforming it into digital opportunities.

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

ANNEX 3

Note by the Secretary-General of the Summit

ARRANGEMENTS FOR THE TUNIS PHASE OF THE SUMMIT

At its resumed third session, on 14 November 2003, the Preparatory Committee took note of the following proposal concerning the Tunis phase which would be submitted to the World Summit on Information Society in December for decision:

Arrangements for the Tunis phase of the Summit

We decide to hold a preparatory meeting in the first half of 2004 to review those issues of the information society which should form the focus of the Tunis phase of the WSIS and to agree on the structure of the process for the second phase on the basis of contributions from delegations. The Bureau of the Tunis phase of the WSIS under the leadership of its Chairman should commence preparation of this preparatory meeting.
