



International Chamber of Commerce

The world business organization

Department of Policy and Business Practices

Commission on E-Business, IT and Telecoms

Task Force on the Internet and IT Services

Revised and updated matrix of issues related to the Internet and organizations dealing with them¹

2 May 2006

Introductory note:

This matrix is meant to identify issues related to the Internet generally and the government, intergovernmental, international, multistakeholder, private-sector and business actions and initiatives that are currently addressing or discussing them. It has been revised to assist in the discussions related to 'Internet governance' and the Internet Governance Forum (IGF)², what issues are being addressed and where, and whether there are any issues that are not being addressed.

While this matrix has been developed for the Internet and organizations dealing with it, similar charts could be constructed for other broad information and communications network topics, e.g. the public switched telephone network (PSTN), to reflect issues such as these and the organizations addressing each issue.

Business does not view all of these issues to necessarily be part of 'Internet governance' but rather all of the issues set forth below are related to the Internet.

¹ This matrix is the newly updated version of the 13 September 2004 ICC matrix on these issues.

² [Internet Governance Forum Website www.intgovforum.org](http://www.intgovforum.org)

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Issue	National government actions and initiatives ^{3,4}	Intergovernmental organization actions and initiatives ⁵	Private sector and business actions and initiatives ⁶
Capacity Building/E-skills Education	<p>National aid programs</p> <p>Local infrastructure initiatives (e.g. city-wide wi-fi networks)</p> <p>“Digital Literacy” education and training initiatives</p>	<p>2005 WSIS “Tunis Agenda for the Information Society” Statement</p> <p>UN ICT Task Force GeSci initiative</p> <p>The European Union “i2010” initiative</p> <p>ITU-D conference for development of digital infrastructure (Doha action plan), March 2006</p> <p>ITU “Connect the World” global multistakeholder initiative</p> <p>G8 DOT Force Initiative Recommendations</p>	<p>Corporate “hybrid initiatives” combining philanthropy and direct investment</p> <p>Business support for telecommunications accessibility approach</p> <p>Private corporate investment initiatives (e.g. HP e-inclusion project, Cisco Networking Academy Programme)</p> <p>Computer Technology Industry Association (CompTIA) initiatives for IT skills development</p>

³ National public policy matters are, in general, the responsibility of governments in terms of decision-making. However, policy discussions and development must include the active participation of business and other stakeholders.

⁴ In many cases, general national policies are applicable and no sector specific or ICT-specific policies are required.

⁵ In many cases, general international guidelines or agreements are applicable and no sector specific or ICT-specific policies are required.

⁶ Private Sector is broadly defined to include non-governmental stakeholders, though the bulk of listed activities are business related. We look forward to working with other stakeholders to expand this section of the matrix to include their activities. Business actions and initiatives are informed by the policies of the nation in which they are achieved. In many cases, these actions and initiatives are in partnership with governments, civil society and international organizations.



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
<p>Consumer protection</p>	<p>Education and awareness raising programmes</p> <p>National policy regime options:</p> <ol style="list-style-type: none"> 1. Regulation and legislation 2. Self-regulatory initiatives <p>National, regional and local law enforcement cooperation</p>	<p>2000 OECD Guidelines for Consumer Protection in the Context of E-commerce</p> <p>2003 OECD Guidelines for Protecting Consumers from Fraudulent and Deceptive Commercial Practices Across Borders</p> <p>APEC Voluntary Consumer Protection Guidelines for the Online Environment</p> <p>Bilateral and multilateral government law enforcement and cooperation internationally</p>	<p>Education and awareness raising programmes</p> <p>Self-regulatory codes and enforcement organizations (e.g. BBBOnline)</p> <p>Provision of alternative dispute resolution services</p> <p>Development and dissemination of industry best practices (e.g. ICC Tools for E-Business: "Putting it right: Best practices for customer redress in online business", "Resolving disputes online: Best practices for online dispute resolution in B2C and C2C transactions"; and GBDe policies on consumer confidence and legal (jurisdiction) aspects)</p>
<p>Content</p>	<p>National legislation on access to or the dissemination of certain content</p>	<p>OECD Workshop on Online Content</p> <p>European Union "Safer Internet Programme"</p>	<p>Self-regulatory schemes (e.g. Internet Content Rating Association, filtering technologies)</p> <p>Innovation and development of content filtering tools for use by parents, service providers, etc.</p>
<p>Contractual issues</p>	<p>Legislative measures to ensure legal validity and recognition of electronic contracts</p>	<p>UNCITRAL Model Law on Electronic Commerce</p> <p>UNCITRAL Draft convention on electronic contracting</p>	<p>Provision of alternative dispute resolution services.</p> <p>ICC E-Terms 2004 electronic contracting tools</p> <p>ICC Guide to e-contracting</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
Cryptography	National policies related to cryptography	Wassenaar Arrangement on the export of dual-use goods including encryption products OECD Guidelines on Cryptography Technical standards in the ITU (also see below under Technical Standards)	Technical standards in the IETF, W3C, IEEE, ISO/IEC, etc. (also see below under Technical Standards) Innovation and deployment of cryptographic technologies
Customs duties on electronic transmissions	The assessment of Customs duties on electronic transmissions	WTO moratorium on customs duties on electronic transmissions	Cooperation with customs and other entities considering this issue Business support of the WTO moratorium on customs duties on electronic transmissions
Cyber-crimes	National legislation and regulation making certain online acts criminal	Council of Europe Convention on Cyber-crime (Note: non-members can accede to the Convention upon application and approval)	Cooperation with law enforcement ICC commercial crime services (CCS) Fraudnet initiative
Education	National, regional, and local educational systems from basic education to university, to IT specific training	UNESCO UNICT TF Forums/Workshops ITU and UNDP Human Capacity Building programs in IT	Numerous private sector capacity building exercises and public-private partnerships (e.g. Cisco network academies, Microsoft, Cable and Wireless Virtual Academy, Nokia BridgeIT programme) Internal corporate training and life-long learning programmes



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
Electronic Authentication	<p>Encouragement of use by business and the public of electronic authentication in e-government, (e.g. in tax filing, and government procurement)</p> <p>Legislative measures to ensure legal validity and recognition of electronic signatures</p>	<p>OECD Ministerial Declaration on electronic authentication</p> <p>OECD-Private Sector workshop on electronic authentication</p> <p>UNCITRAL Model Law on Electronic Signatures</p> <p>European Electronic Signature Standardisation Initiative (EESSI)</p> <p>Technical standards in the ITU on public key infrastructure (also see below under Technical Standards)</p>	<p>Development and dissemination of guidance on electronic authentication (e.g. ICC General Usage for Internationally Digitally Ensured Commerce (GUIDEC))</p> <p>GBDe recommendations on authentication</p> <p>Innovation and deployment of electronic authentication technologies</p>
Exchange of Internet Traffic	<p>Ensure that there are no legal barriers to the creation of regional traffic hubs</p> <p>Competition Law</p>	<p>ITU Recommendation D.50</p> <p>ITU-T Rapporteurs Group continues to discuss this issue</p> <p>OECD Workshop “Internet Traffic Exchange”</p> <p>OECD Study “Internet Traffic Exchange and the Development of End-to-End International Telecommunication Competition”</p> <p>ITU assistance in establishing regional Internet Exchange Points</p> <p>APECTEL Working Group</p>	<p>Commercial negotiations among ISPs to exchange traffic (e.g. peering and transit)</p> <p>Business investment in infrastructure including establishing Internet Exchange Points</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
<p>Freedom of expression/Human rights</p>	<p>Legislative and judicial measures protecting freedom of expression on the internet (e.g. U.S. Supreme Court ruling protecting the Internet under the 1st amendment)</p>	<p>Joint Declaration by UN/OSCE/OAS on Freedom of Expression on the Internet</p> <p>Joint recommendation by OSCE and Reporters sans Frontières to ensure freedom of expression on the internet</p> <p>United Nations Universal Declaration on Human Rights Article 19</p> <p>Council of Europe human rights media division</p> <p>UNESCO Freedom of expression in cyberspace conference</p>	<p>Private sector digital rights advocacy associations (e.g. Electronic Frontier Foundation (EFF), Center for Democracy and Technology (CDI), Reporters sans Frontières (RSF))</p> <p>Statement by private investment funds in conjunction with Reporters sans Frontières for freedom of expression on the internet</p> <p>WSIS Civil Society and Human Rights Caucus statement to IGF open consultations</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
<p>Information systems and network security</p>	<p>Education and awareness raising programmes, development and dissemination of best practices (e.g. FCC industry advisory group Physical and Cybersecurity Best Practices (voluntary))</p> <p>Training and recruiting of technical specialists for law enforcement</p> <p>Dedicated information security incident reporting to law enforcement (e.g. UK National Hi-Tech Crime Unit)</p> <p>Support/encourage incident-reporting and information-sharing centres in the private sector</p> <p>Legislation on computer-related crime</p>	<p>Coordination and information-sharing of national initiatives/centres on systems and network security (e.g. European Network and Information Security Agency)</p> <p>2002 OECD Guidelines on the Security of Information Systems and Networks (revised 2003)</p> <p>UN General Assembly Resolution on a Global Culture of Security</p> <p>APEC TEL 2005 Strategy to ensure trusted, secure and sustainable online environment</p> <p>OAS' CITEC PCC.I Working Group on Advanced Technologies and Services</p> <p>Technical standards in the ITU-T (see below under Technical Standards)</p> <p>ITU-D programs on e-strategies /applications to enhance security and trust in the use of networks</p>	<p>Incident reporting and information-sharing resources (e.g. National Computer Emergency Response Team for Australia, CERT® Coordination Center, US, ICC Commercial Crime Services, UK)</p> <p>Education and awareness raising, development and dissemination of best practices for industry and the general public. (e.g. national reporting and information sharing groups; ICC/BIAC business applications of OECD security guidelines, “Securing Your Business”, WITSA Statement on Information Security)</p> <p>Technical standards in the IETF, W3C, IEEE, ISO/IEC, etc. (see below under Technical Standards)</p> <p>ICC Toolkits: “Information Security Assistance for Executives” and “Securing Your Business: Information security issues and resources for small and entrepreneurial companies”</p> <p>GBDe recommendations on security</p> <p>Innovation and deployment of information systems and network security technologies</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
Infrastructure development	<p>National economic development programs</p> <p>Incentives to private investment, e.g. “good governance”</p> <p>National Universal Service obligations for basic telecommunications</p>	<p>WTO Information Technology Agreement (ITA) and Global Procurement Agreement (GPA), Relevant Services Commitments, e.g. Telecoms, Computer and Related Services</p> <p>World Bank</p> <p>UNESCO's ICT development programs</p> <p>UNCTAD ICT and E-Business Branch</p> <p>UNDP's ICT development programmes</p>	<p>Advocacy and best practice work on trade liberalization in telecommunications (e.g. ICC Business Guide to Telecoms Liberalization, WITSA paper “Best Practices in IT Government Procurement”)</p> <p>Private sector investment and deployment of infrastructure</p>
Intellectual Property	<p>Implementation of national policies and enforcement of national laws and international agreements</p>	<p>World Intellectual Property Organization (WIPO) Copyright Treaty (WCT), 1996</p> <p>World Intellectual Property Organization (WIPO) Performances and Phonograms Treaty (WPPT), 1996</p> <p>WIPO Joint Recommendation Concerning Provisions on the Protection of Marks, and Other Industrial Property Rights in Signs, on the Internet, 2001</p> <p>WTO Agreement on the Trade Related Aspects of Intellectual Property (TRIPS)</p>	<p>Innovation and deployment of digital rights management technologies</p> <p>ICANN Uniform domain-name dispute resolution policy (UDRP)</p> <p>ICC Intellectual Property (IP) roadmap</p> <p>Education and awareness raising programmes</p> <p>Enforcement of rights</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
IPv6 Deployment	<p>National Government Initiatives for promotion of IPv6</p> <p>Deployment of IPv6 in government applications</p>	<p>European Commission IPv6 Task Force</p> <p>IPv6 Forum</p> <p>North American IPv6 Task Force</p> <p>IPv6 Cluster European IPv6 Internet portal</p> <p>6DISS European initiative for dissemination and exploitation of IPv6 in developing regions</p> <p>Euro6IX Research IPv6 research program</p>	<p>IETF IPv6 working group</p> <p>ICC Policy Statement on IPv6 “Deploying the next generation Internet”</p> <p>Open Contributors Corporation for Advanced Internet Development (OCCAID)</p> <p>Private IPv6 Research and Promotional Consortia (e.g. WIDE Japan, IPv6 Promotion Council Japan, 6Bone)</p> <p>National Level IPv6 Alliances and Promotional Groups (e.g. IPv6 France Task Force, China IPv6 Council, IPv6 Forum Taiwan, IPv6 Forum Korea)</p>
Multilingual (internationalized) Domain Names (IDNs)	<p>National acceptance of international standards</p>	<p>ITU and UNESCO Global Symposium on Promoting the Multilingual Internet Geneva, 9-11 May 2006</p> <p>ITU Specific activities: Internationalized Domain Names (IDN)</p> <p>Joint ITU/WIPO symposium, Geneva 2001</p>	<p>Internet Corporation for Assigned Names and Numbers (ICANN), including coordination with root servers, IANA</p> <p>Internet Engineering Task Force (IETF), including technical and linguistic (IDNA) standards</p> <p>Multilingual Internet Names Consortium (MINC), including language tables</p> <p>ICC Issues paper on Internationalized Domain Names</p> <p>The Unicode Consortium including the Unicode Standard character database</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
<p>Privacy and cross-border flows of personal data</p>	<p>National privacy regime options:</p> <ol style="list-style-type: none"> 1. General and/or sectoral regulation 2. Omnibus and sectoral legislation 3. Self-regulatory initiatives <p>Education and awareness raising activities</p>	<p>OECD Guidelines for the protection of privacy and transborder flows of personal data</p> <p>OECD Privacy Online: policy and practical guidance</p> <p>OECD Privacy policy statement generator</p> <p>OECD work on Spam</p> <p>UN Guidelines for the regulation of computerized personal data files</p> <p>Council of Europe Convention</p> <p>European Commission Directive 95/46/EC</p> <p>APEC Privacy Framework</p>	<p>Education and awareness raising (e.g. ICC Global Spam Fighting Resource, ICC Privacy Toolkit)</p> <p>Self-regulatory codes and enforcement organizations (e.g. ICC Guidelines on Marketing and Advertising on the Internet, Truste, BBBOnline)</p> <p>ICC policy paper on Spam</p> <p>Provision of reporting and ‘optout’ services. (e.g. national direct marketing associations)</p> <p>Company codes of conduct / binding corporate rules</p> <p>Model contract clauses for cross-border transfers of personal data including the industry alternative model contract clauses for data transfers from the EU</p> <p>GBDe recommendations for protection of personal data</p> <p>Innovation of new technologies to protect information, mitigate SPAM, etc.</p>
<p>Taxation of e-commerce</p>	<p>National policies regarding the taxation of electronic commerce</p>	<p>OECD Technical Advisory Group’s recommendations on current taxation treaties</p>	<p>Work of the OECD Technical Advisory Groups on Tax in partnership with business</p>



Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
Technical coordination of the Internet	National laws apply to ccTLD administrators	Governmental Advisory Committee (GAC) to ICANN and ITU activities under Resolution 102 (Marrakech 2002) GAC guidelines for the delegation and administration of country code top level domains (ccTLD)	Internet Corporation for Assigned Names and Numbers (ICANN) The Internet Assigned Numbers Authority (IANA) Organizations such as CENTR , RIPE-NCC , APNIC etc.
Technical standards	Support for and participation in national standards setting bodies/processes Participation in international standards setting bodies	United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT) ITU-T and ITU-R Recommendations for the telecommunications network and radio ITU-R (WRC) identification, allocation and assignment of radio spectrum ITU-R (global regulations for frequency allocations)	Organizations involved in interface and performance standardization, including protocols: Internet Engineering Task Force (IETF) , the Internet Engineering Steering Group (IESG) and the Internet Architecture Board (IAB) World Wide Web Consortium (W3C) Institute for Electrical and Electronic Engineers (IEEE) International Organization for Standards (ISO) International Electrotechnic Commission (IEC) Session Initiation Protocol (SIP) Forum



Glossary

American Civil Liberties Union	ACLU	www.aclu.org
APEC Telecommunication and Information Working Group	APEC TEL WG	www.apectelwg.org
Asia Pacific Network Information Centre	APNIC	www.apnic.net
Asia-Pacific Economic Cooperation	APEC	www.apec.org
Better Business Bureau OnLine, Inc.	BBBOnLine	www.bbbonline.org
Business and Industry Advisory Committee to the OECD	BIAC	www.biac.org
Center for Democracy and Technology	CDT	www.cdt.org
CERT [®] Coordination Center	CERT/CC	www.cert.org
Cisco Academies		www.cisco.com/web/earning/netacad/index.html
Computing Technology Industry Association	CompTIA	www.comptia.org
Council of Europe	CoE	www.coe.int
Council of European National Top-Level Domain Registries	CENTR	www.centri.org
Electronic Frontier Foundation	EFF	www.eff.org
European Commission IPv6 Task Force		www.ec.ipv6tf.org/in/index.php
European IPv6 Internet Exchanges Backbone	Euro6IX	www.euro6ix.org/main/index.php
Federal Communications Commission	FCC	www.fcc.gov
Global Business Dialogue on Electronic Commerce	GBDe	www.gbde.org
Governmental Advisory Committee to ICANN	GAC	www.gacsecretariat.org
Hewlett-Packard E-inclusion Program		www.hp.com/e-inclusion/en/index.html
ICC Commercial Crime Services	CCS	www.iccwbo.org/index_ccs.asp
Institute of Electrical and Electronics Engineers, Inc	IEEE	www.ieee.org
International Chamber of Commerce	ICC	www.iccwbo.org
International Electrotechnical Commission	IEC	www.iec.ch
International Organization for Standards	ISO	www.iso.org
Internet Architecture Board	IAB	www.iab.org
Internet Assigned Numbers Authority	IANA	www.iana.org
Internet Content Rating Association	ICRA	www.icra.org
Internet Corporation for Assigned Names and Numbers	ICANN	www.icann.org
Internet Engineering Steering Group	IESG	www.ietf.org/iesg.html
Internet Engineering Task Force	IETF	www.ietf.org
Internet Governance Forum	IGF	www.intgovforum.org
Internet Society	ISOC	www.isoc.org
IPv6 Dissemination and Exploitation	6DISS	www.6diss.org
IPv6 Forum		www.ipv6forum.com/
IPv6 Portal		www.ipv6tf.org/
ITU Radiocommunication Sector	ITU-R	www.itu.int/ITU-R/
ITU Telecommunication Development Bureau	ITU-D	www.itu.int/ITU-D/
ITU Telecommunication Standardization Sector	ITU-T	www.itu.int/ITU-T/
Multilingual Internet Names Consortium	MINC	www.minc.org



National Computer Emergency Response Team for Australia	AusCERT	www.auscert.org.au
National Hi-Tech Crime Unit	NHTCU	www.nhtcu.org
North American IPv6 Task Force	NAv6TF	www.nav6tf.org/
Organisation for Economic Co-operation and Development	OECD	www.oecd.org
Organization for Security and Co-operation in Europe	OSCE	www.osce.org
Organization of American States' Inter-American Telecommunication Commission (CITEL) Permanent Consultative Committee I (Public Telecommunications Services)	OAS' CITEL PCC I	www.oas.org/en/oas/citel.htm
Reporters Sans Frontières	RSF	www.rsf.org (English)
RIPE (Réseaux IP Européens) Network Coordination Centre	RIPE NCC	www.ripe.net
Session Initiation Protocol Forum	SIP Forum	www.sipforum.org
United Nations	UN	www.un.int
United Nations Commission on International Trade Law	UNICTRAL	www.uncitral.org
United Nations Conference on Trade and Development	UNCTAD	www.unctad.org
United Nations Development Programme – Sustainable Development Networking Programme	UNDP	www.sdn.un.org
United Nations Educational, Scientific and Cultural Organization – Communication and Information Sector	UNESCO	www.unesco.org/webworld/index.shtml
United Nations Information and Communication Technologies Task Force	UN ICT Task Force	www.unicttaskforce.org
World Bank		www.worldbank.org
World Intellectual Property Organization	WIPO	www.wipo.int
World Information Technology and Services Alliance	WITSA	www.witsa.org
World Trade Organization	WTO	www.wto.org
World Wide Web Consortium	W3C	www.w3c.org

The International Chamber of Commerce

ICC is the world business organization, a representative body that speaks with authority on behalf of enterprises from all sectors in every part of the world.

The fundamental mission of ICC is to promote trade and investment across frontiers and help business corporations meet the challenges and opportunities of globalization. Its conviction that trade is a powerful force for peace and prosperity dates from the organization's origins early in the last century. The small group of far-sighted business leaders who founded ICC called themselves "the merchants of peace".

Because its member companies and associations are themselves engaged in international business, ICC has unrivalled authority in making rules that govern the conduct of business across borders. Although these rules are voluntary, they are observed in countless thousands of transactions every day and have become part of the fabric of international trade.

ICC also provides essential services, foremost among them the ICC International Court of Arbitration, the world's leading arbitral institution. Another service is the World Chambers Federation, ICC's worldwide network of chambers of commerce, fostering interaction and exchange of chamber best practice.

Within a year of the creation of the United Nations, ICC was granted consultative status at the highest level with the UN and its specialized agencies.

Business leaders and experts drawn from the ICC membership establish the business stance on broad issues of trade and investment policy as well as on vital technical and sectoral subjects. These include financial services, information technologies, telecommunications, marketing ethics, the environment, transportation, competition law and intellectual property, among others.

ICC was founded in 1919. Today it groups thousands of member companies and associations from over 130 countries. National committees work with their members to address the concerns of business in their countries and convey to their governments the business views formulated by ICC.



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