



**International Chamber of Commerce**

*The world business organization*

**Department of Policy and Business Practices**

## Updated Matrix of issues related to the Internet and organizations dealing with them

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13 September 2004

### **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 prepared to assist in the discussions related to a working definition of 'Internet governance', 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.

ICC is developing further input on the ICC roadmap for Internet governance and attempting to identify gaps in areas that require further capacity building and awareness raising.

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.

Issue	National government actions and initiatives <sup>1, 2</sup>	Intergovernmental organization actions and initiatives <sup>3</sup>	Private sector and business actions and initiatives <sup>4</sup>
<b>Privacy and cross-border flows of personal data</b>	<p>National privacy regime options:</p> <ol style="list-style-type: none"> <li>1. General and/or sectoral regulation</li> <li>2. Omnibus and sectoral legislation</li> <li>3. Self-regulatory initiatives</li> </ol> <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>(Forthcoming) APEC Privacy Guidelines</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/BIAC discussion paper on Spam [forthcoming ICC policy statement 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 and deployment of technologies that can protect information and mitigate SPAM, etc.</p>

<sup>1</sup> National public policy matters are, in general, the responsibility of governments. However, policy discussions must include the active participation of business and other stakeholders.

<sup>2</sup> In many cases, general national policies are applicable and no sector specific or ICT-specific policies are required.

<sup>3</sup> In many cases, general international guidelines or agreements are applicable and no sector specific or ICT-specific policies are required.

<sup>4</sup> 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
<b>Consumer protection</b>	<p>Education and awareness raising programmes</p> <p>National policy regime options:</p> <ol style="list-style-type: none"> <li>1. Regulation and legislation</li> <li>2. Self-regulatory initiatives</li> </ol> <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>

<b>Issue</b>	<b>National government actions and initiatives</b>	<b>Intergovernmental organization actions and initiatives</b>	<b>Private sector and business actions and initiatives</b>
<b>Information systems and network security</b>	<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</p> <p>UN General Assembly Resolution on a Global Culture of Security</p> <p>APEC TEL WG e-Security Task Group</p> <p>OAS' CITEL 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<sup>®</sup> 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)</p> <p>Technical standards in the IETF, W3C, IEEE, ISO/IEC, etc. (see below under Technical Standards)</p> <p>GBDe recommendations on security</p> <p>Innovation and deployment of information systems and network security technologies</p>
<b>Cryptography</b>	<p>National policies related to cryptography</p>	<p>Wassenaar Arrangement on the export of dual-use goods including encryption products</p> <p>OECD Guidelines on Cryptography</p> <p>Technical standards in the ITU (also see below under Technical Standards)</p>	<p>Technical standards in the IETF, W3C, IEEE, ISO/IEC, etc. (also see below under Technical Standards)</p> <p>Innovation and deployment of cryptographic technologies</p>

<b>Issue</b>	<b>National government actions and initiatives</b>	<b>Intergovernmental organization actions and initiatives</b>	<b>Private sector and business actions and initiatives</b>
<b>Cyber-crimes</b>	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
<b>Electronic Authentication</b>	Encouragement of use by business and the public of electronic authentication in e-government, (e.g. in tax filing, and government procurement)  Legislative measures to ensure legal validity and recognition of electronic signatures	OECD Ministerial Declaration on electronic authentication  UNCITRAL Model Law on Electronic Signatures  Technical standards in the ITU on public key infrastructure (also see below under Technical Standards)	Development and dissemination of guidance on electronic authentication (e.g. ICC General Usage for International Digital Commerce)  GBDe recommendations on authentication  Innovation and deployment of electronic authentication technologies
<b>Contractual issues</b>	Legislative measures to ensure legal validity and recognition of electronic contracts	UNCITRAL Model Law on Electronic Commerce  UNCITRAL is discussing a convention on electronic contracting	Provision of alternative dispute resolution services.  Self-regulatory guidelines on electronic contracting (ICC E-Terms are being developed)
<b>Taxation of e-commerce</b>	National policies regarding the taxation of electronic commerce	Work of the OECD Technical Advisory Groups on Tax in partnership with business	Work of the OECD Technical Advisory Groups on Tax in partnership with governments
<b>Customs duties on electronic transmissions</b>	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

<b>Issue</b>	<b>National government actions and initiatives</b>	<b>Intergovernmental organization actions and initiatives</b>	<b>Private sector and business actions and initiatives</b>
<b>Intellectual Property</b>	Implementation of national policies and enforcement of national laws and international agreements	World Intellectual Property Organisation (WIPO) Treaties on Copyright and the Performances and Phonograms, December 1996  WTO Agreement on the Trade Related Aspects of Intellectual Property (TRIPS)	Innovation and deployment of digital rights management technologies  ICC Intellectual Property (IP) roadmap  Education and awareness raising programmes  Enforcement of rights
<b>Content</b>	National legislation on access to or the dissemination of certain content	OECD Workshop on Online Content	Self-regulatory schemes (e.g. Internet Content Rating Association, filtering technologies)  Innovation and development of content filtering tools for use by parents, service providers, etc.
<b>Infrastructure development</b>	National economic development programs  Incentives to private investment, e.g. “good governance”  National Universal Service obligations for basic telecommunications	WTO Information Technology Agreement, Relevant Services Commitments, e.g. Telecoms, Computer and Related Services  ITU-D development work on communications infrastructure  World Bank  UNESCO's ICT development programs  UNCTAD  UNDP's ICT development programmes	Advocacy and best practice work on trade liberalization in telecommunications (e.g. ICC Business Guide to Telecoms Liberalization)  Private sector investment and deployment of infrastructure

<b>Issue</b>	<b>National government actions and initiatives</b>	<b>Intergovernmental organization actions and initiatives</b>	<b>Private sector and business actions and initiatives</b>
<b>Education</b>	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
<b>Exchange of Internet Traffic</b>	Ensure that there are no legal barriers to the creation of regional traffic hubs  Competition Law	ITU Recommendation D.50  ITU-T Rapporteurs Group continues to discuss this issue  OECD Study "Internet Traffic Exchange and the Development of End-to-End International Telecommunication Competition"  ITU assistance in establishing regional Internet Exchange Points  APECTEL Working Group	Commercial negotiations among ISPs to exchange traffic (e.g. peering and transit)  Business investment in infrastructure including establishing Internet Exchange Points
<b>Technical coordination of the Internet</b>	National laws apply to ccTLD administrators	Governmental Advisory Committee to ICANN and ITU activities under Resolution 102 (Marrakech 2002)	Internet Corporation for Assigned Names and Numbers (ICANN)  The Internet Assigned Numbers Authority (IANA)  Organizations such as CENTR, RIPE-NCC, APNIC etc.

Issue	National government actions and initiatives	Intergovernmental organization actions and initiatives	Private sector and business actions and initiatives
<b>Technical standards</b>	<p>Support for and participation in national standards setting bodies/processes</p> <p>Participation in international standards setting bodies</p>	<p>ITU-T and ITU-R Recommendations for the telecommunications network and radio</p> <p>ITU-R (WRC) identification, allocation and assignment of radio spectrum</p> <p>ITU-R (global regulations for frequency allocations)</p>	<p>Organizations involved in interface and performance standardization, including protocols:</p> <p>Internet Engineering Task Force (IETF), the Internet Engineering Steering Group (IESG) and the Internet Architecture Board (IAB)</p> <p>World Wide Web Consortium (W3C)</p> <p>Institute for Electrical and Electronic Engineers (IEEE)</p> <p>International Organization for Standards (ISO)</p> <p>International Electrotechnic Commission (IEC)</p> <p>SIP Forum</p>
<b>Multilingual (internationalized) Domain Names (IDNs)</b>	National acceptance of international standards		<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 standards</p> <p>Multilingual Internet Names Consortium (MINC), including language tables</p>





## Glossary

Asia-Pacific Economic Cooperation	APEC	<a href="http://www.apec.org">www.apec.org</a>
APEC Telecommunication and Information Working Group	APEC TEL WG	<a href="http://www.apectelwg.org">www.apectelwg.org</a>
Asia Pacific Network Information Centre	APNIC	<a href="http://www.apnic.net">www.apnic.net</a>
Better Business Bureau OnLine, Inc.	BBBOnLine	<a href="http://www.bbbonline.org">www.bbbonline.org</a>
Business and Industry Advisory Committee to the OECD	BIAC	<a href="http://www.biac.org">www.biac.org</a>
CERT® Coordination Center	CERT/CC	<a href="http://www.cert.org">www.cert.org</a>
Council of Europe	CoE	<a href="http://www.coe.int">www.coe.int</a>
Council of European National Top-Level Domain Registries	CENTR	<a href="http://www.centri.org">www.centri.org</a>
Federal Communications Commission	FCC	<a href="http://www.fcc.gov">www.fcc.gov</a>
Global Business Dialogue on Electronic Commerce	GBDe	<a href="http://www.gbde.org">www.gbde.org</a>
Governmental Advisory Committee to ICANN	GAC	<a href="http://www.gacsecretariat.org">www.gacsecretariat.org</a>
ICC Commercial Crime Services	CCS	<a href="http://www.iccwbo.org/index_ccs.asp">www.iccwbo.org/index_ccs.asp</a>
Institute of Electrical and Electronics Engineers, Inc	IEEE	<a href="http://www.ieee.org">www.ieee.org</a>
International Chamber of Commerce	ICC	<a href="http://www.iccwbo.org">www.iccwbo.org</a>
International Electrotechnical Commission	IEC	<a href="http://www.iec.ch">www.iec.ch</a>
International Organization for Standards	ISO	<a href="http://www.iso.org">www.iso.org</a>
Internet Architecture Board	IAB	<a href="http://www.iab.org">www.iab.org</a>
Internet Assigned Numbers Authority	IANA	<a href="http://www.iana.org">www.iana.org</a>
Internet Content Rating Association	ICRA	<a href="http://www.icra.org">www.icra.org</a>
Internet Corporation for Assigned Names and Numbers	ICANN	<a href="http://www.icann.org">www.icann.org</a>
Internet Engineering Steering Group	IESG	<a href="http://www.ietf.org/iesg.html">www.ietf.org/iesg.html</a>
Internet Engineering Task Force	IETF	<a href="http://www.ietf.org">www.ietf.org</a>
ITU Telecommunication Development Bureau	ITU-D	<a href="http://www.itu.int/ITU-D/">www.itu.int/ITU-D/</a>
ITU Telecommunication Standardization Sector	ITU-T	<a href="http://www.itu.int/ITU-T/">www.itu.int/ITU-T/</a>
Multilingual Internet Names Consortium	MINC	<a href="http://www.minc.org">www.minc.org</a>
National Computer Emergency Response Team for Australia	AusCERT	<a href="http://www.auscert.org.au">www.auscert.org.au</a>
National Hi-Tech Crime Unit	NHTCU	<a href="http://www.nhtcu.org">www.nhtcu.org</a>
Organisation for Economic Co-operation and Development	OECD	<a href="http://www.oecd.org">www.oecd.org</a>
Organization of American States' Inter-American Telecommunication Commission (CITEL) Permanent Consultative Committee I (Public Telecommunications Services)	OAS' CITEL PCC I	<a href="http://www.oas.org/en/oas/citel.htm">www.oas.org/en/oas/citel.htm</a>
RIPE (Réseaux IP Européens) Network Coordination Centre	RIPE NCC	<a href="http://www.ripe.net">www.ripe.net</a>
Session Initiation Protocol Forum	SIP Forum	<a href="http://www.sipforum.org">www.sipforum.org</a>
United Nations	UN	<a href="http://www.un.int">www.un.int</a>
United Nations Commission on International Trade Law	UNICTRAL	<a href="http://www.uncitral.org">www.uncitral.org</a>
United Nations Conference on Trade and Development	UNCTAD	<a href="http://www.unctad.org">www.unctad.org</a>
United Nations Development Programme – Sustainable Development Networking Programme	UNDP	<a href="http://www.sdn.un.org">www.sdn.un.org</a>
United Nations Educational, Scientific and Cultural Organization – Communication and Information Sector	UNESCO	<a href="http://www.unesco.org/webworld/index.shtml">www.unesco.org/webworld/index.shtml</a>
United Nations Information and Communication Technologies Task Force	UN ICT Task Force	<a href="http://www.unicttaskforce.org">www.unicttaskforce.org</a>
World Bank		<a href="http://www.worldbank.org">www.worldbank.org</a>
World Intellectual Property Organization	WIPO	<a href="http://www.wipo.int">www.wipo.int</a>
World Trade Organization	WTO	<a href="http://www.wto.org">www.wto.org</a>
World Wide Web Consortium	W3C	<a href="http://www.w3c.org">www.w3c.org</a>

## The International Chamber of Commerce

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

ICC promotes an open international trade and investment system and the market economy. 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.

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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