LACIGF 11 – 2018

Final report

Buenos Aires, Argentina.

July 31 - August 2, 2018.

Table of Contents

Background

The drive for the creation of the Regional Preparatory Meeting for the Internet Governance Forum was led by LACNIC, NUPEF, and APC. The goal of the Forum was to help identify relevant and priority topics for Latin America and the Caribbean to be considered and discussed at the Internet Governance Forum and to promote the regional community's participation in those debates, thus bringing discussions closer to the region.

All LACIGF´s meetings were organized following the same model, seeking to improve the quality and horizontal nature of the discussions as well as to increase participation. A key element in achieving this goal has been –and continues to be– the Financial Assistance Program, which guarantees that a large number of regional stakeholders are able to obtain the financial support they need to attend the meeting.

Program Committee

The forum's Program Committee was created by a multistakeholder coordination group comprising representatives of the various actors and aimed at managing the process in representation of the Latin American and Caribbean community.

The Program Committee is the forum's general coordination body, and is made up by 3 members appointed by each of the following interest groups:

- Regional organizations representing the private sector.
- Latin American and Caribbean government representatives, appointed according to the eLAC follow-up mechanism.
- Civil Society organizations.
- Regional organizations representing the technical Internet community.

Each sector plans its own course of action and selects its representatives based on its own criteria.

For 2018, the Program Committee was made up as follows:

Government Representatives:

- Chile: Denis González / Unidad de Relaciones Internacionales (SUBTEL)
- Mexico: Jimena Sierra / Instituto Federal de Telecomunicaciones (IFT)
- Colombia: Jaifa Mezher Arango / Ministerio de Tecnologías de la Información y las Comunicaciones de Colombia (MINTIC)

Private Sector Representatives:

- ALAI (Latin American Internet Association) / Gonzalo Navarro
- ASIET (Ibero-American Association of Telecommunication Companies) / Andrés Sastre
- GSMA (Global System Mobile Association) / Paloma Szerman

Civil Society Representatives:

- APC (Asociacion para el Progreso de las Comunicaciones) / Valeria Betancourt
- DD (Derechos Digitales) / María Paz Canales
- IPANDETEC (Instituto Panameño de Derecho y Nuevas Tecnologías) / Lía Hernández

Representatives of the Technical Internet Community:

- ISOC (Internet Society) / Sebastián Bellagamba.
- LACTLD (Latin American and Caribbean TLD Association) / Miguel Ignacio Estrada
- LACNIC (Internet Addresses Registry for Latin America and Caribbean) / Ernesto Majó

The current Program Committee has begun discussions to establish mechanisms for deciding the Committee's composition and how its members will be renewed. These discussions are open to the entire regional community and the mechanisms are expected to be approved during this year's LACIGF meeting. Among other aspects, these mechanisms should establish number of members representing each stakeholder group and the process for their selection and renewal, as well as the Committee's attributions.

In addition to appointing the Program Committee, it was also necessary to assign the role of Secretariat in order to have a stable structure that would support the process over the years and to cooperate with meeting logistics in close consultation with the Program Committee. The Secretariat has been entrusted to the Internet Address Registry for Latin America and the Caribbean (LACNIC), one of the three process's three founding organizations.

Agenda

For this 2018 edition, seeking to promote and encourage the participation of all stakeholders, the Program Committee decided to conduct a public consultation to prepare the LACIGF program. This consultation included two parts:

- An intra-sectoral consultation with each sector involved in forum discussions
- A public consultation

In order to ensure the greatest possible relevance for each stakeholder group and the participation of key representatives, the Program Committee has decided to delegate the definition of the topics to be discussed during half of the sessions to the four sectors represented at the Forum. Thus, each sector proposed a topic and organized a session, thus ensuring multistakeholder participation. The remaining sessions were defined through a public consultation as in prior editions of LACIGF.

The community was invited to discuss nine (9) sessions, organized as follows:

Four (4) sessions decided through public consultation

One (1) session proposed by the public sector

One (1) session proposed by the government sector

One (1) session proposed by the civil society sector

One (1) session proposed by the technical Internet community

One (1) open microphone session

Regardless of the sector by which they are proposed, all sessions involved multistakeholder participation.

Intra-Sectoral Consultation:

The LACIGF Program Committee sectors discussed with their members and decided the most pressing topics that had to be debated in the LACIGF 2018 edition.

Public Consultation:

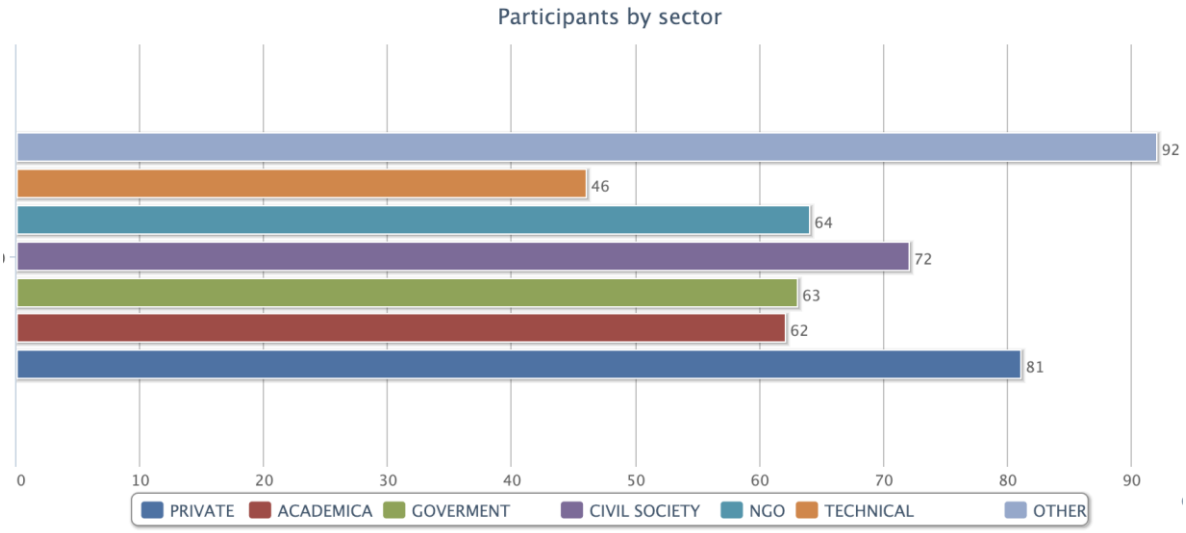
This process was done through an open public consultation where the participants rated the relevance of the topics identified as important to discuss within the forum.

During the public consultation process, everyone had the chance to contribute topics and ideas that were considered for their discussion at the upcoming edition of the regional event (date and place to be announced shortly).

Event web site: https://lacigf.org/en/lacigf-11/#1530811197474-4b82ebf8-2156

General Data

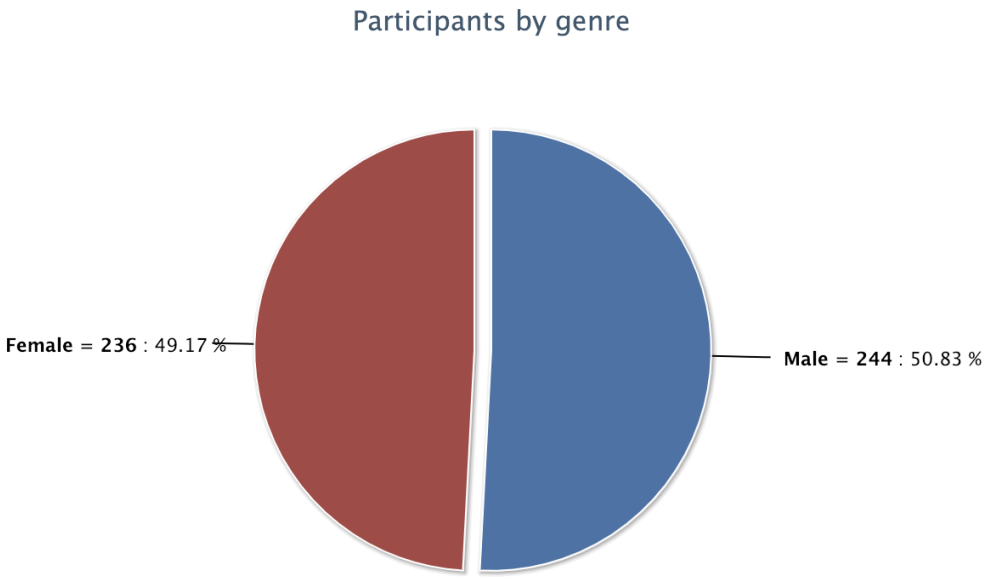
Representation and free participation of all sectors was guaranteed during LACIGF 2018: Government, Civil Society, Private Sector and Technical Community.



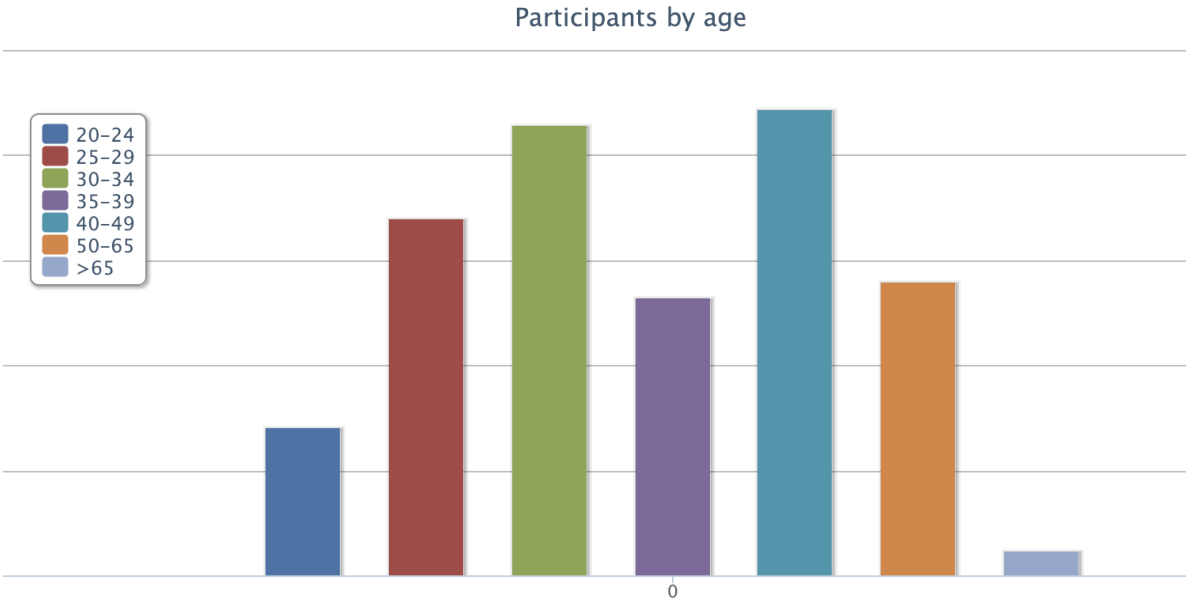
Some numbers:

- 348 in-person participants from 20 different countries
  Argentina, Barbados, Bolivia, Brazil, Chile, Colombia, Costa Rica, Cuba, Dominican Republic, Guatemala, Honduras, Mexico, Panama, Peru, Paraguay, El Salvador, Trinidad and Tobago, United States, Uruguay, Venezuela.

- A daily average of 1400 remote participants
- 34 fellows, 76% of them women



- As for speakers, panelists, moderators and session rapporteurs, 48% were women and 52% were men
- 30% of participants were younger than 30



Topics discussed

1. Alternatives for Data Protection in Latin America and the Caribbean with a Rights Perspective. Use of Data by the Public and Private Sectors

Panelists' interventions regarding the first question: Which principles and rights should guide the protection of personal data? How can the multistakeholder model contribute to the effective protection of user privacy, personal data and other human rights?

Pedro Less (Google). Information security and transparency are the two basic pillars supporting data protection, as the biggest problems have to do with these two aspects. Another issue is data portability, on which we have been working with the Data Liberation Front so that the information downloaded by a user can be easily exported to another player. This will become an additional competitive advantage for the private sector, as those who offer greater protection will have a greater number of users, and portability will increase competition. As for security, the region must discuss this topic. The existing approach is very territorial, and we believe it is important to focus on where the information is located, rather than on the processes to which it is subject. For small and medium-sized companies, it is very difficult to keep the information in each country; this also goes against Internet infrastructure. For this, we need binding self-regulation mechanisms that are developed through participatory processes.

Multistakeholder models can contribute to the protection of rights, for example, academia and civil society have condemned the right to be forgotten because it goes against the human rights system and infringes upon freedom of expression. The technical community can say what is and what is not possible in terms of regulation. If a group of companies are the only ones who can comply with the terms and conditions set forth in the regulation, this regulation will promote concentration. Users also have a role to play, as they are the digital migrants who regulate the digital ecosystem. We must bear in mind new behaviors considering behavioral insights and economics.

Eduardo Bertoni (Director of the Agency for Access to Public Information and Data Protection, Argentina) **First question:** The organization of the Latin American IGF has become increasingly professional. It would be important for what is discussed here to have an impact on the global IGF. The region is undergoing a significant change in terms of personal data, given the development of technology and the influence of European legislation, which has promoted the need for better regulations. All such regulations include a chapter on principles — you would be bored if I told you about them because you already know them.

The difficulty in regulating based on this model is that technology changes very quickly, so it is often difficult to effectively implement some of these rights (e.g., the right to information vs. Big Data). There is now a tendency to monetize user data collection, which is an issue that we will have to sort beyond the principles that have already been established. We will have to be creative to make sure that regulations are enforced and that their enforcement does not hinder innovation, investments and data exchange. Data security is also a huge challenge, particularly, determining how regulations can increase the efficiency of said protection, as not all sectors think alike and not all data can be treated equally.

Juan Manuel Haddad (Telefónica Argentina). At Telefónica, we like to say that we are going through a change of era — we are moving to a digital economy where data plays the leading role. The business model of this digital economy is supported on a basic pillar: people should trust how their personal data are processed and handled. Creating trust involves transparency, data security, and empowering people so they

can choose how to handle their data. Publishing terms and conditions on a website no longer appears to be enough, as nobody reads or understands them. It is necessary to go beyond this, so that users can understand what is being done with their data.

Iria Puyosa (Researcher at Universidad de los Andes, Quito). There is very little civil society participation in these discussions. Likewise, users are not incorporated into the process of discussing and developing regulations and legislation. Discussions often take place when the foundations of the model have already been established. National regulations are also emphasized, particularly when data processing takes place across borders. In different countries, different bodies are responsible for data protection, but who oversees these bodies? It is important to make sure they are independent from the various regulatory agencies and that they are based on the multistakeholder model. Educating citizens and the public in general is also important, as people do not realize that they are constantly generating data, particularly when using mobile and biometric devices.

Raquel Gatto (ISOC). Thinking about the future, what forces of change will allow us to maintain an open Internet? One such force is user empowerment, but also keeping human beings in mind at all times, from the moment a technology is created up until its regulation. Internet of Things devices allow collecting increasing amounts of data. Big Data allows organizing and handling this data, and Artificial Intelligence can organize these data into products and services. There is an incentive for collecting and processing data. In the case of automobile insurance, for example, it is possible to see if a person is a good driver, whether they are driving under the influence, or if the car is parked on the street. Insurance companies use this information to set their prices. Users, however, are missing from this equation. Are users aware that their data is being analyzed when calculating the cost of their insurance policy? Is this a technology-related problem? No, the problem is related to the use of technology and the business model. This is why every legal framework must hear the voice of each actor. Users, technology, networks and collaborative governance are the four aspects that should be taken into consideration.

At a global level, the OECD has issued privacy guidelines, which were developed using the multistakeholder model. In the African Union, a process on cybersecurity and data protection was initiated, and members agreed on a guide for these two topics. The Brazilian law is another example, as it went through eight years of public consultations and drafts.

Round of specific questions to panelists

Pedro Less: ***How can personal data protection favor innovation and the development of digital services in the region?***

In reference to how data protection can increase innovation in the region: In the past, cars drove at a speed of three kilometers per hour as a precaution, not because their engines were slow. Regulations must allow the permissionless development of new technologies, placing users at their center. For example, there is a major ongoing debate on ethical principles for Artificial Intelligence. We have launched seven principles with a focus on privacy. This is why we will never use artificial intelligence for illegal surveillance or for any other activity that infringes upon human rights. The principles seek to guarantee that artificial intelligence will not be used to discriminate or to deliver fewer services to certain users (denying credits, insurance, health services, etc.). Innovation exists and there are ways to achieve innovation in a responsible manner.

Question from the audience on existing regulatory standards: Our criticism of GDPR is that many of the resolutions are expensive for companies, yet they do not protect people. The European Union strongly promotes its system by paying for its dissemination or through its free-trade agreements. Latin America,

however, has its own characteristics. Therefore, we should not copy-paste the European model, especially if it is promoted through free-trade agreements.

Question from the audience on informational self-determination: The priority is to provide tools that will allow people to control their information. Offering users a control panel where they can control the information stored by the system and teach them how to use it.

- Eduardo Bertoni - **Beyond the enforcement of general regulations, how can authorities ensure the effectiveness of personal data protection?**

The data protection bill, which is now in the hands of the executive branch, was drafted through a multistakeholder process. The process generated much interest and support. As for other efforts striving for the effectiveness of data protection, even without a new regulatory framework, the Agency has published suggested security measures for databases. We have also made progress in terms of public databases and have guidelines for data collection and processing, particularly as regards the right to information. These things do not require changes to existing legislation. This specific initiative seeks to guide public agencies.

Question from the audience on the independence of data agencies and regulatory compliance by public agencies. In Argentina, the bill created an independent data protection authority, as those paragraphs had been vetoed in 2000. What was supposed to be the regulatory body was established by decree, failing to comply with international standards. The agency in charge of transparency was created in 2016. It had a high level of autonomy, both in terms of budgeting and in the way its authorities were appointed. In addition, the term of office is countercyclical: it begins during one presidency and ends during the next.

- Juan Manuel Haddad - **What are the main challenges for a sustainable digital economy in terms of personal data?**

The priority is to ensure an inclusive Internet for everyone. With regards to personal data, I believe the focus should be on how to increase data security, how to empower people so they will learn how to handle their data, and how to provide alternatives to terms and conditions to make them more transparent. How do we get people to benefit from the data we process? We can also consider data as an asset with a real value. Personal data should be taken into account in free competition processes as well as in the merger of certain companies.

- Iria Puyosa: **How can participation spaces for civil society and the technical community be created within the agencies responsible for data protection oversight and regulation design?**

In the case of Ecuador, there were discussions behind closed doors and no media coverage. We need a participation mechanism that does not rely on the decision of a public official. This is not only due to a lack of education: there is no awareness of the daily impact of data protection. We need to work on educating the general public as a whole.

- Raquel Gatto - **How does the application of data protection regulations affect the founding principles of the Internet? What are the challenges posed by their extra-territorial application or scope?**

The GDPR has extra-territorial effects. The Internet has certain principles known as Internet invariants, which include interoperability and global reach. Each time regulations are applied in a specific jurisdiction, there is a fear of Internet fragmentation. Any regulation must take these principles into consideration.

2. Access at the Base of the Pyramid. Closing the Digital Divide in Underprivileged Sectors & The Digital Gender Divide

It has been proven that digital inclusion (understood as the expansion of connectivity and the adoption of information and communications technologies) provides significant social and economic benefits, including the potential reduction of poverty, improvements in infrastructure and services, and an even greater increase in Internet access and use. However, as long as barriers to digital inclusion persist, unconnected or neglected communities are in danger of falling further behind, causing the digital divide to increase rather than decrease.

Curiously, the access divide in Latin America is relatively low, with only 10% of the population (approximately 64 million people) with no 3G or 4G network coverage. However, 55% or 360 million Latin Americans have coverage but do not use mobile broadband, which suggests a significant divide in demand, despite network availability. One of the determining factors that slow down Internet use is the socio-economic divide, the so-called bottom of the pyramid. This is where we must identify the barriers and challenges for the digital inclusion of these sectors and which re the main public policies that can help us bridge the digital divide.

There is also a first digital divide that refers to computer access and Internet connectivity according to socio-demographic characteristics, and the so-called "second divide" which is related to the intensity and variety of uses and is determined by the capacities and skills generated by individuals to use the devices and resources of the new technological paradigm. The most relevant aspect of the analysis of the second digital divide is that the greatest obstacle for women to overcome has to do with the use and development of ICT skills and abilities.

Guiding Questions:

What are the main barriers to digital inclusion from the point of view of the demand? And from the point of view of the supply?

How can the different stakeholders work towards an accessible, affordable, useful and comprehensible Internet for all?

How can we address the differences between the countries in the region? How can an effective Latin American digital strategy with concrete and measurable objectives contribute to these goals?

How should the digital divide be measured? What indicators does the region need?

How do mistrust and privacy issues affect the adoption of information and communication technologies?

What experiences or good practices can you highlight as positive examples for the region?

How should women be integrated into the IT industry? How can they be encouraged to participate in technological developments? What are the causes and consequences of women's low participation in the ICT sector?

Experts point out that women have overcome their access barrier and that today we must focus on the Second Divide, which refers to developing skills for the use and appropriation of ICTs. What are your thoughts on this matter?

Studies show that most women who have not been able to overcome the access divide are indigenous women, women living in rural areas, older women and women from a lower socioeconomic

background. How can we address this reality and what actions should we take to overcome this divide in the shortest possible time?

What approaches and examples of good practices could we point out to increase Internet access and digital literacy for women and girls in our region?

The panel will begin with a brief introduction by the moderator (5 min) on the topic to be discussed and will then present the experts participating in the workshop. Subsequently, the moderator will ask each of the panelists a brief question and each panelist will have 5 minutes to answer and provide their point of view. The moderator will notify the panelists of the questions in advance. Finally, there will be a debate between the panelists and the audience.

Yacine Kheladi

- Points out the need to create public policies to develop infrastructure, access to content, and close the divide. Create strong policies that address all factors.
- Intervention based on data and evidence including all sectors.
- In Latin America, the multistakeholder model has been very positive. Aligning ICT policies and needs
    - A4AI has a model for integrating everyone when developing public policies. Create policies to promote broadband that are accepted by all. The process is essential.
- The cost of access is very high in the lower income quintiles, and it increases for women. High spectrum fees broaden the digital divide.
- The limited participation of women in the process of defining the digital agendas has a negative impact.

Carolina Rossini

- A report was prepared with The Economist, analyzing 80 countries and their Digital Inclusion Index, their barriers and the reasons why people are not connected to the Internet. There is a lack of awareness of the value of Internet use and affordability issues, along with a lack of local content.
- It is essential for Facebook to contribute to the connectivity system and investigate new connectivity models (satellite, drones). Improving business models, through a program that brings together more than 500 companies to make the value chain more efficient. To improve rural connectivity, it is necessary to change existing policies and agreeing on the importance of reaching these areas.
- There are many indicators to measure the divide. The Economist has produced very advanced reports and details of these barriers. Very detailed interviews are conducted to find out users' problems and needs.
    - Solutions: Public policies to reduce the gender divide. (A Ministry for Women would be very useful.) Their role in society, so that women are involved (clear evidence of the successful development of startups).

- The most important thing is to create empathy among young children. Empathy is fundamental for reducing male chauvinist attitudes in general and in the digital context in particular.

Paloma Szerman

- 57% of the population with mobile coverage does not use the Internet (this represents 363 million people). This is mainly due to:
    - The lack of relevant local content.
        - 7 out of 10 people have never used mobile banking services or completed an online payment.
    - Lack of security and trust.
        - Lack of trust in online security. Fear of fraud or personal insecurity (especially among women). Fear of device theft.
    - Lack of digital skills.
- Gender divide in access and utilization: The G20 defines the gender divide in its policy brief. Many women face many barriers and few women design utilization policies.
    - GSMA: Women are 10% less likely to have a mobile phone. In LATAM, this figure is 2%, but it increases in rural areas, where it reaches 15%. In some countries, it is even higher. In Guatemala and Brazil, it is 8%. Even those who have mobile access are using it 16% less.
    - Six barriers to women's access. Cost (lower financial independence.) Lack of relevant content (very little resources and time, poor perception of their value.) Lack of skills (only 30% of women have been taught digital skills.) Cultural rules and stereotypes. Security and trust.

Laura Kaplan

- Collaboration is a cross-cutting issue.
    - There is a need to promote new connectivity models such as community networks in areas where there are no other alternatives. It is a role that the technical community is taking very seriously.
    - Also, work together with academia to promote training and network deployment.
- Women are excluded from network design. Their creative input and a wealth of expertise are lost. This results in a lack of trust among female users. New ideas and different points of view are lost.
- LACNIC initiatives with two different approaches.
    - Ayitic Goes Global – Pilot capacity-building project: working with partners in Haiti to train lower- and middle-income women to provide them with the opportunity to receive education and find remote, online jobs, bringing outsourcing companies

closer, while matching supply and demand. This project has concrete ties to employment.

- A project to identify women with STEM degrees to take on leadership roles within the technical community. The project seeks to identify the specific barriers faced by this group in order to break them down and incorporate these women as technical leaders.

Tanara Lauschner

- Engineering professionals are often associated with the male world. The rate of female drop-out is also very high.
  - Develop of company policies for recruitment and training.
  - Eliminate prejudices.
- Digital Women in Brazil works in high schools to attract girls throughout Brazil to the field of IT. We try to make society aware of the importance of involving both genders equally.
  - Awareness must be raised among society as a whole, both boys and girls, but we are specifically inviting girls, because, proportionally, they are the ones who most need to be integrated.
  - Teachers are also interested in encouraging students.
- Many studies show that mixed teams of men and women offer better solutions for everyone.

Questions from the floor

Ensel Sanchez, Venezuela, Youth Observatory

Digital divides for other groups are often ignored, for example, those of the indigenous communities. In LAC, there are more than 500 groups.

Answer from Yacine Kheladi: There are divides for different minority groups. The important thing is to include these communities in the dialogue. For instance, operators identify that they cannot install antennas in their territories, dialogue is an issue.

Anwser from Carolina Rossini: There are no specific considerations for indigenous communities, but there are for rural areas, where most of these groups live. It is necessary to understand the cost of infrastructure in these areas and particularly that, in those locations, connectivity is through mobile devices.

Answer from Tanara Lauschner: We have two projects in the Amazon; while they are not specific to indigenous communities, they do reach these peoples.

Ariel Barbosa, APC. The issue of online violence, especially environmental activists or journalists, which increases the digital divide for women.

Anwser from Carolina Rossini: There are many civil society groups working on this. In India, a pilot program is being implemented to develop safe practices for the Internet and Facebook in general.

Answer from Paloma Szerman: Civil society organizations addressing how to take precautions and how to tackle this problem for a safer online experience.

Answer from Yacine Kheladi: Where there is a regulatory framework for gender-based violence, it is crucial to include online gender-based violence or violence through ICTs. It is necessary to link the offline and online worlds, as they are not separate.

Ray Gallio of IT. Can you provide us with some figures and specifications for the project in Haiti?

Answer from Laura Kaplan: The pilot has three components: capacity-building, the strengthening of infrastructure, and increasing women's employability. In this third component, we are working with different actors, including those working on employment via an online platform. We have completed the research stage, i.e. understanding the demand and supply. The advocacy begins in September, when we will have further details and will be able to provide more information on this work.

Daniela Masías, Government of Ecuador. Digital violence by digital groups. Do you know any international initiative in relation to this?

Anwser from Carolina Rossini: Barriers are local, which is why it is very difficult to scale projects internationally. The Facebook program against online violence is different in India than in other regions. However, awareness must be international in scope.

María Julia Morales, OBSERVATIC. Digital attitude and aptitude in relation to the relevance of local content. The correlation of these issues would involve transparency and ethics. Are there any measurements in this sense?

Answer from Laura Kaplan: LACNIC is strongly committed to strengthening digital capabilities, but we are currently in a period of research intended to specifically understand which capabilities need to be strengthened so they can be well-adapted to their recipients.

3. Concerns Regarding Net Neutrality and the Future of the Internet. An innovative form of participation has been planned, a new format that will afford greater chances of participation to actors representing all sectors.

Part One. *The first part of the session included two ten-minute presentations where each speaker shared their view on net neutrality. The panel was made up by Flávia Lefèvre Guimarães, Adviser for CGI.br, and Fernando Latterza, Head of Regulatory Projects for Latin America at Telefónica. This first part was moderated by Carolina Aguerre of CETYS-UDESA*

Flávia Lefèvre, Adviser, CGI.br

- The latest research conducted by CETIC br (part of CGI br) shows a significant digital divide between high and low-income consumers.

- While several countries in the region have established the right to net neutrality, it is difficult to guarantee the effectiveness of such laws within the legal framework and case law. It would be advisable to have *ex ante* regulations.
- In Brazil, most users access the Internet through their mobile telephones, using monthly limited-data plans. Once the data is consumed (between 200 MB and 1 GB per month), users can only access Facebook and Whatsapp.
    - Zero-rating plans represent a threat to net neutrality and, consequently, to the openness of the Internet. This is because these plans are used by companies as a valuable commercial strategy to monetize the lack of infrastructure by collecting their users' personal data.
    - Zero-rating schemes also discriminate by application and constitute a lack of respect for service continuity.
- There is little balance between what users pay (even with their personal data) and operators' earnings.
- Users are subject to the editorial criteria applied by the owner of the platform, as they can only access the contents offered by the provider, which is usually filtered using different algorithms.
- There is a lack of transparency in the agreements signed between ISPs and content providers. These agreements are typically signed between the companies that dominate the Brazilian market (approximately 80% of the market is dominated by three companies, mostly by two) and content providers such as Facebook and WhatsApp.
- The International Telecommunications Union (ITU) has been incorporating issues that are typically related to the Internet. This is a cause for concern, given the predominantly multilateral structure of the ITU. This concern focuses on the changes that might be suggested during the Plenipotentiary Conference to be held this year.

Fernando Latterza, Head of Regulatory Projects for Latin America, Telefónica.

- Telefónica has defended net neutrality, which it interprets to mean not blocking any content and not discriminating against any traffic.
- Published in 2014, Telefónica's first digital manifesto clearly sets out the principle of defending net neutrality.
- Telefónica operates in several countries that have specific rules to protect net neutrality. The company respects net neutrality, even in countries with no specific regulations in place.
- Five elements:
    - Competition. Competition fosters net neutrality, as a competitive environment does not offer incentives for limiting traffic.
    - Regulation. Telefónica is in favor of regulating competition in general as a mechanism to protect users, as opposed to specific regulations.
    - Traffic. The company has introduced changes to increase its traffic capacity to maintain the quality of the network, as opposed to discriminating against content.
    - Innovation. Not many studies reveal a correlation between innovation and net neutrality.
    - Transparency for users. The best tools for users are transparency and freedom of choice. The information on how traffic is managed must be transparent, so users can choose the plan that best suits their needs.
- A few weeks ago, Telefónica published a new version of its manifesto which includes a proposal to

move from net neutrality to digital neutrality, involving various actors that are part of the ecosystem.

- As for zero rating, it is considered an innovation that allows users to access the most popular applications. Therefore, free access to these applications is a positive thing because it helps users save on their data plans.

Part Two. *Debate. Two-minute participations by the different sectors, including government, private sector, technical sector and civil society representatives.*

Lucrecia Corvalán, GSMA

- GSMA believes in an open, accessible, affordable and quality Internet. With the advent of 5G and newer generations, it is essential that network operators manage their networks to ensure their sustainability.
- The legal framework must be flexible, based on general principles (future-proof) and must consider the following three principles:
    - Business flexibility so that operators can respond to user demands.
    - Traffic management to ensure network sustainability both now and in the future.
    - Transparency, so that users can make better-informed decisions.

Roberto Zambrana, ISOC Bolivia

- This debate is very important in Bolivia, where there is no specific legal framework on the matter.
- Some schemes might be justified based on relevant arguments, such as their cost for users, but they may lead users towards certain applications or services.
- The transition to 5G will cause the new business models to appear (including zero-rating schemes) which are currently very rigid.

Gerardo Martínez, IFT Mexico

- The Mexican Telecommunications Act (approved in 2014) includes specific provisions regarding net neutrality based on the principles of free choice, non-discrimination, privacy, transparency and clarity.
- These principles will be taken into account in specific guidelines that will be published by the Institute after submitting them to a public consultation process.

Pia Barbosa, Intervozes Brazil

- The competent bodies need to be updated to work in the digital environment.
- Zero-rating schemes not only affect how users choose their platform; they also damage the public debate on social media. What we are seeing is a scenario of digital monopolies: large companies are becoming points of content control.

Pablo Bello, ASIET

- In Latin America, the blocking of access to content and services is not a systematic issue.
- Certain monopolies are now consolidated in the digital ecosystem, so it is very important to

develop a competitive, innovative and disruptive digital ecosystem where no single actor can choose which links make up the chain of the digital ecosystem, regardless of their market power.

- Mechanisms are needed to protect net neutrality, but also platforms, search engines, intermediaries, operating systems and algorithms.

Erick Iriarte, .pe

- When it comes to neutrality, what we are looking for is some form of regulation that establishes that the system must be neutral. In Peru, guidelines on this matter were first issued in 2012 and have since evolved.
- Net neutrality rules must allow any Internet-based application or service to have access to the same Internet speed. Innovation should be the result of users' freedom to access content or services, not of schemes designed by the industry's major players.
- In terms of legislation, Peru has four principles on net neutrality: an open, neutral, free Internet for everyone.

Catalina Achermann, SUBTEL; Chile

- The Net Neutrality Act of 2010 has been well received by both Internet users and the Internet industry. It considers three principles:
    - Technological neutrality. Limiting the use of a device is not allowed, provided it does not damage the network.
    - Traffic management is allowed, provided it does not affect free competition.
    - Transparency. All operators have submitted their reports on quality of service. This encourages healthy competition among the different actors.
- Zero-rating schemes should be assessed on a case-by-case basis.

Yacine Kheladi, Web Foundation

- There should be no restrictions for users to access content from anywhere in the world, access should not be blocked or slowed down in any way, and payments should not be accepted from content providers seeking to have their traffic prioritized.
- The Internet access market should be kept separate from the content market, as this will ensure the continuity of the circle of innovation.

Eliana Quiroz, Internet Bolivia.org (remote participation)

- In addition to the IGF, several other global forums are discussing this tension between the Internet business sector and civil society. An imbalance against the people who use the Internet is perceived.
- The topics under discussion have to do with the commercial development of the sector, but also with user rights.
- It would be important to provide spaces where civil society can have a voice.
- The differences that exist between Internet users and companies should be reduced so users can join the debate. This could be done through capacity building programs funded by telecommunications companies.

Esteban Lescano, CABASE

- In Argentina, net neutrality is guaranteed by law since 2012, both as a right for Internet users and as an obligation for Internet service providers.
- Net neutrality guarantees online freedom of expression as well as competition among ISPs and content providers.
- It is not enough to issue a statement on the need to protect net neutrality. A practical application of this type of safeguard is needed to avoid offers linking exclusive content with specific Internet access services.

Eduardo Tomé, Sustainable Development Network, Honduras

- Honduras is a non-competitive environment for mobile service providers, as there are only two companies in the market.
- Users with fewer resources are affected by anti-competitive schemes, as they are exposed to disinformation campaigns and might become the object of a form of digital welfare.

Anabella Rivera, DEMOS Institute

- The Internet must be open, free and affordable. These words are very popular in these forums.
- In many countries, net neutrality is often presented as an obstacle to those whose priority is to combat insecurity, particularly to combat violence. However, the lack of a regulatory framework has allowed the Guatemalan population to access a space where they can exercise their freedom of expression, something quite uncommon in that country.

Augusto Mathurin, Virtuágora

- Stakeholders seem to agree on defending the general principle of net neutrality, despite differing opinions on how to guarantee this principle and its application.
- One possible approach to the debate might be to discuss whether it is convenient to divide the Internet into services. He expressed his opinion against Internet fragmentation.

Germán Arias, CRC, Colombia

- Colombia's regulatory framework guarantees net neutrality. For example, Internet content cannot be blocked unless ordered by the courts.
- Zero-rating schemes are assessed on a case-by-case basis, although this will have to be reviewed in the future.

Part Three. Replies to the comments received from the floor

Flávia Lefèvre, Adviser, CGI.br

- It is true that political blockouts are not a common practice. However, in practice, blockouts do exist due to social and economic inequalities.
- The adoption of solutions based on the Internet of Things would result in an even greater divide

for low-income populations.

Fernando Latterza, Head of Regulatory Projects for Latin America, Telefónica.

- We must focus on the importance of net neutrality, but also be in favor of an open Internet, which is why digital neutrality is even more relevant.
- Telefónica maintains continues to invest in the region at a steady pace to develop networks and infrastructure, so that the company's processes can adapt to the digital ecosystem and reach remote and rural regions.

4. Threats to Freedom of Expression in the Digital Environment: Disinformation Campaigns.

The moderator began the session by illustrating some recent examples of misinformation that took place in different parts of the world. Likewise, he mentioned the Resolution by David Kaye, Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, concerning the regulation of user-generated online content, which raises some concerns on the regulation of content as well as government and company regulations which, in the words of the moderator, use very general wording on extremism, blasphemy, defamation, offensive speech, fake news and propaganda, often serving as a pretext for asking companies to suppress legitimate expression. In the moderator's opinion, States are increasingly targeting the content of online platforms and many use disinformation and propaganda tools to limit the reliability of independent media.

Finally, the moderator commented on the case of Cambridge Analytica and raised several questions to trigger discussions:

A) What do we mean by disinformation and propaganda?

B) What effect do they have on society? Should they be regulated?

C) What actions can be taken? Can disinformation campaigns affect the outcome of an election?

D) Should we talk about fabricated news, highly biased news and so on? In other words, should we create a taxonomy instead of simple talking about fake news?

Natalia Quevedo González. The panelist began by saying that the Colombian Communications Regulations Commission (CRC) is not a content regulator, but that it has conducted research on the negative impact of the Internet on Colombian society. In this sense, they have identified three fronts that need to be addressed: the extensive use of screens, online anonymity, and fake news. The panelist noted that, before recommending whether regulations were needed or not, they had mentioned some cases that took place in Colombia in relation to the dissemination of fake information. She added that certain local sarcastic and/or humorous news portals became popular thanks to these cases. The panelist presented the concept of post-truth, noting that it has existed for many years. She then observed there are three fronts that must be attacked to combat this type of information:

A) At individual level: through public policy, with an education policy that includes a commitment to teach citizens how to verify news sources.

B) At media level: the media should self-regulate, and their editorials should include more important topics or filters.

C) At network/platform level: using algorithms and people, as an algorithm on its own would not be able to understand irony or humor.

Gonzalo Navarro. First question: What are the conceptual complexities when trying to design solutions to address disinformation campaigns?

The panelist began his presentation by saying that, although disinformation campaigns or other Internet phenomena are long-standing issues, they involve several aspects that exclusive to the Internet, and can be attributed to the speed of technological changes. Thus, old phenomena such as disinformation campaigns, which were already seen years ago in traditional media, are not actually new topics. However, their widespread dissemination is a major factor. He also underlined that, when referring to disinformation campaigns both through traditional mechanisms or through different platforms, the education factor and what users understand from these campaigns is extremely important. Furthermore, he emphasized that the generational component is also very important because certain age groups find it more complex to insert themselves than digital natives, for whom technology seems easier and more understandable. He then commented that there are two key elements: a topic that has always been relevant and that now responds to other technical components, and other essential elements such as users' education and understanding about platforms. To conclude, he noted that online disinformation campaigns are relatively new and that they may have emerged more strongly after the United States presidential elections. He stressed that, while Internet disinformation campaigns are new, solutions have quickly been developed, providing quantitative answers that are in line with expectations, i.e., taking into account the nature of the service and respect for human rights.

Mónica Guise Rossina. First question: The role of intermediaries has been a key element in the dissemination of these disinformation campaigns, mainly to influence elections. Faced with this reality, Facebook has implemented a series of measures to deal with such campaigns, including changes to their algorithms and alliances with fact-checking organizations, among others. What lessons has Facebook learned from this whole process? How has this worked for providing answers that do not affect other rights? The panelist began by saying that the company's policy is that this issue cannot be addressed in isolation. Facebook does not pretend to develop an answer to a problem as complex as this by working in isolation. The panelist added that this issue is so complex that even the academic sector, which is already studying the phenomenon, cannot yet determine its magnitude. In this sense, the panelist mentioned that Facebook is working to preserve freedom of expression, recognizing that combating fake news and preserving freedom of expression is not an easy task, due to the cultural diversity and size of Facebook. Given these characteristics, the panelist commented that they have been working with civil society, academia, and more recently with fact-checking agencies. The panelist added that this has three pillars: identifying fake accounts, detecting them, and removing them, as a large part of fake news on the platform involve fake profiles or accounts. Thus, an important part of the problem can be attacked. Also, she noted that Facebook does not remove fake news or accounts that disseminate fake information, as the are trying to maintain a delicate balance. She then mentioned that fake news has vulgar content and are mostly generated during election years. Likewise, she added that Facebook is working against fake news to reduce their circulation, together with fact-checking agencies. There already are 14 countries in Latin America that are using Facebook fact-checking program to check news that tend to be fake. It was also observed that Facebook receives reports from the community, which are sent for members to verify the facts (not opinions or interpretations). The

reach of posts that are marked as fake by Facebook fact-checkers is reduced and users receive a notification that their news has been determined to be fake. They are then asked if they want to post it anyway (users have the last word). Finally, the panelist commented that she has worked together with partners from the academic sector to create education programs and that soon there will be a project for the younger public, involving interactive videos and texts to inform Internet users in general about the existence of fake news and that there are tools to be better informed and make a more conscious use of the Internet.

Agustina del Campo. First question: States and governments have also taken measures to regulate disinformation campaigns. In the area of freedom of expression and within the framework of human rights, what are the challenges posed by disinformation campaigns in this context? The panelist began her presentation by saying that the main issue when talking about disinformation is how we define it, as this is the starting point for any analysis and solutions to specific problems. She then mentioned that there has been major confusion and that many different things have been grouped under the term disinformation, particularly during the past year. In this sense, she noted that there are in fact some extremely long-standing issues and that some of them are strictly related to disinformation, while others have to do with fake news that may affect people's privacy, such as defamation and libel, which are regulated by a different legal framework. She added that, if we focus on how governments have responded to these issues, the problem lies in their definition. For example, in her opinion, the French case is strictly about electoral disinformation and the impact that political propaganda has on the elections in the country, offering a specific framework for fake news in electoral contexts.

The panelist then noted that the president of the Supreme Court of Justice of Argentina recently commented on various legislative bodies in this regard, including Malaysian law (which penalizes fake news), German law (which regulates intermediaries), and French law (which regulates fake news in an electoral context). The panelist went on to observe that German regulations establish the obligation of intermediaries to control news circulation and impose extremely high penalties for non-compliance. In her opinion, this involves the active control of social media, which includes the obligation to monitor and delete content at high speed. Likewise, she noted that Malaysian law regulates fake news in general, establishing a criminal penalty for anyone who invents fake news (this applies to any speaker, media and context.) She added that these examples show different aspects of the concerns regarding fake news, which can vary significantly. On the one hand, they may involve an attempt to protect the public discourse at the time of the election; on the other, they may be the result of an attempt to protect the honor of a person at a given time, public health, the content circulating at the time of a natural crisis, politics, etc. Finally, she noted that three of these examples share a common issue: the impact on freedom of expression, where penalties, intermediary liability and other measures result in a censorship effect. For example, in the Malaysian legislation there is a great disproportion between the expression and the corresponding penalty; in the French legislation there is also a disproportion in the state's interference when demanding the deletion of content and imposing sanctions; and in the German legislation there is an enormous incentive for intermediaries to delete more content than necessary because of strict deadlines.

Danya Centeno. First question: What role do non-regulatory responses play in Latin American contexts, particularly in Mexico? The panelist began her intervention by saying that it is extremely important to understand the phenomenon before looking for solutions. She went on to mention that the issue is not new. In the past, there was a monopoly on information control and dissemination; now, however, thanks to the new technologies, this monopoly no longer exists. This has led to a greater plurality of information, which in turn has led to lower entry barriers for information that is not reliable, without alternatives for finding reliable information. The then panelist observed that traditional media and official communication channels

have abused this monopoly, and that this has led to a loss of trust in these sources of information and the search for alternative means to access information. She explained that since there is so much available information, it is difficult to distinguish what is reliable and what is not. She highlighted the importance of the role assumed by the media and information sources, and presented the example of what happened during the Mexican earthquake, when there was a gap between actual needs and available information. In this sense, she mentioned the role played by several Mexican civil society groups which covered this gap, and emphasized the value of accurately capturing and disseminating this exercise. She also mentioned that a similar exercise was implemented with more organizations during the elections, and that this had shown people's interest in having access to alternative sources of reliable information. She added that the media and information sources must play a more active role and have greater responsibility in creating greater trust among users, i.e., increased transparency in their editorial policies as well as in their policies for content removal and greater accountability so that users will know that any information they publish is reliable, but avoiding over-regulation as this may encroach on other rights, such as access to information and freedom of expression. To conclude, she underlined that it is necessary to find a middle ground and generate greater confidence among users.

Gonzalo Navarro. First question: What should be the scope of regulations or public policy? Should there be something in this regard or should different fronts be opened? The speaker began by noting that the common-sense answer is that disinformation should be fought with information. However, in order not to affect fundamental rights or individuals, different alternatives have been presented, such as fact-checking agencies, so that users themselves can decide which information is true without the need of having a third party make that decision for them. He added that this type of practical, non-regulatory solutions create a balance between access to information and freedom of expression, contextualizing the work carried out by platforms, which serve as places for the exchange of information but do not determine what is right or not on the Internet. He then noted that people have access to information like never before in the region. There are disinformation campaigns, but now people in Mexico have access to vast amounts of information thanks to the Internet. Also, thanks to tools like Verificado, they also have access to reliable information.He concluded by saying that education must be a state policy and a joint effort of all Internet stakeholders.

Monica Guise Rossina. First question: Facebook has implemented different actions and measures. How else has this platform addressed this phenomenon and how is Facebook informing users about these actions? The panelist noted that presence is needed in this type of forums to engage in dialogue with civil society and provide information. She also noted that there is greater interest in generating links to inform about this type of campaigns. As regards the removal or elimination of material, she added that Facebook it will continue to eliminate anything that is against the company's policies, such as fake accounts. In this sense, investing in machine learning, artificial intelligence and teams to address these issues is a way of attacking disinformation campaigns. The panelist stressed that disinformation is fought with more information. In this sense, they have worked, among other things, on disseminating information through different media in Latin America by offering ten tips through a partnership with academia. To conclude, she noted that certain historical moments —such as elections— require greater attention because of the level of polarization they generate. For example, in Brazil, given the local electoral context, the collaboration of fact-checking agencies is being supported to increase efforts to check facts and news during elections.

Agustina Del Campo. First question: What aspects should be taken into consideration when initiating a legislative process? How is this seen from the point of view of freedom of expression and human rights? Both public and private initiatives must address the same factors. From the point of view of freedom of expression, best practices in this area suggest that one must first be careful when thinking about regulating

expression. Freedom of expression is protected by many factors, including personal autonomy, which is essential in any democracy and instrumental for the exercise of other rights. Abuses are interpreted restrictively, not arbitrarily. This is why it regulations are not absolute but admit careful limitations. The legality test, where a restriction is clearly anticipated, is fundamental. Certain laws can be ambiguous, leaving room for interpretation and an enormous margin of discretion. Proportionality is also relevant: it must not be disproportionate to the purpose. This also applies to the self-regulation of the private sector, as there are many initiatives with multiple options, and all of them have flaws, advantages and disadvantages. All solutions, both private and public, must be critically analyzed.

For example, fact-checking is a much less restrictive measure than automatically deleting content. However, even the latter option should be taken into account, considering that there are not many organizations that perform this type of fact-checking, that it is performed by data journalists but that many other types of journalists also exist, that fact-checkers are not available in every country, and that the impact of the fact-checking performed by Facebook is the same in all countries, so when the news is categorized as fake it stops circulating. This type of measure which affects the circulation of discourse must also be measured according to where it is implemented and the magnitude of the phenomenon.

Danya Centeno. First question: What has been your experience with chain messages? What is your experience with the "Break the Chain" project? The dissemination of information which is not verified via WhatsApp became an issue in Mexico, since the use of this platform does not require a paid data plan and therefore it is impossible for the person receiving the information to verify it. Having identified this issue, several organizations created "Break the Chain" to create a space where they could counteract disinformation chains. The project created a mailbox and an online number to where chains could be sent and a "counter-chain" would be sent once the information was verified. This exercise was useful for understanding the phenomenon, its circumstances, and the type of information that was being disseminated. The analysis continues to gain a better understanding of the phenomenon and propose a possible solution for addressing the problem at its root.

Questions from the floor

1) Can countries such as France, Germany and Malaysia be described as “dictatorships” because of their legislation on so-called fake news? Is it possible to establish a difference in this legislation if it is applied to social networks or to the Internet? What is level of responsibility do operators, companies or service providers have in relation to fake news? What guarantees are offered to end users with regard to the content they publish? (Alexis Santeliz)

2) This issue is of considerable concern, because certain measures are being taken to a great extent. For example, on Facebook, measures could compromise freedom of expression and protected rights. When Facebook says it excludes or removes fake profiles, are there any accounts which were opened without identifying who opened them? In Brazil, there is the obligation to store the data of those who connect and adhere to the platform for at least six months. Brazil, however, also protects pseudonyms, an important tool for protecting freedom of expression. Is this balance in the proportionality of rights analyzed when eliminating fake accounts? Which criteria are applied? Don’t you believe that expressions such as “low-quality news” are extremely subjective? What are low-quality news for Facebook? (Flávia Lefèvre Guimarães)

3) Generally speaking, I am quite surprised by the fact that the word monopoly has not been mentioned. How can citizens contrast information if they do not know who owns telecommunications when a multimedia starts to disseminate fake news. A more effective way to mitigate the impact of fake news would be to guarantee, by means of laws and regulations, a certain proportion of community media licenses and limit the expansion of multimedia corporations. (Jesica Giudice)

4) In Guatemala, there are profiles that disseminate fake news for humorous purposes, unbiased media outlets may also distribute fake news, and there is no way to verify information coming from outside Guatemala City. Are there any tools, techniques or experiences that allow us, as users, to distinguish the different types of information so that we can be empowered and resist the great wave of information? (Linda)

5) If the problem already exists, aren't users inclined to receive this information? How can a user tell which information is true and which is fake if it isn't validated by third parties? Who are these third parties? What happens if these third parties become a "big brother" who decides what users should or should not read because they believe they are in possession of the truth or of some version of the truth? (Erick Iriarte)

6) In relation to major platforms with significant market power such as Facebook, I believe that when global criteria are used, these criteria apply to consolidated structures. When we talk about multiple profiles created from a single IP address, if these profiles are using a public access point with a single IP address, then we will think that someone is disseminating fake news, and that the community is going to find out. Can that shift the curve? How does Facebook know —even if it's a small thing— if something was a mistake? What happens when dealing with such small spaces?

Answers

- Agustina del Campo

The responsibility of the content generator is regulated. Freedom of expression is not an absolute right: there are limits set forth by law, as well as grounds for civil and criminal liability for those who express themselves. However, criminal liability can often be disproportionate. Under the inter-American system, fake information is not prohibited per se, but only when certain conditions are met, because the error that can lead to fake news is protected. Regarding the responsibility of technological intermediaries, they should not be held responsible for third-party content, as those who express themselves already have an attached responsibility, and because establishing a responsibility might generate a funnel that would require constant monitoring or an incentive for deleting content. She considers these problems are complex and occur whether in a dictatorship or not. Countries such as France, USA and Argentina, among others, are discussing their liability systems and limits to freedom of expression, which are not static. It is important to have these debates, precisely because we live in a democracy.

- Mónica Guise Rossina

The doors of Facebook remain open and we take these issues to other spaces for debate and discussion. In relation to fake accounts, Facebook has a real-name policy, as the company believes that people using their real names will use the platform in a more responsible manner. The numbers on the removal of fake accounts are obtained from investigations and the proactive work conducted by the Facebook Team, comprised of more than 20,000 employees, seeking to identify malicious attempts to use the platform. For

example, the use of the same IP address to create different profiles can be used as an indicator of malicious behavior, such as clickbait dissemination.

Partnerships with fact-checking agencies, accredited agencies that comply with international regulations. They are required to undergo annual audits and may be discredited if they do not comply with the requirements. These agencies have expertise and meet rigorous standards to ensure that checks are as objective as possible. The result is that certain contents are marked and their reach is reduced; however, they are not removed from the platform and remain on the profile where they were shared. The person who shared the post is informed that a fact-checking agency has reported that the content is fake. The user can then decide whether they will still share the content. Fake news are not deleted; instead, their reach is reduced.

- Gonzalo Navarro

The important thing is that two years ago we did not have solutions. Now, we are discussing solutions and we can debate whether they are balanced or not. At this stage of the discussion, the solutions that involve fact-checking agencies place the responsibility of determining whether content is true or not on the user. The important thing is that no platform determines what is true or not, the information is not eliminated. This is in contrast with fake accounts, which are covered by different policies. Without entering into a debate on the existence of traditional media monopolies, the Internet exceeds the traditional notion of media, as it allows greater access to more information and this is a great advantage. Fact-checking agencies meet suitability, independence, impartiality and other criteria. Their conclusions may or may not be fallible, but the important thing is that the information remains accessible to users. When the State is responsible for identifying what is true and what is not, there is the risk that the State will determine what content is allowed and what is not. Artificial intelligence, machine learning and other technologies will possibly allow better solutions.

- Mónica Guise Rossina

In my experience, this is not an automatic process, as cases that fall outside the usual curve are also considered. When we talk about warning signs, e.g. one IP address originating multiple upload attempts, we are talking about thousands of accounts. This is indeed a warning signal, but the investigation is much more complex. Our help center offers these 10 tips to identify fake news and we will try to continue to expand the scope of these programs and our alliances as much as possible.

5. Digital Economy, Keys for Development in the Digital Environment.

Lucas Gallito. The moderator began with a brief presentation on how the GSMA sees this new digital environment, how paradigms are shifting, and how there are multiple actors involved in the digital economy. He noted that users can access content in different ways (DTH, WIFI, 4G, among others), adding that in some countries in the region these different forms of access are governed by different regulatory frameworks, such as a regulatory framework for terrestrial networks, one for traditional television services, and so on. In this sense, he noted that this stifles innovation and the development of new services.

He continued his presentation by commenting on the results of a study conducted by the GSMA titled "Connecting the Unconnected," stressing that 10% of Latin Americans do not have mobile broadband coverage, which proves the existence of a supply gap. In this sense, the moderator noted that 77% of those

that do have coverage do not use the Internet. Based on different studies, the moderator remarked that they have come to the conclusion that there are two fundamental reasons for this: on the one hand, the lack of digital literacy and, on the other, the lack of relevant local content.

He resumed his presentation saying that it is necessary to address public policies that accompany the expansion of the ecosystem, because – in his understanding – today there is a new paradigm in the sector and for the future of telecommunications. This new paradigm involves infrastructure deployment, with an important component for fifth generation technology, which requires new antennas, infrastructure, digital skills, incentives to encourage investments, fiscal spectrum policies, and the digitalization of the production chain. Multistakeholder cooperation is essential for achieving these objectives within this new paradigm.

Pablo Bello. Initial question: How can investments in infrastructure and the deployment of new generation mobile networks be promoted (especially now that the world and the region are talking about preparing for 5G)? What is required and what should these networks look like to meet growing user demands and needs in this context of digitalization of the economy? The panelist began by saying that without networks there is no Internet, and without the Internet there is no digital society or economy. He then observed that we need to recognize ourselves as privileged, because we are connected and this makes us part of the 50% of Latin Americans who access and use the Internet on a daily basis, while there is another 50% that do not, and that this heterogeneity is a key issue that we should be able to address. He also stressed that this component has to do with the investment challenge, as the number one focus of public policy should be to close the digital divide. He then mentioned that in recent years Latin America has made great strides in its telecommunications and connectivity indicators, as we now have greater speeds and prices have been falling in real terms, among other aspects. In this sense, public policy and the role of industry have contributed substantially towards closing the gap, but there are still challenges ahead. In order to address these challenges, the panelist noted that an environment should be created to favor investments and generate greater trust. In addition, we must also rethink radio spectrum policies, focusing on the deployment of networks rather than on tax collection. On the latter issue, the panelist mentioned that all the actors of the economy should contribute to state finances. However, the panelist observed that the telecommunications industry has 51% more fiscal burden than other actors that are part of the economy. To conclude, the panelist invited everyone to think about these issues when defining our shared priorities, which necessarily involve closing the digital divide in the next 10 years and having a world class infrastructure, as this is a prerequisite for economic growth.

Second question: Taking into account the comments of Fernando Rojas of CEPAL, how does the digitalization of productive processes impact employment, competitiveness and productivity? How do you see Latin America preparing for this? The panelist pointed out that Latin America is the region where productivity has grown the least in the past 20 years, which is tremendously negative considering the importance of economic growth in generating wealth, employment, education, progress and general well-being, in increasing the middle classes, and in allowing large parts of the population to rise out of poverty.

He also stressed that the economic growth of Latin America in recent years, which has allowed significant social transformations, is the result of the incorporation of young people and women into the workforce, of major fixed capital investments, and of the very high price of commodities. He then noted that the conditions that were repeated in the past will not be repeated in the future. The panelist referred to a study by McKinsey, which concluded that, if the productivity issue is not solved, the region's economic growth over the next 15 years will be 40% lower than over the previous 15 years.

In this context, the panelist understands that digitalization is required: closing the connectivity gap, having global infrastructure and, above all, making an intelligent use of this connectivity and infrastructure, fully inserting technology into the production processes. For this reason, he understands that this applies to the traditional economy more than to the "new economy": how to integrate the IoT in traditional production processes, how to make these processes more efficient and reach more distant markets. He also pointed out that ASIET considers that digitizalition is the most important public policy for the future. The importance of this topic must be brought to the discussion table. The topic requires a multistakeholder approach, as ambitious agendas are needed that involve society as a whole. It is not only a matter of governments and companies. Finally, the panelist noted that it is very important to highlight and place strategic value on the fact that our future economic growth is at stake and that this requires specific agendas to improve the quality of life of the Latin American people. He also noted that we still have time, but it is running out. It is exactly the right time for Latin America to take advantage of this window of opportunity to join the digital revolution. Our natural course is underdevelopment. Breaking this inertia requires much dialogue and the construction of ambitious agendas, for which multiple actors are required.

The agendas must have leadership and coherence. ELAC plays a fundamental role in this leadership. We need to create economies of scale through economic integration. Five hundred million Latin Americans represent a huge opportunity... let's create integration and protection.

Third question: What is the greatest challenge for the creation of regulations that allow regulation and investment?. The panelist warned about the change in the paradigm for the provision of Internet connectivity and services. Convergence has broken down the service network logic and rendered the regulatory framework useless. We must rethink regulations: a market is not defined by the technological nature of the service but by the users' needs. Horizontal principles that protect the user and the competition and that are sufficiently flexible.

Adela Goberna. Initial question: In your opinion how is the "datification" of the economy changing and influencing the digital economy in Latin America? What is the role and the greatest contribution of the platforms to the advancement and strengthening of the digital economy and the digitalization of production processes?

The panelist began her presentation by mentioning that the data economy is a reality that is happening in our region. She then mentioned that Latin America has an excellent opportunity to make use of these new technologies and their potential to contribute to the development of specific sectors of the economy. She went on to say that the use of data allows us to generate better services, which in turn allows the generation of scalable solutions or even identifying niches that were already being served, thus creating new business opportunities. She explained that this type of public policy should be viewed from the perspective of SMEs, given the key role they play in the economic workings of Latin American countries. In this context, she added that perhaps public policies should be geared towards providing solutions that allow the development of such SMEs. As an example, and in line with the topic of data, the panelist mentioned that generating policies that allow cross-border data flows and, in turn, limit the requirements of forced location might contribute to the internationalization of data driven businesses, allowing their development. She concluded by noting that we should think about how to generate proper incentives that will truly create an enabling environment for the deployment of technological solutions in Latin America.

Second question: Continuing with the topic addressed by the previous panelist, and considering the growth of platforms, what impact can regulation and public policy have on their business model? How can we find a

balance between innovation and the protection of rights? The panelist replied that regulation is key for balancing these two issues. In her opinion, clear rules are needed that create legal security for both platforms and users. In this sense, she mentioned the example of clear rules regarding the scope of intermediary liability that will allow the development of self-regulations and other issues that will allow the development of an environment of trust that enables more users to make use of these digital tools. She is also of the opinion that different regulatory solutions exist, that the answer involves more than just one piece of legislation. For example, there are international frameworks based on flexible principles that at the same time generate a reliable and secure framework for more users to join in the use of technologies and have a better online experience.

Third question: Should public policy makers have special considerations for how algorithms are handled? The panelist replied that we are currently observing the potential of AI, ML and blockchain. We must advance towards regulations based on principles so that these can be developed. There is no need to create *ex ante* barriers that hinder innovation.

Fernando Rojas. Initial question: In your opinion, how is the "datification" of the economy changing the value chains in the region? Following up on the previous questions, and considering the recent work in the Cartagena Ministerial Declaration (ELAC 2020) and the emphasis that the B20 Digital Economy Task Force (currently chaired by Argentina) is placing on the subject, what do you think are the connectivity needs for this growing datification of the economy, on the way towards a 4.0 industry?

The panelist began by mentioning that digitizing production is essential, as that is the area where new divides are being generated. Datification is modifying how things are done, the productive processes and the value chains. In this sense, two technological pillars such as Cloud services and the IoT require new capabilities in terms of networks, as they will definitely increase the level of traffic. This shows that incorporating these technologies into production processes generates new demands in terms of network capacity and in terms of quality, as many applications and industries will require extremely low latency. The panelist also confirmed the importance of 5G in the Latin American context and stressed the importance of establishing conditions to accelerate this process. In this sense, he highlighted the importance of regional connectivity and the implementation of national and regional IXPs, mentioning that in Latin America, between 2015 and 2017, eighteen IXPs have started operating in the region, but that fifteen of these are installed in just two countries. The panelist noted that this is an element on which we must work in order to truly be able to create regional technological integration.

Second question: Considering the April eLAC 2020 Agenda, how can a digital agenda contribute to harmonize regional regulations? The panelist observed that the eLAC forum seeks to close the digital divide, and that this is reflected in the 2020 Agenda. That is why there are seven pillars and thirty goals. But this time, new topics have been incorporated, such as the Internet of Production. The process as such has incorporated a new tool: the activity plan. While previously the tool served as a reference, this new version includes a much more specific activity plan, associated with the thirty goals set out in the Agenda. In this sense, the goals highlight the topic of how an agenda can contribute to regulatory convergence. For example, Goal 1 refers to accessibility in remote areas and so on. In this context, we are working on a model regulatory framework for the development and deployment of infrastructure, including community- and similar networks.

On the other hand, Goal 15 is aimed at the development of digital skills, which includes the initiative to create a repository to measure the development of these skills at a regional level. ECLAC has been following

the issue of automation and its impact on employment and the development of digital skills: a study on the ten trades that employ the largest number of people conducted for five or six countries estimated that most of the activities within those trades can be automated. This means that digital skills are needed, because there will not necessarily be a loss of employment, but complementarity and programming.

Finally, in order to function, the Regional Digital Market requires regulatory harmonization. That is included in Goal 8, based on regulatory and infrastructure consistency. For this, a privacy and data protection regulatory framework repository will also be created. The moderator mentioned that digitalization erases national borders and asked how this integration would work considering the peculiarities of Latin America, as opposed to more integrated regions, such as Europe. The MRD is mostly focused on e-commerce issues, and this undoubtedly requires greater network integration and efficiency at the regional level. The issue of the provision of physical goods in the context of e-commerce has also been incorporated.

Third question: What aspects should be considered by public policy makers? Human resources are key. Digital skills have been neglected, there are not many courses available and very few of these address technology design. Instead, they are limited to teaching how to use technology.

Carolina Mendoza (IPANDETEC) Initial question: In your opinion, considering elements such as data protection and other issues, what should be the limits of Platform Responsibility? The panelist began by stating that to talk about limits necessarily implies talking about subjective issues. In her opinion, the main challenge for public policy development is to recognize the capabilities of all the actors involved from the very design. If we take the time to recognize these capabilities and invite these actors from the design stage, the rest of the time could be used to ensure their proper implementation. She then noted that another challenge is to make these policies flexible enough so that they do not lose validity or urgency over time. She concluded by saying that it is necessary to recognize the capabilities of civil society, so that they can be included as such in the conversations related to fundamental rights.

Second question: The more all actors are connected, the more we become interdependent. How can multistakeholder participation lead to greater transparency and accountability, and what is the role of civil society in this. The panelist understands that regional regulations, e.g. the Pacific Alliance, are important for reducing the digital divide and also for centralizing government efforts. For example, in Chile, Visatech favors the incorporation of the technical skills of foreigners in the country's digital economy. The success of the Pacific Alliance stands out against the rest of the region. She also understands that there is no need to encourage transparency, as this is a matter of choice and recognizing the capacities of the participatory axes themselves. All parties should be willing to contribute and create in order to reduce and not broaden the existing divides.

Third question: What are the biggest challenges for civil society in identifying an agenda that advocates for the protection of user rights? The panelist replied that the biggest challenge is for the rest of the stakeholders to adopt the civil society agenda. Clear rules to improve infrastructure and innovation. Let's improve multistakeholder dialogue roundtables, let the government invite us to their table and let us know that it is working for all citizens, improving their transparency.

Questions from the audience

What is the role of inequalities in the region? How do we combine these inequalities with digital growth? Reply by F. Rojas: 50% of the rural population is poor and connectivity solutions are not reaching these people. Specific policies are needed for this sector to put a stop to this inequality.

Samuel Chacón (Venezuela, CANTV): Need to raise awareness among managers so they will understand the need to end the digital divide.

María Chirinos (Civil Society, Venezuela): *How do we incorporate the human rights perspective? Impact and social benefit models? Social return on investments?* Reply by A.Goberna: Need to create trust among users, public-private partnerships

Augusto Matudín (Agora Argentina, Civil Society) *What can all sectors do to generate new enterprises?* Reply by. A Goberna. Raise awareness, create alliances between countries, take steps towards the regionalization of business models by eliminating inefficiencies.

6. Challenges, Achievements and Experiences in Community Network Management in Latin America.

Introduction by the Moderator. Latin America is probably the global south region where community network initiatives have been most recently developed (Brazil, Colombia, Argentina, Mexico). This trend has to do with the work of communities and civil society, but also with the interest of the technical community, governments and the private sector. However, there are still many challenges ahead and much to understand regarding the impact of such initiatives. The question that will guide this discussion is what conditions are needed for community networks to be regarded as viable and scalable initiatives for bridging the digital divide.

Lilian Chamorro. Question: What is a community network? Based on your experience, what do you think are the main challenges and the social and economic impact of these initiatives? The analysis of community networks is important because it affects their impact and viability. Community networks refer to a common good that belongs to a specific community. It is a special type of common good, as it combines physical (infrastructure) and digital (services running over networks) elements. Here, the communities are the agents of their own networks and take an active role in their design, implementation, operation and maintenance. An important factor of community networks is their governance models. Community members define how to manage a community network. Community networks are very diverse because each community has a different social, economic and cultural context, so each network has its own community model. When we talk about community networks, we are not only talking about Wi-Fi networks or the Internet, but also about cell phone networks and a variety of other technological options as well.

Community networks represent an opportunity to do things differently and look for new models. Fifty percent of the population is not connected, and this 50% mostly corresponds to ethnic minorities, rural areas, women. Community networks may provide an opportunity for these minority groups that, for various reasons, are still unconnected to propose disruptive models in which communities have real participation in the design and administration of the networks, in addition to generating new capabilities to use and take advantage of such networks. The community needs an ecosystem that includes the technical community, government, academia, and even companies in order to be consolidated.

Oscar León: What is the status of community network regulations in the region? Some time ago, the discussion involved a broader concept, that of "connecting the unconnected." There are different solutions to this issue that are not necessarily technological and that allow providing access to the unconnected. ITU-

D19 Recommendation for Rural and Remote Areas seeks to have a framework where these networks can operate and have a source of funding that will ensure their continuity in the future.

This requires considering factors such as what technologies are available in the area, local training to solve possible initial failures, and maintaining the equipment. The recommendation focuses on sharing the results and experiences of national initiatives.

A preliminary survey of 15 countries was conducted to determine where clear regulations exist and where they do not, as well as to understand the changes required at the regulatory level. Homogeneous regulatory solutions are required to allow an extended implementation of these models.

Different models are possible: In remote areas, where providing access may not be economically viable for an operator or regulatory changes may be required. In areas where preexisting actors allow entry into the region. In the 15 countries surveyed, there is some form of generic regulation covering the provision of service in remote areas. However, the only country that has clear regulations regarding community networks is Mexico. Chile, Argentina and Colombia are working on future regulations.

Some of these regulations require that these remote areas must offer quality conditions that are extremely demanding, making it technically and financially impossible to provide services in these regions. In some places, there is an obligation to have technical centers for users (user service centers or maintenance centers), which may cost more than installing the community network.

Agustín Garzón. Questions: What is the priority role of governments for the promotion, support and development of community networks in LAC? What criteria should be taken into account for allocating radio spectrum, as an essential and scarce resource for the provision of mobile Internet and broadband services?

States need to broaden their thinking to respond to the different variables involved. Community networks undoubtedly play an essential role, particularly in regions where it is very costly for companies to reach them, even with economic support from the State. Sometimes it is difficult to find providers willing to manage the last mile and provide the service.

Argentina is a good example because of its size. There are many localities without any kind of Internet. We are promoting three community networks in Rio Negro through an agreement with ISOC. Also, we are working on a licensing project for community networks. This type of license, which currently costs about $600, would be free in the case of community networks, and would provide access to additional contributions or subsidies for infrastructure. It is also necessary to accompany these initiatives from a policy or regulatory point of view to ensure that they can be sustained over time.

Andrés Sastre. Questions: What is the vision of the telecommunications operator on the development of community networks in the region? How do you think they should be developed? What incentives and spectrum policies should be followed? The greatest achievement to date in closing the digital divide is the existence of a competitive market. There are different ways to connect the 10% or 15% of unconnected territory: generating incentives for private networks or creating community networks. As telecommunications operators, it is not a matter of saying “with or without community networks.” We cannot be pragmatic and refuse to allow community networks as a temporary solution, but the devil is in the details. In grey areas where there is no clear market interest in participating, we believe that community networks have the potential to replace rather than complement, which may result in a problem. This also has to do with spectrum issues, a key topic for telecommunications companies. In order to see how

spectrum is allocated or assigned to community networks, we must have a closer look at the criteria and the way spectrum is allocated, so that there is no conflict.

Sebastián Bellagamba. Question: What is the priority role of technical community actors for the promotion, support and development of community networks in LAC? First of all, from the technical community, we have to promote the issue of why we should help connect people, not because of the technical problems this poses, but because technology brings benefits to people. If we focus on the benefits that people will receive, we can think of the issue from a different perspective.

Connecting the unconnected has become a matter of urgency. The Internet ecosystem is making good progress in connecting the unconnected, but the cost of being unconnected is increasing daily. As Agustín said, those who are unconnected are left behind: the more time it takes to close the digital divide, the greater the cost (in not receiving the benefits that others are receiving, and in mechanisms for interacting with the State, companies and society as a whole). We must reach down to the bottom of the pyramid and push upwards. Community networks are a great tool to address the problems of those who are bearing this cost.

How do we advance community networks? We have to work on three key issues:

- Regulatory policies: creating an enabling environment to deploy community networks by developing policies on:

- Radio spectrum

- Licensing

- Access to universal service funds

- Building technical and business model management capabilities to make community networks technically and economically sustainable.

- Creating community for the community (a community of those who are involved in community networks at national and regional level so that they can collaborate with each other and make networks sustainable, lasting over time).

Ariel Grazier. Questions: How do the circumstances in which small and medium-sized private sector operators work relate to the development of community networks? What experiences, models and lessons are there in the region in terms of infrastructure sharing that can be used as a reference to make this a mandatory practice? For small, medium and large operators, having clear rules is very important. Regulations are changing, from an approach based on penalizing the efforts of communities to connect, to an approach where regulations must be adapted to solve these problems. How can these initiatives be sustainable? It is important to understand that the first thing is to connect the unconnected. Everyone agrees that this is the first step, but then the question is how to improve quality and make these models sustainable. The answer is that competition improves these issues.

Carlos Baca. Question: What do you think are the most relevant responses and measures that should be deployed to ensure the growth, sustainability and growth of community networks? It's not just about connecting, but about meeting the needs of the people through connectivity. Community networks are the answer to that. To paraphrase Alfonso Gumucio, community media is a balancing act: constantly walking on

the tightrope to reach the finish line. Community networks are on that path. There are three sustainability factors that need to be taken into account:

- Economic sustainability: providing continuity and viability to the networks, but also so that people who work on these initiatives can make a living.

- Institutional sustainability: creating a public policy environment that enables the creation and existence of networks, for example, allowing community networks to participate in universal access funds and modifying spectrum policies.

- Social sustainability: generating the environment needed to facilitate the social processes that allow the creation of community networks.

Audience participation

How does the community experience the introduction of different types of technology? How do you experience the arrival of technology in a language that is not yours?

The "community" is what brings value to community networks. "Networks" already exist and are leaving behind 50% of the population. Community networks try to respond to this need. It is an important challenge to succeed in promoting an environment that favors community management. Community networks are not only relevant in terms of how we can help people access the Internet, but in also in terms of how we help people inhabit and build the Internet. It requires the generation of local content and local infrastructure.

Are community networks that are not necessarily intended to generate access but to promote and protect data privacy harmful or are they a burden for the creation of other community networks?

What was the network's experience with the use of free software?The history of freedom of expression has been a history of transgression and disobedience (free community radio stations, free community television stations). Community media represents a way of understanding technology, a new way of looking at digital communications in general, not only the Internet.

We focus on access, but there are many communities that live in areas where connectivity is irrelevant because it is impossible to afford. We should think about how we can connect the people living in areas where there is connectivity, but people cannot afford access. How can these people go online if they cannot afford their basic needs?

When we talk about community networks it is very difficult to talk about a business model. Not every State action responds to a business model; therefore, it is essential for all actors to be involved in the process and define regional public policies that allow *not* defining business models in this area.

Whether networks are first installed in a territory and then begin to multiply their functions, or whether the function has an impact on the territory.

Whether these networks have a horizontal form of governance and maintain the notions and criteria of community participation.

How much have the experiences of telecenters and community networks been incorporated into the current reflections of the multiple stakeholders? What supports community networks is the issue of autonomy and technological sovereignty, so I am concerned that this issue has not been mentioned.

Reactions from the Panel

Lilian Chamorro: I would like to emphasize that, indeed, the issue of community networks extends beyond access. We must think about how it impacts the community and the possibility of creating contents, services, applications, etc. adapted to local needs, which has to do with the concept of autonomy mentioned by Kemly. I believe that with regard to the tax burden, it is necessary to understand that commercial operators are not the same as community operators, which is why organizations and communities must take part in this dialogue.

Oscar León: We have seen that, when new regulations have been approved, some operators have shown interest in communities in which they did not seem to be interested before. This means that they have realized that community networks have proven to be feasible solutions for smaller populations that have worked through an operator with local agreements.

Agustín Garzón: In the case of the Argentine regulator, it is clear to us that community networks focus on openness and accessibility. Together with community networks, our first goal is coverage. The ENACOM board will approve a licensing resolution in the next month or two. I don't agree that the network design leaves out 50% of the population. Last year, Argentina added 9 million people to 4G. A large part of the challenge is the scale; therefore, a large part of the solution will come from commercial operators.

Andrés Sastre: I think it is unfair to say that 50% of Latin America is left out, mainly because it is not true, and the idea does not resist any kind of analysis. We must not engage in a logic of good and evil. The following aspects are being considered: complementing each other's efforts, instead of replacing each other, in order to reduce the digital divide.

Sebastián Bellagamba: The digital divide is a reflection of other social and economic divides. Factors related to the divide: relevance of online content (languages, for example), accessibility (cost), and coverage. We must choose which problem we will attempt to solve. Community networks are indeed about coverage. This is not a marginal factor: 86% of the Latin American population lives in a place where there is coverage. This means that 14% –one hundred million people – are not connected because they live in an area that does not have coverage. We have to address all these problems, but here we are focusing on coverage.

Ariel Grazier: I agree 100% with Sebastián. However, when we talk about sustainability, we are talking about a business model, and this is not because we have to earn money, but because we have to do it in a sustainable way, given that nothing is free in this world and we need our creations to be sustainable over time. That is part of what we are discussing.

Carlos Baca: Technological solutions for the last mile that have worked in remote and rural areas are those where the community participates and sets its own terms with respect to network management. Generating ties between different community networks and learning from each other's experience is a work in progress and an important process.

Conclusions and moderator's closing remarks

The community network trend will continue to grow in LAC. Communities are betting on their self-determination, so these initiatives are not being projected as temporary solutions. Likewise, they are related to structural aspects affecting the region, which continues to be the most unequal region worldwide. Community networks are here to stay and need viable, feasible and long-term solutions.

7. Challenges in Managing Internet Identifiers.

Four topics were presented by an expert, each of whom had 7 minutes to introduce the topic and address the challenges and problems it poses. These topics were:

Site/network blocking, by Raquel Gatto (ISOC)

Disaster preparedness, by Lito Ibarra (SVNET)

Privacy under the GDPR approach and its impact on the DNS, by Rodrigo de la Parra (ICANN)

Routing security, by Guillermo Cicileo (LACNIC).

A. Site/network blocking, by Raquel Gatto (ISOC)

Part One

Site/network blocking: Raquel Gatto, ISOC

Internet blocking is a total or partial interruption of electronic communications which can affect countries, groups of people, or services.

The Internet Society presented a study of the main techniques used for blocking the Internet: IP-based blocking, blocking based on deep packet inspection (DPI), URL-based blocking, platform-based blocking, and DNS-based blocking.

Blocking is not always efficient, as it does not always achieve the goal of interrupting the services and generates harmful side-effects for the ecosystem, affecting both human rights and economic and technical aspects.

An emblematic case was the unsuccessful attempt to block WhatsApp, which had repercussions around the region.

Disaster preparedness: Lito Ibarra (SVNET)

During LACIGF, different aspects relating to Internet users were discussed, including efforts to connect a greater number of people to the Internet.

However, network infrastructure remains in place even in case of a disaster. Thus, the promotion of Internet-based applications and services creates greater dependency among users, who now rely on Internet access.

One of the issues related to natural disasters is the protection of critical infrastructure that allows us to remain connected. Unfortunately, not every natural disaster can be anticipated.

Systems at risk include domain name servers, Internet exchange points, datacenters, local and international connectivity providers, as well as various infrastructure components (cables, fibers, links, routers, switches, etc.).

Even though different mitigation measures exist, some of these measures are not adopted until a natural disaster occurs.

Privacy under the GDPR approach and its impact on the DNS: Rodrigo de la Parra (ICANN)

The privacy and data protection measures adopted in the European Union have long been part of the discussions of the ICANN community. In this case, the topic is discussed in the context of its implications for Internet governance.

The GDPR was passed by the European Union and came into force on 25 May 2018. It applies to companies that process personal data belonging to subjects residing in the European Union. Large fines apply in case of non-compliance.

The GDPR affects the Domain Name System in at least two areas:

Contracted parties, as they collect, display and process personal data. These actors include registries and registrars.

Internally, as ICANN collects and processes some personal data and processes such data for internal services.

One of the solutions proposed by the ICANN community was the Temporary Specification, which provides a unified interim model to comply with the provisions contained in the GDPR and, at the same time, guarantee the operation of registry services, such as the WHOIS service.

In addition, the ICANN multistakeholder community will work to define a policy to address the changes generated by the implementation of the GDPR.

Routing security: Guillermo Cicileo (LACNIC)

BGP-based routing is one of the pillars of the Internet. However, because it was designed long ago, many security considerations were not taken into account.

There have been several proposals to address routing security issues, for example, RPKI. However, the adoption of such measures is not yet widespread, so one of the goals is to promote their adoption among relevant actors.

It is also possible to join the MANRS program to increase security measures among Internet access providers.

Part Two

The problems and challenges of each topic were displayed on the screens available in the room. The audience was then divided into four groups (each of which was assigned a moderator and a rapporteur) for 30 minutes of constructive and open debate on the problems and challenges considered for each topic. The rapporteurs assigned to each topic were as follows: Site/network blocking, Alexandra Dans (ICANN); Disaster preparedness, Shernon Osepa (ISOC); Privacy under the GDPR approach and its impact on the DNS, Gabriela Ramirez (.AR); and Routing security, Carolina Caeiro (LACNIC).

The following questions were used to trigger the discussions:

Site/network blocking:

Which Internet users and services are affected by Internet blocking techniques?

How do these techniques affect human rights, the economy, and network stability?

What are the roles of the various actors (governments, users, technical community, private sector) in Internet blocking?

What are their processes and characteristics?

Disaster preparedness:

What mitigating measures are possible?

Who should take an interest in damage prevention?

What is the role of each stakeholder (civil society, government, private enterprise, academia, technical community)?

What components of the connectivity system should be protected?

Where should resources be obtained to develop preventive or mitigation measures?

Should this work be conducted at a national or an international level?

Should this topic be included under Internet Governance?

The GDPR approach and its impact on the DNS:

In your opinion, what can we do to find a balance between privacy/personal data protection and security/operational stability?

What are the lessons learned about the impact of regulations on global aspects of the Internet?

The multistakeholder model and the challenge of providing an effective reaction to external events.

Routing security:

What problems can affect end users if the routing system fails?

Are there any measures to mitigate such problems?

What can we do so ISPs will adopt such measures?

Validation: hard work with NOGs, IXPs, etc.

RPKI adoption:

operator training;

greater dissemination throughout the Internet ecosystem;

adherence to MANRS (ISP reputation).

Adoption and monitoring of standards on the part of operators.

Part Three

The four groups gathered once again, and each rapporteur shared the results of the discussions.

Site/network blocking: Alexandra Dans, ICANN

A variety of reasons were mentioned as the cause of Internet blocking, including the following examples:

In Uruguay, there was an attempt to implement a block on gambling websites. While gambling is legal in the country, it is a regulated activity.

Several cases were reported in Venezuela, as well as some solutions to avoid such blocks, including the use of alternative DNS.

Blocking was also discussed from an ethical perspective, highlighting legitimate motives, such as the fight against child pornography.

Several questions were brought up concerning what should be considered a legitimate reason for ordering an Internet block, particularly regarding the legitimacy of the authorities who are competent to order such measures. If such legitimacy does not exist, blocking would be legal but not ethical.

Disaster preparedness: Shernon Osepa, ISOC

One of the experiences shared in the group was what happened in Mexico after the earthquake that took place in September 2017, when many people tried to use Internet-based services and exceeded the capacity of the country's infrastructure. Some participants suggested disseminating advice on how to use the Internet following a disaster.

In the case of Guatemala, a country that is susceptible to natural disasters caused by volcanoes, prevention and monitoring is particularly relevant.

In Haiti, local coordination between the operators and the government became particularly relevant when a disaster occurred.

As for damage prevention, holistic solutions were proposed to incorporate the concerns and best practices of every stakeholder.

Participants also agreed that disaster prevention and recovery are important issues for the Internet governance community.

Privacy under the GDPR approach and its impact on the DNS: Gabriela Ramirez, .AR

Regarding the balance between privacy and security, participants pointed out that these characteristics are not antagonistic and that, to avoid abuses, only relevant information should be collected.

Mention was also made of the differences between ccTLDs and gTLDs, which have a different relationship with ICANN and, consequently, different obligations.

Local data protection legislations were identified as an important element in the discussion.

The GDPR was pointed out as an opportunity for the community to review its personal data collection, treatment and protection mechanisms to safeguard the interests of end users.

Routing security: Carolina Caeiro, LACNIC

Participants presented different examples of routing attacks that occurred in their communities.

In addition, it was observed that some routing attacks are not perceived by end users.

Some preventive measures and ways to strengthen routing security such as RPKI and BGPsec were discussed, including concrete aspects such as the need to incorporate passwords to BGP connections for each router.

The MANRS initiative by the Internet Society was also mentioned as a preventive measure for strengthening routing security.

There is also a need for cooperation among operators, both nationally and internationally.

Training was identified as a key element, not only for operators, but also for the different actors that are part of the Internet community.

B. Disaster preparedness, by Lito Ibarra (SVNET)

Introduction

Lito gave an introduction on why this Natural Disaster session matters:

- We are increasingly using technology, particularly Internet connectivity;
- We are encouraging more people to connect;
- Our dependence on connectivity is ubiquitous and the Internet has become essential to our daily lives;
- There is an element of fragility in case of natural disasters.

Natural events and phenomena

- Climate change
- Greenhouse effect
- Oceans
- Atmospheric phenomena
- Earthquakes
- Flooding
- Storms
- Landslides
- Fire
- Tsunamis
- Volcanic eruptions

While governments, operators and ISPs are trying to connect more people to the Internet, the challenges posed by natural disasters makes it quite difficult to achieve this goal. This is the reason why it is important to mitigate the effects of natural disasters as much as possible.

<u>The session involved the discussion of the following six questions:</u>

1. *What measures can be taken to mitigate this problem?*

The experiences of some countries were used as a starting point.

· *Mexico*

o After the experiences Mexico went through, they developed a natural disaster contingency plan that focuses mostly on critical infrastructure, configurations, and measures that people should adhere to in order to avoid traffic congestion during natural disasters.

o The regulator (FTC) serves as the focal point for disseminating among the community all relevant information regarding the proper use of telecommunications during a disaster.

· *Argentina*

o In Argentina, the SINERGIR structure coordinates the assistance in case ofnatural disasters. They broadcast messages from all stakeholders, including the government, fixed and mobile operators, and ISPs.

· *Guatemala*

o Guatemala is very sensitive to volcanoes and has experienced 33 events in the past year.

o Monitoring stations have been developed using modern technology to monitor seismic activity.

o These systems will also monitor where people are.

o This country has also focused on raising awareness regarding natural disasters and the measures that should be taken during such events, including communications plans.

· *Haiti*

o Spearheaded by the Government and Regulator, Haiti has been focusing on alternative emergency communications systems that don't rely solely on the Internet.

o Critical infrastructures such as power and water supply must also receive due attention.

o Installation of CB radios are also explored.

2. Who should take an interest in damage prevention? What is the role of each stakeholder (civil society, government, private enterprise, academia, technical community)?

· All stakeholders:

o Government:

§ As they can develop relevant policies on how to mitigate natural disasters.

o Operators/ISPs:

§ Since they are the Internet service providers.

o National disaster agencies:

§ Given their roles in coordinating national disasters.

o Academia:

§ As they can be helpful in developing suitable emergency equipment.

o Civil Society:

§ To raise awareness on how people should protect themselves.

o Private sector:

§ As they can help invest in suitable solutions.

o Technical Community:

§ As they can help think of suitable solutions.

3. Which components of the connectivity system should be protected?

- DNS servers
- Traffic exchange points
- Datacenters
- Local and international connectivity providers
- Cables, fibers, links, routers, switches, etc.

4. Where should resources be obtained to develop preventive or mitigation measures?

· Financial resources

o Donors or other financial institutions

· Human resources

o Technicians/Engineers enhancing telecoms/Internet infrastructure

5. Should this work be conducted at a national or an international level?

· The biggest impact could be noticed at a national level, which is why the focus should be laid nationally.

· The international aspect is also important, especially to learn how others have been doing things (best practices).

6. Should this topic be included under Internet Governance?

· So far, within the global IGF there is not much focus on “Natural Disasters”.

o The group is of the opinion that this topic should be included in the IGF agenda, the main reason being that:

§ natural disasters could be a direct threat to the Internet access deployment agenda.

§ Especially in development nations, this topic is very important.

C. Privacy under the GDPR approach and its impact on the DNS, by Rodrigo de la Parra (ICANN)

A large group of participants met to discuss "Privacy under the GDPR approach and its impact on the DNS," a topic that was introduced by Rodrigo de la Parra, ICANN Vice President for Latin America and the Caribbean.

Rodrigo presented the GDPR’s background, a topic that has been on ICANN's agenda and which deals with data protection and privacy measures for citizens and residents of the European Union.

This topic has become relevant to the technical community and, on this occasion, it was approached from a broader, not so technical focus so that it would be of greater interest to the community at large. Today, several questions were presented to the different working groups focusing not only on technical issues, but also on the implications of this issue for Internet governance.

Background

The GDPR came into force this past 25 May and its purpose is to protect EU citizens and residents against privacy violations and the misuse of personal data. “The regulation is an essential step to strengthen the fundamental rights of citizens in the digital era and to facilitate business by simplifying the rules in the Digital Single Market.”nIt applies to any company that processes and stores personal data belonging to subjects residing in the EU, regardless of the company’s geographic location.

Failure to comply with the GDPR can result in fines of up to 20 million euros or 4% of a company's overall annual turnover. European data protection authorities are responsible for interpreting the events and enforcing the regulation, while European courts are responsible for resolving any dispute that may arise.

The GDPR is not very different from data protection laws or regulations that already exist in our countries.

But what does this have to do with the DNS, the Internet and ICANN?

ICANN is affected on two fronts:

First, internally. Just as any other organization that receives **personal data**, ICANN must be mindful of how these data are managed. This refers to data that is collected and processed to provide internal or external services.

But there is also a special dimension that affects ICANN’s contracted parties, namely **domain name registries and registrars**, which follow the rules established by ICANN. Each time a registrant (whether an individual, a company or an organization) registers a domain name, they are asked to provide certain

information, including personal data, which is collected in a public directory called the **WHOIS**. The WHOIS contains information on each domain: registry and registrar. Previously, it included data of a more personal nature. This WHOIS contradicts the EU regulation, which in turn affects any company that registers domains and maintains EU citizen data. About two years ago, the ICANN community began the process of discussing how to comply with the regulation while at the same time preserving the WHOIS directory. Bottom-up participatory discussions have been taking place in this sense.

As a result, Internet governance must address two major issues:

- Privacy and data protection on the Internet **vs**.

- Preserving the directory that is part of ICANN's mission, on the one hand, to maintain the technical and operational stability of the Internet, and on the other, to be able to provide information to court authorities. For example, when investigating a crime related to a website, the legal system uses information contained in this directory to find the person or location where the network is used in a malicious manner.

Different Internet-related groups are discussing this topic, seeking to come up with a policy that defines its application.

The discussion on the WHOIS was already taking place, as some sectors were looking for a more robust WHOIS while others wanted a system that did not store sensitive information. The GDPR, however, accelerated this discussion among the community. As a result, a proposal emerged: the Temporary Specification for gTLD Registration Data, i.e., an interim model that guarantees a common framework for how gTLD registry data are managed. Meanwhile, the discussion among ICANN's different stakeholder groups continues in the hope of achieving a policy that defines how to continue using the WHOIS.

Some of the measures proposed included that replacing the single information layer for those who query the WHOIS with different layers (stratified model) depending on the level of information needed and in compliance with the GDPR. This means that only part of the information in the WHOIS would be displayed publicly, while the rest would only be accessible to those who request the information through the registrars or operators and can prove they have a legitimate reason for doing so (a court order, for example). According to this Temporary Specification, ICANN's contracted parties (registries and registrars) must continue to collect information from users who register a domain name. This proposal continues under discussion.

The following questions were presented to trigger the discussions.

<u>The GDPR and its impact on the DNS</u>

· What can we do to strike a balance between privacy/personal data protection on the one hand and security/operational stability on the other?

· What are the lessons learned about the impact of regulations on global aspects of the Internet?

· Can the multistakeholder model react efficiently to external events?

As mentioned in the introduction, this year, this topic has been included in the agenda of all the actors involved in the Internet ecosystem.

After being presented with these questions, the group discussed the following positions:

Johanna Falliero (academia) believes that the dichotomy between privacy and data protection vs. security is incorrect.

Enrique Chaparro (Civil Society) believes that the main issue under discussion is a contradiction. The superabundant data collected in the DNS does not support DNS stability; instead, it supports the copyright lobby. For a packet to reach a destination address it is not necessary to know the postal address. The user's physical address means nothing to the DNS function. There *is* a contradiction with the needs od law enforcement agencies. Also, the data protection lobby is against ICANN's main role.
The GDPR did not happen overnight; therefore, the fact that ICANN did not make a timely decision on the matter represents an institutional failure. There are different data storage mechanisms for large entities which, in the event of a security incident, allow taking quick action to solve the security issue. Data stored for a specific need should not cause any problem. Ultimately, there should be no contradiction between the two. ICANN is currently working on a final definition.

It was noted that ICANN considers two types of domains. Country code or generic top-level domains (ccTLDs) and generic top-level domains (gTLDs). ICANN's global policies affect gTLDs. ccTLDs have certain flexibility depending on how they are managed.

Erick Iriarte, .pr: The GDPR does not applicable in my country for two reasons. The country has its own personal data legislation passed in 2011, which is functional, as we protect the data delivered to us under the Peruvian legislation (Act 29733, Article 3, Paragraph 23). In case of cross-border services, we apply the GDPR, provided that the service is delivered directly to Europeans, and in their currency (euros). Only three types of data are currently stored: postal address, e-mail address and DNS. In his opinion, there is no standard for publishing WHOIS data.

Luis Arancibia, .cl: There are indeed cases of registry and registrars, most of which are European. There, they do have a role and are heading towards a different standard; a protection of user data.

Alberto Soto: Each government may have its own personal data protection legislation, but the problem with ICANN is that it is a global organization that must abide by the laws of the state of California and respect other legislations around the world. To process WHOIS data, numbering is all that is needed. Thereafter, it must be determined which data may be accessed freely and which must be requested through a law enforcement agency.

Other questions that came up during the debate

What is the balance between crimes not being investigated vs. protection? What are the minimum data needed for proper operation?

Domain name, a method for contacting the user. From an operational point of view, the problem is being able to quickly communicate with the registrant in case of technical issues or criminal activities.

What are these data?

E.C.: One possibility would be to have a point of contact, whether mediated or not. The rest of the data is for different purposes.

There is currently an ongoing lawsuit between ICANN and EPAG, which has severed its contract with ICANN. ICANN filed this legal action because EPAG recently informed ICANN that when it sells new domain name

registrations it would no longer collect administrative and technical contact information, as it believes collection of that data would violate the GDPR rules. ICANN requires that information to be collected, via its contract with EPAG.

J.F.: Issues such as data security affect us here or anywhere. We should all move forward based on the same principles. Come up with standards that are for all, go beyond regionalisms. We understand that there is institutional reluctance to apply these regulations because they are more comprehensive.

To which of the principles proposed in the GDPR will we adhere? Express and tacit consent must be taken into account.

Conclusions of the debate

Privacy vs. security: It was agreed that there is no antagonism between privacy and security, two fundamental principles that must exist and coexist. It was also agreed that it is necessary to collect only data that are relevant to their intended use, and to avoid collecting a superabundance of data, as this would be abusive. For example: a domain name holder's postal address is not necessary to guarantee the DNS function.

Participants talked about the discussions that are taking place at ICANN about the need to combine the operation of the WHOIS and application of the GDPR.

They also mentioned the differences between ccTLDs and gTLDs, as generic top-level domains have contractual obligations with ICANN and must therefore continue to collect WHOIS information, while ccTLDS vary in their form of administration and are in a more flexible position. They agreed on the importance of maintaining a point of contact with the holder, whether mediated or not. It was noted that there cannot be one WHOIS standard for all.

An update was presented on the local legislation of the countries represented in the group, and it was pointed out that, regardless of the existence of legislation on the matter, local practices had not been modified as the GDPR did not affect their territories.

Finally, it was mentioned that everyone should strive for the same principles, regardless of each country's regionalisms and peculiarities, and come up with a global definition centered around citizens; a common agreement for all, as that data should be equally protected in the region and worldwide.

8. Smart Industry and the Industrial Internet: SMEs and the Digitalization of Productive Processes in Latin America.

The goal of this panel was to understand how different actors provide and seek services and tools for innovation to promote the digitization of productive processes.

First, the ECLAC representative provided interesting data about SMEs' relevance for the regional economy: they generate 60% of employment, 30% of GDP and 8% of exports. The productivity of SMEs is lower than that of medium and large enterprises. At a global level, small companies are less productive than large ones. Likewise, they are less productive than companies in the rest of the world.

The Argentine government representative noted that 99% of the companies in the country are mainly SMEs from the private sector and generate 65% of jobs. This is why SMEs must be key players in this transformation to strengthen local development. The scenario is ambiguous now that we are going through the transition process: although there are companies with greater digital development, many are lagging behind in incorporating technology to their processes. Very few SMEs have incorporated disruptive technologies into their productive processes.

When asked about the challenges that entrepreneurs face in digitizing, Sebastián Cadenas explained the product they have developed, which consists of informing each store when they are going to receive credit card payments. Before this development, the only way to control sales flows was manually, and this has a high margin of error. This technology allows micro enterprises to have the same control as large ones.

The challenge faced by companies for increasing their productivity is to incorporate technology and education.

The Facebook representative noted that SMEs are improving their productivity. There is research in the region indicating that 30% of companies started their business from a Facebook page and that 55% grew after using digital tools. These companies use digital tools and other platforms to grow and look for staff with digital abilities. To respond to this need, Facebook provides digital literacy courses and supports training in digital technologies for SMEs in the region in order to create business and opportunities within the community and internationally.

When asked about the relationship between the impact of digitization on employment levels and competitiveness of SMEs, the Telecom representative stated that the challenge for LAC (Latin America and the Caribbean) is to increase the GDP per capita, which is achieved by improving productivity. There is not enough data about the digital economy in LAC (except in Colombia). However, existing data shows that companies have technology (computers) but do not use them much in productive processes. There is technology but it is not used productively.

The ECLAC representative explained how digitization affects company employment and productivity levels. On mature technologies (previously the new ICTs: the Internet, the web, e-commerce, information), there is no information on emerging technologies (Artificial Intelligence, robotics, 3D, etc.). Therefore, in order to approach this data, the numbers of developed countries are used to show that the new ICTs increase productivity by 15 or 20% in these countries, we do not know in LAC.

The incorporation of ICT brings risks and opportunities: it is like a wave that can drag and prepare you, and then you either sink, jump or surf. Everything should be prepared so that the wave does not drag you. You have to be careful not to be dragged by the wave.

In terms of employment, the incorporation of these new technologies has intensified two trends. On the one hand, automation (developed countries estimate that there will be substitution of jobs with a negative balance). On the other hand, many of the jobs will become freelance, which brings precarization of labor.

There is a difference between those who understand technology and those who do not.

When asked about the risks of informality in SMEs, the answer was that in some countries, for example in Chile, the government and entrepreneur associations have worked to reduce the differences in the creation of a company. For instance, by reducing fees, government services, matching funds, and support programs.

Companies are faced with challenges in relation to capital rounds because there is little knowledge about how to implement these rounds and about the framework needed for such investments.

In terms of opportunities, it is argued that technology empowers people by allowing them to create new jobs, and as gender 'equalizer' because women who were previously unable to work can do so today. Forty percent of Facebook pages are by women entrepreneurs. And when women progress, economies also progress.

Likewise, an important part of these companies is located in strategic sectors. They are based on knowledge, require highly qualified labour, and export their products or services.

In Argentina, the sectors with the greatest potential for digitalization are: automotive, food, biotechnology, pharmaceuticals.

There are different digitization strategies, depending on the productive sector. Today, Argentina prioritizes the following areas: industry, agriculture and tourism.

What public policies does LAC need to develop competitiveness and productivity?

First, training people in the use of new ICTs. Companies tend to be resistant to change, which is why it is necessary to work on this. In the region, there are different (and many) public and private programs that offer such training opportunities. Things are being done, we are on the right track. This solves the issue in the long term, not in the short term. Therefore, in the short term, there are several solutions for improving human capital in order to facilitate the adoption of technology.

The Argentine government representative stated that it is necessary to include and disseminate ICTs. It is not only about the adoption of ICTs; there are other factors as well: there is still a lack of knowledge of digital transformation. We seek to bring it down to earth and explain it with concrete tools and links to each particular business, while carrying out training events.

Another strategy has to do with digital talent. This requires skills at different levels: 111 thousand programming courses are planned to increase supply, for IT managers of SMEs. Generate talent within SMEs: a program to recover investment in training with credits.

The digital ecosystem is relatively weak: different tools, a platform to offer information on existing tools. It is necessary for all actors to work together.

In Giglo's words, the SME policy starts from a broader system: many actors; however, sometimes the problem is not in the SMEs, but in the ecosystem.

Sometimes we do not implement the right measures: electronic invoicing, tax payment, Internet access, etc.

We have to ask ourselves what are the triggering and relevant elements in each country?

And there must be a sense of urgency: we are all learning through the process. For them, it is necessary to facilitate the dissemination of technology, as all developments take place outside LAC. And this is not about technology per se, but about providing solutions and solving problems. To achieve this, the key element is training.

Each country has a different reality. SMEs must be protected, and the work of social enterprises must be valued.

Looking towards the jobs of the future, countries are faced with two challenges. A long term challenge, which is to train engineers and encourage people to study these technical careers; and a short term challenge, which is to improve the productivity of companies by training people who already work in SMEs so they can adopt technology.

SMEs find it difficult to formulate policies, they face recurring problems because of their economic urgencies. They are consumed by their financing. We do not have our own or specific data, but over the next 3 years, we are going to need people trained in information technology, with analytical and social skills, to complete those spaces that are not affected by automation.

In turn, Cadena added that each sector has different administrative obstacles in government procedures and barriers in terms of recruiting trained personnel that entrepreneurs must face. Each sector faces different situations. For example, for retail clothing companies, the problem is being able to sell online; for gastronomy businesses, the experience they offer their clients; for service companies, attracting clients.

Each faces a different challenge. It is part of the strategy to be able to digitize each SME. All SMEs must create value. If no value is created, machines will do everything better: automation, decision-making, etc. “Create value so that people want to buy what we are selling.”

A challenge for the region in developing the SME digital ecosystem and something we are doing well.

The Facebook representative stressed that it is important to think about the workforce in the future. It is necessary to work on formal education at all levels to adapt curricula to the digital economy, include more research in digital technology, as well as courses on digital skills for children and adults. Companies and governments must support this to offer more opportunities to the market.

In the short term, 30% of the jobs are not going to be filled because people will not have the necessary skills.

What can be improved? Think about ways to train people. Invest in training at all levels. And adapt the regulatory frameworks.

There is a certain awareness that it is necessary to do something, this is very positive. But we have to give it a sense of urgency, said the ECLAC representative.

The representative of the entrepreneurs said that thinking about national borders was not a luxury that SMEs can afford, that they cannot think about geographic boundaries.

The Argentine government representative explained the need to differentiate development from technological tools. Simplifying bureaucratic obstacles is a path to development. And the incorporation of tools, although it is not just about adopting the tools, but also about the changes that can be generated by using them, which requires more instances of analysis and action.

The TELECOM representative pointed out that they have incorporated technology, but that technology is not being used throughout the value chain.

Questions from the audience

- What can be done to increase the innovation context in the region considering that the life cycle of an SME is very short (5 years)?

This is very difficult to answer. The most difficult years are the first two, that's when things start to fall. Another important thing is whether they generate and capture value.

- Bearing in mind that anecdotes are not the same as evidence and that correlation is not the same as causation, we know that inequality (as measured by the Gini coefficient) is increasing in the region. What is the effect of digitization on income equality?

There is a difference in the distribution of income and the creation of value in digital economies. It matters how income is distributed and how it is generated. Technology allows us to do certain things that will also affect the way we receive income.

It was also pointed out that studies indicate the product is increasing. A study in Ecuador shows that broadband deployment has an interesting spill-over effect across the economy and the most vulnerable sectors.

- How many SMEs are driven by young people?

The panel answered that they do not have statistics on the topic, but that, based on their experience, the arrival of new generations quite evident. It is also noted that digital entrepreneurs are usually young people.

9. Transition to IPv6 and Infrastructure Deployment.

As part of Mexico's academic community, on the topic of IPv6 implementations, his experience speaks from a vision that is more than ten years old. It should be noted that previous transitions have been made on the Internet, such as the transition from NCP to IPv4, which happened in previous years. This shows that progress can be slow as was the case in that previous transition. This also resulted in a slow adoption rate that led to the drastic disabling of NCP as a way to accelerate the move to IPv4.
However, speaking of IPv6 as a more complete protocol, today we cannot think of a similar situation in which operators promote the transition from IPv4 to IPv6 in the same way, as that would mean the opposite of the goal of IPv6, which is to satisfy the world's demand for devices.
As the main reference, Mexico has an example of IPv6 operation, specifically, the University of Guadalajara, which began using IPv6 considering the following:

- No additional hardware is required, as the equipment was ready from previous years.
- Windows versions have native support for IPv6.
- No new software versions are required.

This brings us to the key issue, which is that the transition and use of IPv6 depends on the equipment rather than on the approach based on the limitations posed by its incompatibility.
Based on the experience in Mexico, IPv6 allows thinking about a robust telecommunications infrastructure and, contrary to what one might think, IPv6 represents one of the strongest tools for enabling community and/or regional networks. Likewise, talking about the use of IPv6 implies that it will be possible to encourage the participation of different entities without the need for an existing operator to connect them.

In Mexico, the network that is already operating with IPv6 is not managed by an operator, and this results in robust services, as they do not depend on an operator. For this reason, IPv6 creates a scenario where one can think of community networks that use IPv6 without the need to depend on a specific operator, thus creating independence in terms of connectivity.

Oscar Robles Garay. Executive Director / CEO of the Regional Internet Registry for Latin America and the Caribbean (LACNIC).

All devices require a numeric address which is currently assigned through the IPv4 communications protocol, which has more than 4 billion addresses. However, Internet growth led to the exhaustion of the central pool of addresses in 2011. On the other hand, in the late 90s, IPv6 planning began to make 2^{128} addresses available to preserve the connectivity of users who were as yet not connected and considering technological advances.

Although IPv4 cannot coexist with IPv6, a fact that represents a compatibility problem, this forum seeks to define the next steps, the actions to be defined and whose responsibility it is to promote and favor the transition to IPv6, taking into account that approximately 350 million users in the region still need to be connected.

It is important to keep in mind that the complete implementation of IPv6 will make possible the promise of the IoT, the creation of smart cities, as well as the interconnection between multiple devices that use the Internet, among other initiatives.

One notable advantage of the use of IPv6 over IPv4 is the traceability of transactions because, unlike IPv4 which is more vulnerable in this sense, IPv6 allows identifying the origin of potential attacks.

Let's not lose sight of the fact that it is important to know the percentage of networks that are prepared to deploy and transition to IPv6. While hard work has been done by operators in planning and preparation, there are many actions to be considered and implemented.

Thiago Camargo, Secretary of Digital Policies of the Brazilian Ministry of Communications.

From the point of view of the advantages offered by the use of IPv6, it should be noted that the transition to this protocol impacts the lives of people on the Internet, whether they are playing videogames or watching a movie at home, and the coexistence of multiple smart devices, among others. However, not all devices are prepared for quality and features.

Keep in mind the development of the 5G standard, which seeks to bring to life the “tactile” Internet with a speed with minimal packet losses and that, unlike other technologies, because of its optimal characteristics, allows us to think of offering emergency medical services practically in real time.

This leads us to think that, given how people interact and benefit from the use of the Internet, it is necessary to transition to IPv6 as soon as possible. In a world where we all have at least one device identified with an IP address, in a society that is already thinking about applications and innovations based on the IoT, it is important to have available addresses that will allow us to include the entire list of identified devices and therefore connect them.

We know that the transition is not yet complete, at least in Brazil 65% of content is IPv6-compatible due to the multistakeholder Internet model that allows better communication. CGI and NIC Brazil work based on this model. This has led to social participation, but the government, through public policy, must still create awareness of the importance of transitioning to IPv6.

In Brazil, ANATEL has been working hard since 2016 to ensure that all devices are compatible and that they have received type-approval to allow the use of IPv6. In this sense, it should be emphasized that regulations should trust Internet governance.

Mariela Rocha. Member of NIC Argentina, in representation of the IPv6 Coalition.
We must think of IPv6 from the point of view of the users and make it clear that devices that join the Internet are identified by means of IP addresses used by the TCP/IP protocol. Considering the above, the reality is that it was impossible to predict how much the Internet has grown, and this has led to the exhaustion of available IPv4 addresses.
Now, IPv6 has been created along with transition mechanisms to ensure that everything that is based on IPv4 is compatible with IPv6. NAT was created to support the transition, and this has allowed the coexistence of addresses that originate IPv4 packets to coexist with IPv6.
In Argentina, IPv6 deployment began in 2007, which confirms that the country is prepared for new technologies but still, as a representative of the IPv6 Coalition (www.ipv6.ar), it is necessary to bring together all community stakeholders to work together to achieve the scenario that is needed in Argentina to facilitate IPv6 deployment and continued growth, because we know that the transition is not a matter of technology, but of will.

Catalina Acherman. ICT Specialist. Undersecretary of Telecommunications, Chile.
In Chile, the transition to IPv6 is totally dependent on the operators, which is why infrastructure policy considers only one model of infrastructure deployment where it is profitable.
The public policy used by the telecommunications development fund is responsible for subsidizing the deployment of infrastructure where operators determine that it is impossible to cover certain areas. Among other projects, free Wi-Fi zones have been implemented to make it easier for the public to complete administrative procedures. The incentive for maintaining this project is based on the change in the way paperwork is processed.
In addition, Chile is constantly working on generating connectivity between datacenters, for which studies have been carried out to measure antenna capacity, coverage and equipment in order to encourage the deployment of infrastructure and generate investment projects such as digital infrastructure applicable to operators and to all kinds of actors in general.
It is important to point out that there is a priority to diversify connectivity through interconnection via submarine cable from Chile and South America to the Asian continent, defining routes that will lead to digital projects that will contribute to connectivity without depending on the United States but that is an initiative of the Latin American region itself.

Questions addressed to the panelists:

- **Mariela Rocha**: What are the benefits of transitioning to IPv6? Does IPv6 offer greater security?

IPv6 is the only way for the Internet to continue to grow. The transition to IPv6 has to do with innovation applied to the IoT, applications, and other initiatives. Now, when talking about security, it is important to define that these are communication protocols that operate independently on their own and it is not convenient to say that one is more secure than the other.

- **Oscar Robles Garay**: What is the IPv6 address assignment policy like? Is it the same for Brazil as for Mexico, for example?

Assignment policies are defined by a multistakeholder community, without the need to be a LACNIC member. The dynamics consist of providing address space to meet the needs of those who are interested in using this space.

- Alejandro Martínez Varela: How can the development and implementation of digital projects in the region be promoted? What is Mexico's experience in this regard?

Digital projects allow us to take advantage of IPv6. Previously, internal telephony at the University of Guadalajara would only work with private addressing and it was impossible to even think about a massive Wi-Fi deployment. However, in Mexico, the network operating on IPv6 is already handling 30% of IP telephony. This is the best example of how digital projects such as the one implemented at the University of Guadalajara are driven by the transition to IPv6.

Questions from the audience

-What is the experience in IPv6 adoption in your country? Do you have any deployment schedules?

Chile is not responsible for any actions aimed at infrastructure deployment, but the challenge is to promote IPv6 development and generate public policies in this matter. In Mexico, a program was launched in 2005 to train professionals in IPv6 deployment topics. In addition, decision-makers were informed of the need to have the service for the public in general, not only for the state to acquire technology, and that technological projects and procurements should be based on new protocols such as IPv6. In addition, the OECD offers an IPv6 deployment manual.

-How can governments help promote the use of IPv6?

-What do governments think of secure connections when, in many cases, government agencies themselves do not use this type of connections?

-In an IPV6 environment, is there a risk of user liability?

The use of IP6 does not change user liability in any way. However, one might think of isolating our connectivity with respect to state surveillance. While the IPv6 protocol was conceived more than 20 years ago, carriers are unfortunately not exhibiting the best behavior. Still, we must continue to promote the transition.

-The transition to IPv6 involves certain risks. How can security related risks be reduced?

The Internet was not designed with security as a consideration. Throughout the history of IT, the first problem to be detected has been the first to be reviewed by the professional security communities.

-We've heard that the delay in the transition to IPv6 is due to a lack of will. With this in mind, who is responsible for deciding when we must transition to IPv6?

IPv6 deployment began three years ago, so we should think about continuing to work in this sense.

10. Challenges and Opportunities in Addressing the Regional Inequalities Posed by the Massive Use of Algorithms and Automated Decision-Making. Corporate Responsibility, the Role of Governments and Civil Society

Presentation by the Moderator: Today, algorithmic decisions are increasingly present in our lives. Decisions that were decided according to human criteria are now increasingly delegated to algorithms: curating our social media, systems used by private companies to provide recommendations on what to buy, and even decisions made by governments. Are these algorithms objective? How do algorithms make their decisions? Can the citizens of Latin America challenge the decisions of the algorithms designed in countries of the global north?

- **Gustavo Gómez, Executive Director, Observacom**
    - The role of intermediaries is fundamental.
    - There is an inhuman volume of information on the Internet, so machines are needed to manage this information.
    - Companies have a responsibility as gatekeepers, but this is also used by people who are not interested in freedom of expression, so they influence the development of algorithms.
    - Intermediaries are no longer simply platforms, they also participate in content management – private regulation of online content.
    - This is not only a potential risk, as there is evidence of these practices: prioritization of content, "they do not censor, they reduce the reach"; content removal (deletion of accounts and profiles: Facebook published an impressive 3-month report on the elimination of adult nude photos, violent content, inappropriate content, etc.). Use of vague terminology not in line with international standards of freedom of expression.
    - Before the GDPR there was criticism and protests in favor of freedom of expression, but we did not react in the same way to reports as those of Facebook.

- **Eduardo Magrani, ITS RIO – Catholic University of Rio de Janeiro**
    - Our rights are far removed from the current hyper-connectivity.
    - Now "things" are increasingly intelligent, increasingly autonomous and unpredictable, and the law was not created with this in mind.
    - The challenge is to try to map a scenario in which things are increasingly autonomous, more unpredictable, and generate a level of unpredictability and risk.
    - The law has not been able to keep up with the evolution of technology. In Brazil, for example, the law is far behind in terms of the protection of privacy. New regulations adapted to these circumstances – a much more complex scenario – are urgently needed.

- Thus, we now find ourselves involved in a new level of ethical discussion. By incorporating intelligent algorithms into our everyday lives, things that we had never thought possible are happening.

- The law must also advance in terms of ethical design: we are not only speaking about privacy by design, we are also speaking of ethics by design. How do we make botnets such as Alexa help us to better educate our children? The development of complete, useful technological artifacts. We must be careful with all these machines that are increasingly interacting with humans and that affect us.

· **Alejandro Delgado, Advisor to the Colombian Telecommunications Regulation Commission (remote participation)**

- The data is not only leveraged because of the information it provides, but also to make decisions about us. This change is affecting all areas, including politics, the financial sector (automated decisions for granting loans or credit), insurance (policy amounts), and all of this is important. Who is responsible for these decisions? Who makes these decisions and based on what data? This means a change of paradigm. How can we use this data? Who can use this data?

- First, this refers to responsibility, which is defined by several possibilities in the use of the algorithm: the possibility of human error; manipulation; what happens when an algorithm is used to break the law or to misinform the population?

- What about transparency? We need to know where the data comes from, who uses it and how it is used.

- This implies a major paradigm shift… who makes these decisions?

  - § Algorithms are designed by human beings, so errors are not surprising.

  - § Manipulation.

  - § What happens when an algorithm is used to break the law (identifying the location of police officers, traffic speed detectors, etc.).

  - § Use of algorithms to misinform.

  - § What about the decision of an algorithm? What about the right to reply?

- As for cross-border regulations, if we do not use cross-border regulatory mechanisms, there will be no impact. There are specific regulations on personal data protection such as the GPDR that can guide us in this matter in terms of good practice.

· **Natalia Zuazo, Independent Consultant, Argentina**

- Private companies always have opportunities to sell their services to the State.

- Anything that is automated has been programmed, a design guided by economic interests.
- There is no doubt that these platforms contribute to inequality, power is not shared equally.
- Automated decisions in terms of public policy.
- Salta has a Ministry of Early Childhood. Contract to MS to create artificial intelligence in a teen pregnancy prevention program. It was later discovered that the programming used to train the data collected by volunteers in different neighborhoods was designed by an NGO (Colina?) linked to a doctor who was against sex education and the use of condoms. Variables: ethnicity, whether or not the mother had finished her studies, neighborhood... but it never asked whether the girl had received sex education or whether they had used contraception. The result would always be the same regardless of the data: *poor girls get pregnant sooner*.
- What is the role of politicians in these automated decisions?
- How are universities and research centers becoming involved?
- Who completes the decision and what other controls are used to make these decisions?
- Are citizens aware of what is going on in this area?
- It is important to contribute from different sectors, because if there is no participation, cases such as Cambridge Analytica would not have existed.

Audience participation

- Algorithms are not patentable; consequently, they are not protected against being shown. It is becoming increasingly difficult to patent generic ideas; instead, specific mathematical processes are patented. Do you believe that legislation should consider the possibility of patenting algorithms? Where is the balance between the transparency of an algorithm and keeping this transparency from affecting rights such as privacy? What should civil society know about algorithms? Because if we simply request access to the algorithm, it is not clear to me what it is that we are looking for.
- As a developer, I know that artificial intelligence uses machine learning and we will always know that there are things that work and things that do not. There is a black box in which we do not know how things work or what their functions are; that box has the potential to destroy many things, but we do not know which ones. Wouldn't it be better to collaborate towards development instead of criticizing?
- Is it possible to use algorithms to improve the quality of discourse just as it has been used to combat spam?

Remote questions

- How can civil society participate in the design of algorithms?

- Are algorithms neutral and objective? If not, why is this message still being transmitted to the public?
- What algorithm responsibility criteria should be applied in the case of public and private actors?

Reactions

Eduardo: In relation to intellectual property: the idea is not to guarantee patents on algorithms. We must look for greater openness, copyright models that allow greater openness. Maybe we have to resort to other technologies. I find the notion of inclusive engineering interesting: software developers have an enormous responsibility in this techno-regulated world. Inclusive engineering seeks diversity. Another important expression is “explainable algorithms”: society must keep its eyes on software engineers to understand how these algorithms are affecting our lives.

Natalia: It is not very difficult to ask: “what does this process do, how does it do it, and what intermediate decisions are made?” We must be able to understand what decisions are being made and on what basis.

Eduardo: If I defend the idea of having a design based on values, what values are we talking about? What are my ethical parameters? Ethics must influence a series of directions, including regulatory issues. If our parameter is a utilitarian ethics, as is the case with many companies, we are doomed. We need an ontological ethic, oriented towards human rights, one that also explains that technologies have value and does not see man simply as a subject that can be influenced by technology.

Gustavo: The role intermediaries play and their current level of concentration means they are actors that need to be regulated. It is time for better regulations, clear and democratic rules are required for anyone with that level of power. The goal is to empower those intermediaries as much as possible so they will be a positive influence, but to keep them from being 'bad'. This, however, cannot be left to their own discretion: they must be forced not to be 'bad', these rules cannot be left to self-regulation. Why don't we demand that intermediaries comply with the same rules as governments? Do we protect intermediaries or protect the free, open and neutral Internet?

Eduardo: There is a major lack of synchronization between the population and the powers that be, and this leads to the manipulation of democracy. Many countries, including Brazil, are at the first level, which is the digital training of the population. We have yet to build this first step. As for security, private companies have a maxim that says “fail fast, fail cheaper.” This logic can have a perverse effect on the population (remember Microsoft's robotic profile that turned into a Nazi in a few days?). For legal responsibility to exist, we must have control and knowledge of each of the elements that were part of the decision-making process.

Gustavo: As part of civil society, we must find a middle ground, a solution that includes regulation and co-regulation. Some alter the balance of discourse because of their urgency and desire to seek clear solutions. There are different types of intermediaries. I am much more concerned about regulating Internet giants than startups, for example. We must state, even within the inter-American system, that intermediaries are no longer what we thought they were. We are mainly speaking about the platforms. In this case also, Facebook is not the same as Pedidosya. We need to establish clear rules that cannot be left to self-regulation.

Open Session/Open Microphone

Members of the Program Committee present during the session:

Jimena Sierra - Mexican Regulator – IFT, Instituto Federal de Telecomunicaciones

Andres Sastre - ASIET, Inter-American Association of Telecommunications Companies

Lia Hernández – IPANDETEC, Panamanian Institute of Law and New Technologies

Pablo Casas, Judge, Argentine Judicial Power. Pablo Casas thanked and congratulated the organizers, mentioned that judicial branch operators need to learn, to acquire the technical tools to handle the language and become involved in Internet Governance issues, because, as already mentioned, they are later the ones responsible for solving such conflicts.

He asked the committee to address the topic of Children's Online Protection, specifically child abuse and trafficking, as children and adolescents are currently unprotected. He added that the lack of visibility of this problem can help these crimes go unpunished and that it is difficult to lower the levels of abuse and exploitation that occur in the physical world and which have promoted the global reach of Internet management.

Ariel Barbosa, Member of APC Colombia, COLNODO. A shared proposal for the integration of all actors in working on the sexual exploitation of children and adolescents.

Ariel Barbosa noted that one of his biggest surprises was that he used to believe that this issue only occurred on the Deep Web, but that pedophiles use social networks, Airbnb, Facebook, online games, and anything they can reach to commit these crimes.

For the next IGF, he proposed including a panel with specialists on the subject, inviting actors such as UNESCO, representatives of the platforms that facilitate this type of behavior, civil society, and academia to work on reducing and mitigating these cases.

Maximiliano Ayala and Santiago Saracelo, Public secondary school specializing in programming. Argentina.

Maximiliano Ayala and Santiago Saracelo read a speech, thanked those who are part of Youth LACIGF, IGF ARGENTINA and LACIGF for the opportunity to learn and be part of the event.

They mentioned that, at their school, they learn content, they carry out practices, and that all these activities are defined based on objectives that must to be achieved, without considering the urgent need to implement actions that allow them to participate as potential actors in issues that affect their daily lives.

In view of this, they requested including all secondary school level students who are eager to play an active role in this stage and not passively wait until they are professionals to have the chance to participate, as by then it may be too late.

They noted that they are not the solution, but that they are willing to promote actions that will allow them to train themselves on the responsible use of technology, on topics such as Internet Governance, privacy, net neutrality, site blocking, digital divides, digital impacts, personal data protection, regulatory frameworks, regional frameworks, crime prevention, regional economies and any others that will allow them to build their digital citizenship by defending their digital sovereignty.

They concluded with a relevant statement: “The future is today”.

Jimena Sierra, Program Committee, explained how topics are selected for LACIGF, which is through a public consultation.

Andres Reynoso, International Federation of Library Associations and Institutions (IFLA), Argentina

Andres Reynoso noted that IFLA conceives the Internet as an enabler of human rights. In this sense, libraries are recognized as vehicles to guarantee unrestricted universal access to the Internet.

He added that topics such as access to information, accessibility, neutrality and literacy had been discussed during the event, and that modern libraries are already implementing all these actions. Libraries provide a socially recognized physical space for neutrality, a place for citizen education. Without net neutrality, the role of libraries as providers of information would be compromised.

IFLA advocates for Internet access that provides transparent, free, neutral and open information.

Oscar Robles, Executive Director of LACNIC. Extended an invitation to take an active role and intervene in their local realities. Think Global, Act Local. The expectation is that once these topics have been learned and discussed, people will return to their homes and focus on local issues.

He mentioned that they will also promote changing the name of the forum to “Preparatory Meeting for Internet Governance.”

Jimena Sierra, Program Committee, invited feedback on the expectations for LACIGF, whether they had been met, and how they might be improved in the future.

Roberto Zambrana, ISOC Bolivia. Roberto Zambrana observed that this was an important opportunity to create awareness among participants so that they would be able to take the issues back to their communities. The topics discussed acquire greater diversity, common topics, important aspects such as net neutrality. A solid regulatory framework is needed that will ensure its compliance in the different countries. Proposing new and ambitious challenges. In Latin America, there is no unity at institutional level. He suggested taking the conclusions reached at this forum to their own countries, seeking to achieve regulatory harmonization. He mentioned that one of the panels held the previous day had mentioned that it was not possible to advance with 5G technology without a radical change in the model of how mobile communications services are marketed.

Augusto Maturin, Argentina Virtual Agora. Augusto Maturin observed that he was part of the Youth LACIGF organizing committee and that they had organized their -1 day with the intention of preparing young people and helping them join the discussions. Two different organizations mad this initiative possible: Youth IGF Argentina and Youth Observatory. Augusto Maturin stressed the need for young people to participate in these spaces to encourage discussions, adding that many of them had had the opportunity to participate in this space thanks to the support obtained through sponsorships/ fellowships. He invited attendees to continue to collaborate so that more opportunities for young people will continue to be created.

Elias, Student at Universidad Nacional de Río Cuarto, Argentina. Elias proposed setting up a table or some type of box where projects can be placed, and everyone can cooperate from their different points of view. He noted that the Forum would be a failure if the actions that were discussed at the Forum were not applied.

Andrés Sastre, ASIET - Program Committee, observed that LACIGF should be the result of the discussions held throughout the year. He added that the Program Committee would take note of the need to create collaboration tools.

Gabriela, Nic Argentina. Gabriela observed that this had not been her first LACIGF and that many previous situations could be improved, such as increasing youth participation and ensuring that the panels are more balanced in terms of gender. One of the key points is to be able to sustain this space and provide continuity throughout the year. She mentioned that certain issues that had been discussed at the previous LACIGF held in Panama had not been discussed this year. Regarding the format, she highlighted the format of session 7, where there had been greater possibilities for discussion. She added that participants would take the topics they had discussed and the experiences they had shared at the Forum and disseminate them in their own countries.

Jimena Sierra, Program Committee, stressed the importance of networking and said that there are two tools that facilitate this activity: the LACIGF community email address, which includes the list of event attendees; and a WhatsApp group where participants share information on various webinars, opportunities and activities that take place throughout the year.

Flavia, Association for Progressive Communications (APC), Argentina. Flavia mentioned that she is uncomfortable with the fact that the name of a Latin American forum is an English acronym. Thus, she proposed replacing the acronym IGF with FGI (the Spanish acronym). In addition, she celebrated the inclusion of the issue of gender diversity and hoped that the Forum would try to improve its linguistic diversity, including translation into indigenous languages.

Eduardo Tomé, Honduras. With regard to the composition of the different panels, Eduardo Tomé mentioned that hearing the points of view of experts is not enough and added that spaces are needed where people who are not experts but who experience each issue every day can share their views. For example, he noted that the panel on community networks did not include any member of a community where a network had already been created, and that these are clearly the people who can attest to the impact of this type of projects.

Eduardo Santoyo, Colombia. Eduardo Santoyo expressed his gratitude for the opportunity to participate and thanked the event organizers. He then noted that the Program Committee and even the composition of the panels were good examples of the multistakeholder model. He invited everyone to learn about the possibility and importance of working together, of working as peers in the pursuit of a common goal, in this case social development. He concluded by asking participants to take what they learned at this forum back to their communities.

Andrés Sastre, ASIET - Program Committee. With respect to the name of the forum, he noted that he would take note of the contribution. He added that the priority languages of the Forum are English, Portuguese and Spanish, as it also affects the Caribbean region. On the composition of the different panels, he noted that that there is always room for improvement and that working on the reciprocity of information would allow them to know who would actually attend the forum.

Lia Hernández, IPANDETEC - Program Committee, observed that confirming the various panels was difficult, as last-minute complications might require looking for additional panelists having the right profile while maintaining gender and sector representation. She added that panelists had each spoken in their native language, taking advantage of the simultaneous interpretation services that had been offered.

Lito Ibarra, El Salvador. Following up on the previous comments on the work they must each do in their own countries, Lito Ibarra suggested that attendees contact those who had not received a sponsorship/fellowship and invite them to participate in national events.

Nancy Reyes, Accesibility Lab. Nancy Reyes observed that she would like to speak on behalf of millions of people with disabilities who could not be there for the event, noting that they have a very hard time because the Internet is not accessible or because of a lack of digital inclusion – all these technological solutions are being created, yet they are not accessible. She added that she believes that the next LACIGF would be a great opportunity to include a panel on digital inclusion and accessibility for people with disabilities.

Yeni Brito, Dominican Republic. Yeni Brito suggested that a future edition of the forum might address the issue of intellectual property in greater detail, specifically algorithms and whether it is more convenient to protect them as trade secrets or with patents, as she understands that this is a governance issue of great interest.

Lia Hernández, IPANDETEC - Program Committee, noted that the topic of intellectual property and intermediary liability had been on the agenda of other forums. Regarding post-event follow-up, she observed that the program committee would hold a meeting and that all session and remote moderation reports would be gathered to create a memory of the event. Likewise, photographs and videos would be uploaded to the website. As already mentioned, in this process each person can keep in touch with their local community at the various national and regional initiatives such as IGF MEXICO, IGF URUGUAY, IGF PANAMA, IGF GUATEMALA. In the countries with no IGF, they can seek the support of neighbor organizations that have already organized their IGFs so they can help them set up their own. Regarding the topics to be discussed at the IGF, she noted that, once the call for venue proposals is closed and a new location has been selected, a form will be open where people will be able to choose priority topics and suggest new topics. She invited everyone to take advantage of these spaces to contribute their suggestions when the possibility is available.

Remote contribution: Williams highlighted and expressed his appreciation of the simultaneous Interpretation and the possibility of participating remotely. He asked with special emphasis that future editions of the forum include remote moderators for all sessions, as this has not been possible this time.

Miguel Ibañez – National Technological University (UTN) Buenos Aires. Miguel Ibañez observed that UTN believes in supporting academic knowledge applied to specific developments, for example, communication projects with a social profile. He noted that last year the University had begun working in northern Argentina to develop application modules for training people representing different cooperatives in telecommunications, as another line of work beyond teaching Social ICT, especially in places where there is no connectivity.

Alberto Soto, LACRALO Chair. Alberto Soto mentioned that he is a member of an ICANN advisory committee, which defends the interests of Internet end-users. He added that they need to attend these events where a wealth of information is discussed, as this will allow them to fight when policies are created within the organization. He also invited young people to participate and contribute to the organization.

Remote contribution: Eduardo Rojas - Fundación Redes, Bolivia. Eduardo Rojas noted that there are several organizations in Latin America working on the issue of digital violence and promoting the protection of children, including *Fundación Redes* in Bolivia as well as organizations in Colombia such as *Te Protejo*, *Red*

Papas in Argentina, *CIbersegura*, which promote online protection for children due to the increase in the production of sexual abuse content. He proposed including in future editions a panel on the Protection of Children Online, as a form of digital violence. He also congratulated Ariel Barbosa for his contribution and noted that he will help promote this discussion.

Alfredo Velazco - Usuarios Digitales, Ecuador. Alfredo Velazco congratulated the organizing committee and noted that the forum had addressed topics that are relatively new in the region (e.g. Artificial Intelligence) and which were not on the agenda just two years earlier.

Ana Lia, Fundación WEIBA, Argentina. Ana Lia commented that Fundación WEIBA is a new organization that promotes social development through technology. She proposed that young people have a panel at the next IGF. She also offered her organization as a space for all those who did not feel represented by the ideas or proposals that had been discussed and want to have a place at the table and connect with people who want to do something.

Nora Moreno – Teacher, Argentina. Nora Moreno mentioned that the event had served to rethink certain topics together as adults. She expressed her gratitude for the fact that a crazy idea born in a public school had allowed her to give back in easy terms that young people can outline. She noted that sometimes it is a mistake to train technicians with closed criteria, and that the possibility of using their training to modify their environment throughout a lifetime has been lost. She added that they need to prove to all sectors that sometimes their good intentions are not enough when creating public policies if concepts such as spending to invest do not change. She called for everyone to participate, as the concept of ICTs has been used only for modernization and not for inclusion. This is the new challenge for adolescents, making them aware that they are successful consumers and not creators.

Monserat Vidal - Guatemala - UNESCO. Monserrat Vidal noted that UNESCO is working on a project to review public policies on the prevention of violence in the northern triangle of Central America, reviewing whether ICTs are present in these policies, adding that results show that they are not.

She stressed that it is necessary to consider ICTs as a cross-cutting issue and include them in public policy design, in this case, for the prevention of violence among youngsters. She invited everyone to recognize the importance of using technology, before and during a disaster, as well as for disaster recovery.

In closing the session, the Program Committee thanked everyone for their contributions.