Transcripts from interviews with 30 participants in the
OECD Ministerial on the Future of the Internet Economy – Seoul, 2008

Marc Rotenberg - President and Executive Director of the Electronic Privacy Information Center

Who do you represent and why are you here?

I am executive director of the Electronic Privacy Information Center in Washington and we're online at epic.org. I'm at this conference to represent the interests of civil society to help ensure that the OECD, as it considers policies for the future of the Internet economy, takes into account the people whose lives are going to be impacted by these policies. And that includes, of course, citizens and consumers and workers. We organized a meeting this week, I gave a report to the OECD ministers and I'm looking forward to the presentation letter today by the secretary general to see if our work was worth the effort.

What is your greatest hope for the future of the Internet?

I am hopeful that the Internet will make it possible for more people to participate in decision making, for more people to have access to information and knowledge, to see an improvement in education and health and labor conditions, the ability to take on new challenges to protect the environment. It is an enormous platform that brings together people who share common interests, provides them with the opportunity to work together, and I'd like to see all those possibilities realized.

How can those goals be made possible?

I think it doesn't happen by itself. I think one of the tricks is to understand the technology doesn't solve a problem, it simply provides people with a tool that makes it easier for them to begin to take on the challenges that they face. And when you're given a powerful tool like the Internet, you need to use it smartly. You need to have some technical skills to understand what is possible to do. You need to have a bit of skepticism to understand what some of the risks might be. And you need to be prepared to make some informed decisions about how the technology can be used to maximize the benefits and to minimize the costs. It actually takes a bit of work. It's a little harder than blogging or friending people on Facebook, but I hope that people are up for that challenge.

What is your greatest fear for the future of the Internet?

Well, one of my greatest fears, of course, and I'm concerned about privacy, is that we reveal so much of our personal information in this online environment. And whereas in the old days that just disappeared like vapor, now it's all being recorded. It's being kept in large data centers that are operated by big corporations and by government agencies. And I think if there are strong policies in place to make sure that information is not misused, then we can minimize the risks to privacy. But if we don't have strong policies, then I'm concerned that these large corporations and government agencies, knowing our most intimate secrets, the things that we care about and the things that we're afraid of, will be able to manipulate us. And that concerns me a great deal and it's one of the reasons that I think that privacy is probably one of the greatest challenges we face in the information economy.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Internet governance is a very tricky issue. I actually believe that most governance should take place in traditional democratic structures. I think people should be able to elect their leaders. I think there should be open debate. I think decisions by governments should be public, should be accountable and should be transparent. It's not clear to me at this point that the Internet really needs a governance structure. I would prefer to see traditional government structures, such as national governments and international organizations that have some of these democratic traditions, be responsible to the decision-making.

Do you have any additional comments?
I just want to say I think it's great to see you and others who are here and interested in these issues. A lot of very thoughtful people have come to Seoul, Korea, to talk about these policy issues, and it's a remarkable time, too, because even as we're talking in this conference hall abut the future of the Internet economy, we know that there are also a lot of people in Seoul who have been protesting. They're concerned about the impact of the new economy on their jobs, on protection of health, and I think we need to take their perspectives into account as well because the decisions that are being made here impact people all around the world, including the people right here in South Korea.

If you could describe the future of the Internet in one word, what would it be?
Scary, both good and bad.

Gwen Hinze - International Policy Director for the Electronic Frontier Foundation

Who do you represent and why are you here?
I'm originally from Australia, so I'm an Australian citizen. I work for the Electronic Frontier Foundation, which is an international civil society non-governmental organization based in San Francisco. We're interested in talking about a number of issues relating to creativity and innovation on the Internet and corresponding the number of threats to the future of the Internet.

What is your greatest hope for the future of the Internet?
I see two possible futures for the Internet. One is where Internet users are disconnected from the Internet for alleged copyright infringement. One of the proposals that we're seeing being discussed in Europe and in the international forum such as proposed anti-counterfeiting trade agreement. And we're also concerned about proposals that would require Internet service providers and Internet intermediaries to filter content on the Internet for alleged copyright infringing material. We think that will slow down innovation on the Internet and has a number of privacy concerns and due-process concerns for Internet users.

What is your greatest fear for the future of the Internet?
The Internet is an amazing platform for open innovation. What I would like to see the Internet become and what the future I hope comes to pass, is a future where we see innovative new ICTs coming into play that will foster international cooperative efforts. Things like digital education that make possible the ability for students who live in remote communities without access to libraries and books to have access to digital

copies of the collective knowledge of humankind. We currently have the ability to digitize the collective works of mankind. We may one day in the future soon have the technological ability to make that available to the world citizens. But that in turn is going to depend on having international and national copyright frameworks that provide room for technological innovation but also provide space for human development.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think everyone agrees that the Internet is a platform for innovation and development. How you get there is going to be the interesting question. Rights holders, copyright owners in particular, have a particular view about innovation on the Internet that I think lies at odds with many of the views of citizens who want to get onto the Internet and create content with a goal of sharing and creating and participating in the Web. And those two cultures are never going to see eye to eye. I'm hoping that modest stakeholder forums such as this process will allow governments, policy makers, businesses and the creative community to be able to sit down together and work on what they have in common so that the future of the Internet is positive and not negative.

If you could describe the future of the Internet in one word, what would it be?
Inspiration.

Hamadoun I. Touré - Secretary-General, International Telecommunication Union

Who do you represent and why are you here?
Internet has really made the evolution in the world over the last 10 years. The growth has been phenomenal. It is the most important tool for all walks of life today. Our objective is to meet the beginning of the government goals. And if we have to meet the beginning of the government goals in health, in education, in government access to citizens, in business, you need e-health, e-business, e-education and therefore, in order to meet the beginning development goals in all of the sectors, we need to be sure we meet the MDGs in the ICT sector first and that's why we in the ITU are promoting the meeting of the MDGs in the ICT field by 2012 instead of 2015. Therefore, we are very aggressive in assuring that countries are putting the right policy that will help them have the right ICT structure, not only infrastructure, but also in content.

What is your greatest hope for the future of the Internet?
I hope that Internet will really be the true tool for democracy, for citizens' freedom and for citizens to access information. And my dream is to see all citizens of the world contributing in their civilization because the importance of these information societies that we have entered into, I would say the knowledge societies that we have entered into, that everyone should have that right. It should be a fundamental right to access information, to use information, because it is not enough to access it – you have to use it as well. But you need to also create information but also share information. And therefore, with those four elements, we will have a true knowledge society that we are all dreaming of, where every citizen will contribute.

What is your greatest fear for the future of the Internet?

My fear is the safety over the Internet, the safety of our children first of all. We give Internet to our children, in the safety of their bedrooms or in their classrooms. We need to keep them safe. That's one very important element. Of course, the safety of data, of information, and of infrastructure are equally important and those are being addressed in this conference. That's why I'm here also. That's why I've put together in the ITU, the high level group, expert group on cyber security, I've put in place a cyber security agenda to ensure that we have a really good international framework that will be helping us to assure that we have a free and peaceful and safe cyberspace. I use 'peaceful' because we also need to avoid cyber wars. That's one of my biggest fears. A cyber war would be a catastrophe for the whole world. And we know from the conventional wars that no one is a winner in any war except the arms dealers. And the best way to win any war is to avoid it in the first place. Therefore, we need to put together an international framework that will enable us to avoid a cyber war between member states. We know from the experience of Estonia last year that it could happen. It's no longer some articles written by some crazy journalist or dreamers, but those things are a reality that can happen, and we know that a war in cyberspace is worse than a tsunami.

If you could describe the future of the Internet in one word, what would it be?
Competition. Because not only Internet will create competition but I see Internet having competition in itself because Internet is becoming a monopoly in itself today. And the good side of any monopoly is that it creates the tools for its own competition and ultimately can lead to its destruction if it doesn't hold it well. Therefore, I hope to see Internet surviving in that competition of new types of Internet that may come up, new types of services and systems that will come up, and will come up very soon given the speed the Internet has grown. Of course, it will create that very tool that will come as a competition to it very soon as well.

Kevin Martin - Chairman of the US Federal Communications Commission

Why are you here?
I wanted to be able to come and share some of the experiences the United States is having in regard to broadband employment. What we're doing to try and implement wireless broadband services going forward, so it's just trying to share what the United States was doing in terms of making sure that people have access not only to today's Internet, but the next generation of broadband networks that are going to change and transform the Internet as we know it.

What is your greatest hope for the future of the Internet?
I think that it's important to understand that this technology can have a transformative affect not only on the economy but on some social issues so that, for example, we've spent a lot of our resources making sure that we're going to be connecting real health care clinics around the country. Increasingly, the Internet and broadband capabilities are going to be used not just to get entertainment and news and information, but it's going to be how health care is going to be delivered, how we're going to be educating our children. So I think it's to make sure that we're emphasizing not only the economic aspects, but some of these other social components that are going to be important as well.

What is your greatest fear for the future of the Internet?
Fears, I'm not sure I would end up saying, but certainly you've got concerns about making sure as we increasingly use it for all kinds of personal services, that we make sure that people's privacy is adequately protected. I think that is something that is going to be critical to giving people confidence that they can use the Internet in these other transformative ways.

What are you working toward in regards to protecting Internet users' privacy?
We've had some traditional rules about how we protect people's private information when we're talking about the telephone network just where people call and how that information's shared, but I think that what we'll need to make sure we transform those rules as we move away from a traditional voice or phone network to broadband data services.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
There's lots of them that are difficult to reach consensus on, but you know, I think that some of the issues surrounding what is appropriate network management issues and how we can ensure the consumers continue to get access to all the information available on the Internet without having any of the network operators become bottlenecks in that access to information. I think it's going to continue to be a challenge.

If you could describe the future of the Internet in one word, what would it be?
The future of the Internet in one word – you know, I think I'd say hope.

Parminder Jeet Singh - Executive director of IT for Change, based in Bangalore, India

Who do you represent and why are you here?
I come from an NGO, IT for Change, which is based in Bangalore, India.

Tell us about your work representing Civil Society at this meeting.
I was speaking about what I call as a democratic deficit in global Internet public policy making. And how/why global public policy impacts all countries and all people. It may not perhaps be really right to make those policies in some countries, rich-only country clubs. And all countries should be on the platform at equal levels.

What is your greatest fear for the future of the Internet?
The biggest fear is that it would get contorted into another to entrench existing political and economic advantages. This is in general but I can understand that as we talk about knowledge economy, the commodity which has the greatest value today is knowledge, so there's a great attempt to make propratize knowledge. And Internet will be used more and more to build walls of property around knowledge and more and more knowledge would become property and commodity, and that would be used to set up economic advantages and build on economic advantages, political advantages. And Internet becomes a tool of that rather than work in the opposition direction, which it is possible for it to work.

What is your greatest hope for the future of the Internet?

Hope is – I finished with that – the hope is that actually Internet can work in the opposite direction. It can release all of the world's knowledge to everybody to use it equally, or more or less equally, and therefore democratize advantage rather than concentrate it. Since it is an infrastructure, it can be used to control or democratize. So the hope is that it is used to democratize and actually the advantage becomes more democratic than it is today and the fear is that it will become more controlled and it will further the existing divides.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Uncompromisable issue, the single one is democratic political participation in determining how Internet public policy is moved. That's the point I spoke about today. So, that's the very basic principle. If that's not compromised, nothing else will get compromised because if everybody is on the table making policy, they will look at their interests and negotiate that. Other than that, it is important to see Internet as first a social infrastructure, and within that an economic infrastructure, though the dominancy is to see it as a business and economic infrastructure. As you see the present conferences on the future of Internet economy, I would much prefer the UN term information society and economy being a part of it.

If you could describe the future of the Internet in one word, what would it be?
You know, as an activist, I can't afford to take a pessimistic probability, so I can only take a hopefully probability that it will democratize power, democratize knowledge, democratize advantage more rather than less. And it will bring most people of the world to more equal levels to sharing knowledge rather than the opposite. The one word is "equalizing advantage." Two words are OK, right?

Ndeye Maimouna Diop Diagne - Director of technologies of information and communications for Senegal and a member of the Internet Governance Forum Multistakeholder Advisory Group

Who do you represent and why are you here?
I am on this conference because I am one of the delegates from Senegal. We are invited as a government, which are not part of the OECD, but which are working on ICT phase and try to develop it in our strategy, of developing a social economic phase in our country. So, we are here. I am here with my minister and a little delegation from Senegal.

What is your greatest hope for the future of the Internet?
My greatest hope is giving access to all the people in the whole world. I am an engineer and I work on the Internet, I think, since 1995. So what's happening in the Internet is, in my opinion, becoming one major which one we can communicate, we can exchange, we can play, we can sleep, and so forth. And if I look at my children, they spend hours and hours on the Internet, so I think that we have to give the chance to all the people in the world to have access to this tool. And we have also to give them the chance to use it in the way they want, not this and this, but use it for development, use it for knowledge, use it for entertainment, use it for everything they want. But we have to put these tools in the hands of everyone around the world. If I have a hope, that is my hope, my biggest hope.

How can access be provided to everyone?
Let me think, because the issues are very different from country to country, from continent to continent. For example, if I take the case of my country, there are a lot of people who are not literate, so we need to think about having another way to help them to use it. We try to use a variety of communication, we try to use cell phones. I think there is a better thing to do to bring these things and to help them to be literate because we can use these tools to help them to be literate in their own language. We can use it to help them to save their cultural distinction because we need a distinctive culture in the world, and not want to have a world with just unic, model unic things, no. I think that difference in culture is very, very important. And we need also to use this medium in our own language. If I take my case, for example, I have two children. The boy has four years and the girl has three years, and they did not speak my mother language because I did not have time to talk to them in this language. We use French, we use *Iternad*, we use *Indetermine*. When they look at the television, it's in French, it's not in *interalnguito*. It would take time for me to (teach) them my own language. I think it's a little bit of a pity.

If you could describe the future of the Internet in one word, what would it be?
In my opinion, the future of the Internet will be global or not. If we don't think about globalization, if we talk about bringing all the people on it, you will have two types of societies: Those who are in and those who are out. And you cannot build something with this.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I remember the *mac,* those guys were thinking about Internet governance…WSIS and how we can set up a dialogue between all the stakeholders to talk about it. I think in our side of developing countries, our biggest problem is to be involved in it because we are not able right now to be at the essence where the decision will be taken because we are not in. Because if you take, for example, the case of Africa, if you just represent less than 2 percent of the users, so you don't have a voice. And I think it's a little bit more difficult than that. We have two problems. The first one is a local problem, and the other one is a global one. And we have to work on both at the same time in parallel. But I think that 90 percent of the problem will be solved locally. If we are not in, we do not get a voice, so we have to solve our local problem. We have to build an Internet society locally and after that, we can go and say, "Yes, we are now here, we have a voice, we can participate, we are inside." It's my approach on things.

If you could describe the future of the Internet in one word, what would it be?
Terrible. No, I say terrible because I really think about our children. If we don't do something to protect our children, it should be terrible, I think. It's my opinion. We have lots of things to do to protect our children on it. It's a dead thing and these are not the type of very done deals. We have lots of effort to do to protect our children. Because it's our future, if we do not give them the opportunity to use it, but use it for knowledge, for games and so forth, not on the worse side.

Peter Kim - Founder and CEO for Pandora Television, a Korea-based company

Who do you represent and why are you here?

I am CEO. I usually say CEO's role is only one: human, human, human. Or sometimes people say vision, vision, vision. So my major role is making a great vision and joining new people for Pandora. That's my very important role.

What is Pandora TV?
Pandora is the number one video site in Korea. We launched in 2004, October. At the time, there was no this kind of Internet business in the world. I can say we are the first movers in this world. So we are now the first movers in Korea also. We never yield this position after launching Pandora. And so now the number of visitors is over 20 million users per month. And then the video streaming is over 5 million every day.

What is your greatest hope for the future of the Internet?
I would like to make Pandora into a great company. Because you know the Korean Internet market is very, very active, and very strong, and very fantastic. All of the Internet users are using the very high-speed Internet line: 4 megabits, (to 100) 200 megabits fiber network. So in the domestic quality and the contents and services are really so good. But almost Internet company includes the neighbor and biggest Internet company – they never try to understand the international market. Maybe, you know, the current people are using very well the Korean example, so I think it's difficult to use the English and develop the international market, but I have to do, I think we have to do that. So last April, we launched global Pandora. It's very strange for you because almost all Internet sites are using English and Spanish or other things, but Korean is different. So last April, we supported Japanese, Chinese, English and, of course, Korean. And after the result is also so good, so I think this kind of try is very important because I will try to make Pandora into a great international company.

What is your greatest fear for the future of the Internet?
You know the Internet is a very special sphere. For a long time, the human space was led by the biggest suppliers: GEM or biggest companies – Hyundai or Samsung or LG. That is absolutely Korean. Very natural situation. No problems. But nowadays, the Internet is growing very quickly in the world, including some poor countries. So we need to watch this situation about this kind of Internet space. For example, some people cannot access Internet because they have to pay money to access the Internet. So I think sometimes, this kind of device over Internet is very important. And sometimes, some very young people cannot understand and cannot endure some very special situations. They are so pressure from other people in social community site. And so that kind of very detailed care program is also important for very young people.

Do you have any additional comments?
You know, we are trying to 4-megabit hyper video stream. We already launched a 2-megabit high stream video service in the world. Two megabits is really so high. It means two times compared to DVD quality. That's also very difficult to say. Anyway, after launching the 2-megabit platform, there are big changes. For example, some of the biggest video companies would like to call or write to me only share a model. So that kind of change is very, very important. So we have allowed just one. We are really forced to move in this video market and then we can service very high quality Web service using this kind of Korean, very nice infrastructure. So that is our very big pride.

If you could describe the future of the Internet in one word, what would it be?

I think search and personal media.

Suvi Lindén - Minister of Communications for Finland; previously served as minister of culture in Finland from 1999 to 2002

Who are you representing at this meeting?
I am minister of communications in Finland, so I represent here the Finnish government.

What do you hope to gain from this type of meeting?
Of course it's very interesting to hear different points of view for the development of the Internet, but also this is a very important place to meet my colleagues and discuss about, on a government level, cooperation on these issues.

What is your greatest hope for the future of the Internet?
I think the Internet is a big possibility for the human nation and availability to everyone should have access to Internet and that's a very big tackle. There is still a long path to go before we have that kind of infrastructure in all countries that people could access Internet because I think the Internet can provide so much more information. You can go through your education using the content of the Internet. It's a very good tool for communication between your friends from all over the world. It brings all different kinds of content possibilities. So I think it's a very good and big possibility and human beings to get all the use out of it you can have it.

What is your greatest fear for the future of the Internet?
Of course, my Internet is safe and secured, and I think that one of the biggest challenges for Internet is the security for people to fly there and to send information and also to cyber criminals in Internet, that's a big challenge. And of course for young, I think the Internet should be safe for younger people also. So, Internet is open and free for everyone to put whatever material you want to put, but still there should be certain kinds of borders and limits so we can have a safe Internet for children also.

How are you working through the Finnish government to keep the Internet safe?
In Finnish government, I'm coordinating the Information Society issues and we are working hard with the media group, thinking how we could offer more safe Internet for children. It's very challenging tackle, not easy to solve, but I hope that we can find cooperation with tele-operators and all stakeholders who have something to do with the Internet. And this way we can hopefully maybe create a safer Internet together with the schools and teachers. Media education is very important, how to confront all kinds of content that there is in Internet, so there are very many parties who have to cooperate and especially educate the children. That way that you can nowadays, you have to be very media critical when you are on the Internet and even when you are just nowadays reading newspapers.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think at this moment, at least in Finland, we are having a discussion with the role of rules in Internet. Should there be any rules or should it be an open space for everything and all kinds of material? And I think the protection of children is one key element that

where we need some kinds of regulations in Internet also. If you want to keep out the pornographic – abuse of children in this kind of pornographic material where you use children, that's something that we shouldn't allow to have in Internet. But in Finland, of course, freedom of speech is a very important issue and Internet is this kind of platform where this kind of discussion about this right is very acute in a way in Finland and I think in very many other countries. Should piracy in the Internet? Should the same laws require – should there be same laws in the Internet as we have in physical world? These are the topics we are discussing at this moment in Finland.

Do you have any additional comments?
I think this is a very important conference. Last time we went was 10 years ago, so hopefully next meeting will be sooner because the technological development is so fast that we cannot wait for 10 years, we need to have a meeting in a couple of years and see where we are going with the Internet.

If you could describe the future of the Internet in one word, what would it be?
A challenge.

David A. Gross - Ambassador and US Coordinator for International Communications and Information Policy

Who do you represent and why are you here?
I'm an ambassador from the United States. I work for the president and Secretary Rice for the U.S. State Department, so the American people sent me here. And it's a pleasure to be sent to Seoul, Korea, by the American people to talk about these important issues.

What is your greatest fear for the future of the Internet?
I don't really think in terms of fear. I'll answer the question, but I don't think about it as a fear for the Internet. I really think more about the opportunities the Internet provides. So I guess the fear, if I were to use that term, is that we don't take advantage fully of the opportunities that the Internet provides to people around the world. But it's not really a fear.

What is your greatest hope for the future of the Internet?
Well, my hope is, of course, the flipside of my previous answer. My hope is that eventually all of the world's people, directly and indirectly, will have access to the Internet and will benefit from the Internet.

Now the Internet, of course, is a network, a communications network, and we've made great progress in having over a billion people have direct access to the Internet already in a very short period of time. But with about six and a half billion people on earth, there's obviously a lot of people who are yet to be connected and have access to the Internet. So, my hope is that we'll be able to make great progress, both in terms of partnering with industries, civil society, NGOs and others to be able to get more people to have access – eventually, hopefully virtually everyone, to have access – to the Internet and then to have the benefit from it by allowing people to have access to all the world's knowledge.

I mean, coming from a place like Elon University, you're very lucky because through the university, growing up in the United States as you all have done, you have access to virtually all of the world's knowledge. But most of the world is not so lucky. Really, the Internet provides for the very first time in human history, the possibility that people, no matter where they are from, no matter what their parents did, no matter what their socioeconomic circumstances, can have access to the world's knowledge. And what's important is not only to have access, but then to be able to contribute to the world's knowledge. So people like you and me and others who have had such access can have access to new and different types of information, new ways of thinking, new types of ideas, so that we all can benefit from it. That's my hope, that's my expectation, and I'm sure that that's what's going to come to pass.

What does OECD hope to gain from this type of meeting?
Well, there are two aspects to this conference as far as I think about them. One is the conference that we're going to have tomorrow and the following day, which is the official ministerial conference of the Organisation for Economic Co-operation and Development, the OECD. That's a great opportunity because it brings together governments and representatives of governments at senior political levels, at the ministerial level to have discussions about the Internet and things we can be doing to enhance people's access to the Internet. We will be adopting at the end of this meeting a declaration that I think is going to be very important, that will talk about the free flow of information, talk about an enabling environment to try to help people have access to the Internet and then benefit from that access by allowing for that free flow of information.

Today's activities, though, which are really a scene-setter for the ministerial, are important because it's a very broad-based set of discussions where we have civil society, NGOs, academics, governments and others coming together to talk to each other, to exchange information, to learn from each other. That is itself an extraordinarily important set of conversations to have. I've already learned a lot just in the short couple of hours I've been here that will help me as we make policy for the United States government, listening carefully to what others have to say, trying to understand better what is happening in the world technically, socially, and in terms of the ability of people to express themselves. In hearing what others have to say, we can be in a better position to make policies that advance all of our collective interests.

Do you have any additional comments?
Well, I want to thank you all for doing this project. I think by doing it and making the information accessible to people through the Internet, it will help establish a greater dialogue not only within the United States but globally, about these important issues so we can sort of learn from each other, listen carefully to each other and just be able to expand the circle of people who benefit from the Internet by allowing for the free flow of information, by allowing for greater discussions about technology and the applications that drive the new benefits that come from having all of us be able to use and apply the Internet.

If you could describe the future of the Internet in one word, what would it be?
Without limits. That was two words, I know. But still, it's close enough.

Takashi Enomoto - Executive Vice President for corporate strategy and global business for NTT Data Corporation

Who do you represent and why are you here?
I am the chair of GBD. It's a global business dialogue on e-Commerce. And I work for NTT Data-Tokyo. I decided myself to join this conference because OECD is a very important government organization. We would like to work with them to make our business world comfortable and also try to have a very much reasonable digression to expand the consumers' benefit. That's why I'm here.

What is your greatest fear for the future of the Internet?
Among all transactions via Internet, B to B is a tremendous amount. B to C is a much less than that. You know, starting with a business that is company to company, we usually start to meet each other, understand each other, and to start to trade, exchange information. Basically, B to B is business and do not have any big issues. But B to C or individual to individual, everybody surely does not understand each other. So that's a problem. And unfortunately there is such a small amount of transaction really affects the bald image to total Internet business. So I really would like to use those kinds of risks for consumers supported by OECD.

What is your greatest hope for the future of the Internet?
We have such a huge opportunity, you know, technology improved and developed and a price of investment a month is much smaller than ever to build up a Web site or to purchase, settle for much cheaper than 10 years ago. So even a high school student or elementary student can easily access the Internet. So there's a tremendous kind of opportunity for everybody to share some information. That's why I really would like to make this world more comfortable. **...** I'm really afraid of that.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Today's session, we shared a lot of information and incentives also. But what the major speaker said is very much agreeable and there is no any very much new topics in front of us. All the issues still remain as new topics for us.

Do you have any additional comments?
I believe tomorrow, major ministers get together and exchange opinions on what is going on in major market place and the business world. I hope they consider to work together. Each country has their own aspects of directions. Now business society works together across a broader field, but I hope OECD plays out a major law to integrate each country's officers to work together. I really want to do that.

If you could describe the future of the Internet in one word, what would it be?
Hope.

Joseph Alhadeff - Vice President for global public policy and chief privacy officer for Oracle

Who do you represent and why are you here?

Well, I chair the representation to the business community, so our goal is to take the business stakeholder results – which came out of our pre-day, so our agenda on the 16ᵗʰ – and present those to the OECD and then work with the OECD to adopt those and with ministers and governments to adopt those.

What is your greatest hope for the future of the Internet?
I think that it continues to grow and continues to actually realize the opportunities that can come out of the Internet because nothing's a sure thing. One of the benefits of the OECD is helping to make sure that you take those opportunities and allow them to become reality as opposed to getting sidetracked along the way.

What is your greatest fear for the future of the Internet?
Interestingly, it's the exact opposite of the hope, which is that those opportunities won't come to fruition, that you won't include the next billion people, that you won't actually gain the benefits of the Internet, that information flows will get closed between jurisdictions and that the promise of the Internet is a lost opportunity.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think there are a lot of topics on who governs and how, how a user gets to exercise choice in the context of Internet governance, whose responsibly governance is, and who has responsibility for the governance of the architecture.

Do you have any additional comments?
I think that as we look at the issues that were raised in this conference, more and more of them will be issues that gel at a point in time and aren't fixed issues, so I think dynamic is also one of our challenges. Because as the Internet becomes more dynamic, we understand less of it in advance and we have to understand how to work with it in operation, which I think in many cases makes regulators feel uncomfortable. But change is here to stay and change is a function of the Internet, so I think everyone's going to have to adapt.

If you could describe the future of the Internet in one word, what would it be?
The future of the Internet? Dynamic.

Shira Perlmutter – Executive Vice President for global legal policy for IFPI

Who are you representing at this meeting?
I work for IFPI, which is the international association that represents the record industry.

Why did IFPI send you here?
Because of the importance of the future of the Internet economy to the industry and the role that music will play in that future, hopefully, if things are handled well.

What is your greatest fear for the future of the Internet?
My greatest fear is that we continue down a path where people are not willing to pay for music, they do not see value in it, that they're willing to actually compensate in

some way and that the result will be that the creativity of professional performers and musicians and also record producers will dry up out of lack of investment.

What is your greatest hope for the future of the Internet?
My greatest hope is that we continue down another branch of the path where we're going down today, which is that we end up with a huge unimaginable diversity of different kinds of content available to consumers online. So you would have coexisting user-generated content of various kinds in all of its full flowering and at the same time, professionally produced content of the type of quality that people are used to getting on CDs so that you end up with more and more choice and more and more diversity for consumers than you've ever had before. And the goal would be to make sure that we don't stunt one or the other along the way, but we end up with the broadest and greatest possible flowering of different options.

What are some issues regarding music on the Internet?
The biggest issue and I think the one that dwarfs everything else is how to figure out how to monetize the tremendously popular content that consumers are enjoying getting. So there's no question that more people are listening to more music today than ever before, but the problem is very much of it is being enjoyed without any kind of compensation to the creators and the question is how do you change that and how do you avoid that. And that's what we spend, what I spend certainly personally a great deal of my time thinking about. What I was talking about at the conference was the absolute need for all of the businesses that participate in the value chain of distributing music to consumers, the importance of them working together to find reasonable solutions that produce a positive output for the consumer but at the same time make sure that you do get appropriate recognition of the value of the music.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think the most important aspect is just making sure that the rights and the content are recognized and there can be many different ways to go about that. And I would not hold myself out as an expert in governance going beyond that, but we need to make sure the Internet is a world where legal rights are respected and understand that it's not a Wild West as President Sarkozy said recently, but a place where our values and policies need to be reflected in a way that's appropriate.

Why is it important for people to get together to discuss these issues?
It's always very exciting to see people from so many different countries coming together and talking over the issues and I'm always struck by how much similarity in perspective there is. Of course, Korea is a country that has an unbelievably advanced Internet in terms of the broadband penetration, which I think is the greatest of anywhere in the world at this point, so it's a very appropriate place to come here for this meeting.

What are some common perspectives among Business Stakeholders?
Well, certainly in the business stakeholders meeting, which was what I have been participating in today, there's a general belief that consumers lead the way in terms of having the new ideas, seeing what the trends are, deciding what it is that they want, that business needs to follow consumers and offer them what they want and then that

governments have to work with businesses to make that happen. So I think there's an understanding of that. I think there's also a general understanding that there needs to be some rule of law in this new world but that we don't want heavy handed regulation of the Internet at the same time.

Do you have any additional comments?
I just want to make sure that we get the message out that as people start to talk about the infrastructure of the Internet, about convergence, about making sure that there's enough broadband to satisfy all the desires of consumers, that the goals of technological development and getting as much content as quickly and smoothly to consumers as possible doesn't overshadow the need to also make sure that the content is valued and respected. And sometimes there's a fear that that case may be overlooked, that people may focus so much on the infrastructure that they sometimes forget what is absolutely necessary in order to incentivize the further creation of content because there's a lot of content out there today that's being disseminated but we need to make sure that there will be also a lot of content out there tomorrow of equal quality.

If you could describe the future of the Internet in one word, what would it be?
Diverse choice, or something like that.

Peter M. Robinson - President and CEO for the U.S. Council for International Business, the American affiliate for the International Chamber of Commerce, International Organization of Employers, and the Business and Industry Advisory Committee for OECD

Who do you represent and why are you here?
I'm with the United States Council for International Business, which is the American affiliate of the Business and Industry Advisory Committee to the OECD and I'm president and CEO of USCIB. We are the American chapter of BIAC, but very active in what is known as BIAC's, Business and Industry Advisory Committee's, e-commerce and information technology work. I decided to come because it's a very important conference in our view. To us, the OECD is an extremely important organization to help develop the kinds of guidelines and standards that governments can put into place. And this area is one that OECD has been working on over the years and really I think has something to contribute to in terms of helping to create a framework for the Internet to develop within.

What is your greatest hope for the future of the Internet?
I think one of my greatest hopes is that it will continue to grow and to develop in as unfettered a way and that it will still be a robust kind of an engine to do all the things that it's doing today but also do things that we haven't even imagined for tomorrow. And I think it began as something that was much less than what it is today. It was kind of a tool in the new age of electronic commerce. And today it's become just a very fundamental foundation of how we live, whether we're at work or we're at play, or interacting with one another as global citizens. So it's become almost something that one takes for granted but we can't take it for granted because if that foundation were to ever crack apart, it would have much wider consequences.

How has the Internet become more than just a tool?
Well I think that by its nature, it has become more ingrained in the way people do

business. It's become much more of an everyday thing that you don't think of as taking off the shelf anymore to turn on and to use. It's something that you just normally take a stroll out into without even thinking about it.

What is your greatest fear for the future of the Internet?
I guess one of my greatest fears is that in looking to the future of the Internet – 10 years ago at the last one of these conferences, people knew that the Internet was a great new tool and there were certainly lots of things that they could not imagine about its development, but they all agreed that we should try to keep as open an environment for Internet commerce as possible going forward and not to stray into too much regulation against unknown things that it could do. One of my fears is that we would over-regulate the Internet because we don't want it to go into areas that are unforeseen. I think we have a pretty good idea already of areas where the Internet does provide some risks and threats, and we need to work together to make sure we are able to limit and contain those. But those are identifiable problems that we can work together on, particularly with business/government cooperation.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think that there needs to be an environment in which companies who are providing the technical knowhow and innovation that fuels the Internet's development are able to invest freely and to be able to exert their creativity and have an atmosphere of innovation. We don't want to cut down on that environment of innovation. And we want to keep it as open a platform as possible for all users no matter where they're coming from to be able to benefit from.

Do you have any additional comments?
I think it is truly an important conference just by the fact that there's a team here from Elon University.

If you could describe the future of the Internet in one word, what would it be?
If I could describe the future of the Internet in one word: exciting.

Willemien Bax - Deputy director general for the European Consumers Union of the European Union, based in Brussels

Who do you represent and why are you here?
I work for the European Consumers Organization, BEUC, so we represent 41 consumer organizations across the EU and outside of the EU as well. And I'm also here to represent Consumers International, which represents 220 organizations across the world. And both BEUC and CI are part of TACD, which is the Trans Atlantic Consumer Dialogue, which joins together 65 organizations in the EU and U.S.

What do you hope to gain from this type of meeting?
The main goal is to make especially the OECD government understand what is important for consumers in relation to the Internet. So on the first day we had a Civil Society meeting and we talked about human rights issues and the Internet, freedom of expression, freedom of information. We talked about the rights of workers because in

the Internet, all the people who make Internet work, many of these are on part-time contracts with bad social conditions. We talked about the digital divide, so all the people in the world who don't have access to Internet. We talked about open source and open standards, making sure that the Internet stays open. We talked about copyright, making sure that copyright owners just own the copyright that's rightfully theirs by legislation and don't extend into areas where there are exceptions and limitations because those are the public areas open to everyone and that's very important to have all the knowledge that we need on the Internet so that people have access to this knowledge. We talked about the importance of neutral networks, so making sure that Internet service providers provide on their networks all the information that's available, that there's no filtering of content, because that's very important. Everyone should have access to all the information that's out there. We talked about data protection, the importance of data protection, especially when you look at all these social networking sites, people don't realize what they're signing away. You see this whole move towards a lot more advertising, personalized behavioral targeting, so people need to know about this, they need to be protected. We talked about consumer legislation and how important it is to have a good framework for people when they go on the Internet.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
I think maybe what's the most difficult is copyright because I think that the film companies, the music companies, they worry a lot about what they call piracy. And I think there's not enough understanding of how important it is to make sure that as many people as possible can make use, have access of music, of film. I think it's very important to find a solution that combines making sure that all these corporate owners put information on the net and get a just reward for it. But at the same time, that as many people as possible have access.

What is your greatest hope for the future of the Internet?
I would say that as many people as possible have access. I think that's very important because I do think that the Internet dominates our lives now. It gives you access to education, knowledge, culture, but also in terms of health care, it's very important. So, I would say access and then combined with making sure that people are protected. I think people don't realize that there are risks out there and that they shouldn't give their data away too easily.

How is the Internet important for health care?
I was very impressed today because in my panel there was someone from South Africa and she was saying that people in remote communities, who need to go to a clinic or something, through the Internet can make an appointment, can get information. I think that's very important. And I've also heard today that, I think in the U.S., the U.S. government is making sure that all their hospitals and health services have interconnection. I think it's very important in terms of health care that, for example, there's exchange of data on people, health data. Of course, there's again an issue of data protection but on the other hand, if there's an exchange of data, health care can be better. I must say also that we are campaigning very much because we're very worried that – we have in Europe the same kind of system as in the U.S., where a lot of information is put on the Internet, but also in magazines, on television, by

pharmaceutical companies promoting medicines. And we think that's very dangerous. We think medicines should not be promoted by the people who produce it. Advice on what medicines to take should come from health professionals, your doctor. So, why we think the Internet can help people have access to more information about health, we have to be very careful about who puts that information on the net.

What is your greatest fear for the future of the Internet?
I think in relation to data protection, that people don't realize that their data are out there. I've heard one of the other speakers talked about MySpace where people put information on there that say now that's fun, but in 20 years time when you try to get employment, it can be used against you. So I think it's very important that people know their rights, know what they're putting out there, but are also protected. Someone who's like, say, 14, putting something on there now doesn't know the consequences and needs to have protection.

Do you have any additional comments?
I think that what's been very important about the conference is that it brings people together from across the world. And I think what's come across to me very much is that it does need global solutions. It can't be just national or regional. It has to be global.

If you could describe the future of the Internet in one word, what would it be?
Hope. I think hope.

Fouad Riaz Bajwa - Liaison for Gerry Morgan Foundation, Canada, and country director for LPI-Pakistan

Who do you represent and why are you here?
I am representing the Gerry Morgan Foundation in Canada. Gerry Morgan Foundation is committed to use human knowledge and resourcefulness to solve issues related to the digital divide. And in order to do that, our focus had been to develop low-cost computing technology for the least developed, or say, the other 4.5 billion people in the planet, and get our technology to one billion people at least in the next five years. Gerry Morgan is the inventor of these machines, which are called the Ink Media machines, and this in particular is the Ilex model, which is like a regular laptop, but this costs only $315. And this has shown international corporations and governments that ideas from the Civil Society can result in something which can be groundbreaking, and which can also be groundbreaking in terms of business at large, that the corporations – money-oriented, profit-oriented and others – can actually be countered by Civil Society initiatives. And machines like these, which are like high quality, productive laptops, can even come out by Civil Society for the benefit of Civil Society.

Tell us more about your computer.
Well, this machine has actually been developed as initial entry into the market because we have a socially responsible business that we will not be working as a monopolistic company, we will have a social agenda, we will develop technology which is also good for the environment. We will develop technology which helps local communities, grassroots level, instead of asking the governments to do the work or making them tap in for a million machines first, no. What we want to do is, we want to develop business models whereby the local community within countries develop the business, get the

jobs with unemployment and find solutions to their problems with these machines. And it is marketable, it is usable, it is usable by masses. It is a probable solution. I wouldn't call it a 100 percent solution, but a probable solution to part of the digital divide issue

What is your greatest fear for the future of the Internet?
Well, being a scholar on Internet governance issues with the DiploFoundation and having the opportunity to be in the WSIS process, and then the country level debates on how Internet governance is affecting, or being affected, by the policies being made by OECD countries. To some level, OECD countries have been able to accept the new features of the Internet, which is like the open-ended nature or the participative nature, or something even like the wikis, that they have actually brought up a publication just on wikis, and I heard today they brought up something on convergence. But the issue is, are their policies going to be managed or accepted at a global level? Or will it be just at country levels? A lot of policy making in the OECD countries affects actually the developing world. So for them to make a decision they actually sometimes look at the OECD countries. So if the OECD countries is not giving the civil liberties over the Internet, is not keeping public interest in view, the developing world might actually end up with those issues. For example, the biggest and hardest debates have been privacy. Freedom of expression, freedom to access information, control information, the issues about security, which also come right next to privacy, the open-ended nature of the Internet. That is what the Internet is. The ability to create content at any end of the Internet without having problems or without the issues of how the Internet connects, how the band works, how all the hardware, all the software, everything that works in between. But one thing has to be realized. The technical infrastructure, the software infrastructure, hardware infrastructure – there's a lot of open standards. The OECD has to openly declare open standards to be a strong foundation of the Internet and that all countries will continue to accept open standards that has to be under operable means for information and data exchange. Number one thing. Number two thing that needs to be realized is that for Internet networking to be successful, you also have to provide the digital tools and access to the people. There are people actually even in the U.S. today who don't have access to computing. So having computing tools or access to ICT is not even only a problem for developing countries, those problems even exist in OECD countries, so that agenda has to be brought up again. The next thing is that our policies and decisions being taken by OECD member states, actually keeping in view that maybe those policies may have a grave impact on developing world countries. Because, for example, many of the things discussed in the U.S. community…may have dire consequences for countries in the developing world. Because religions, norms, political conditions, literacy levels are different in developing world countries, so one policy developed over there cannot be one solution fits all situations. So, the openness of the forum and the Civil Society intervention within the OECD should be encouraged. There should be opportunity for Civil Society to come in from all these countries and present their concerns, and those should begin to be taken into consideration in the main deliberations and interventions of the OECD conference and so forth. So the issue is, I would never say, is this the right decision or the wrong decision? It has to be an open and inclusive decision, means more for an open forum strategy has to be developed for more stakeholders to come in and discuss why every policy affects people. If it's not people, there's no policy. What are you making policies for? So, if they're not happy, if the developing countries are not happy, those policies are actually going to go in the dustbin. So why not work from the beginning? This has been going on for 10 years. But

today, what can be done is it can be realized that Civil Society can be a very good adviser within the process, a very good intervener in the process. The Civil Society isn't just about me or you or anyone else. It includes everyone. It includes the voice not heard. It is representative of the voice. Then it is representative of the citizens of the people. It has representatives from academia, from research, from various walks of life who may be doing business, but they may also be contributing to human development. But this fact has to be realized, that the Civil Society inclusion into the OECD process, either in the advisory status or in the status which encourages open discussion and debate over these issues, will prove to the be the best step for the OECD and for the Internet as well.

What is your greatest hope for the future of the Internet?
If I look at sort of a selfish hope, my selfish hope would be that almost every person has a machine like this on the planet, that every person would be able to bring out their creative expression freely, openly, through these machines. They would be sitting producing content and it would be viewed worldwide. But again, within that perspective, there has to be a global acceptance of what kind of content is accepted, what is OK for everyone, what do we understand as legal and illegal. But at the same time, my other hope is that even countries like Pakistan and many developing countries so forth, who are not even OECD state members, they would also be included in policy making processes because right now there is too much discussion, but the policy making process is really slow. I would actually see the Internet to have an open and a fast pace towards accepting global policies, which are inclusive of people, not excluding them.

If you could describe the future of the Internet in one word, what would it be?
Open.

Garth Graham - Director of Telecommunities Canada, enabling communities and governments to apply information and communications technologies in community development and to plan national strategies for ICT use

Who do you represent and why are you here?
I represent Telecommunities Canada, which is a national association of community networking associations, and the main reason I'm here is to figure out the degree to which the idea of the Internet is affecting government.

What do you hope to gain from this type of meeting?
That was primarily my main goal. The background to that is that the perceptions of Internet's role in society don't really seem to have a strong impact on Canadian public policy yet for all of our connectivity for reasons that aren't obvious to me. And I'm quite startled to come here and discover that there's a whole bunch of nation-states who have a consensus emerging that the Internet is where it's at and that the old line communications industries that have been giving them advice on public policy should be shoved to the side because the message is the wrong message.

What is your greatest hope for the future of the Internet?
I'll introduce my own topic with that question as a bridge. One of the issues for me is the question of that awful phrase "user centric digital identity," but I have some specific

reasons for that. And I think that the primary one is under the heading of the word authenticity, and by that I do not mean authentication at all. It's a human quality that I believe that the Internet enhances. Let me back into it with a short story. In the current issue of Seed Magazine there's a little panel by an archaeologist explaining why he does science, and he says, I dig up material objects and I deal with material objects because the people are dead a long time ago. But the reason I use the objects is to try and find out the mind of the culture that created them. Or what I can find out about the mind of the culture through the artifact. And to me, the way in which we understand the Internet is more like archaeology than anything else, because there is an artifact there and a cultural mind created it. So examining what the artifact is in that archaeological sense tells you what went into that mind. And one of the things that occurs to me is that we now have more power for the individual to form their social relationships than we have ever had before as a consequence of the Internet. Now what happens is that identity is formed in social relationship. I'm not Garth Autonomous, I'm a product of all the relationships that I have. And now there's this capacity to create relationships that's so wildly imaginative that we've really never seen anything like it. And the one thing that seems to work for me, for a responsible human being, is how authentic can you be in your relationships with others. If you notice, for example, the engineering taskforce write code and achieve consensus. Well we all know that there might be someone writing new code and there might be 50 people involved and that five of them are really writing the code. But the 50 people agree that those people are the primary code writers. It's a power law. They agree that they're the code writers because they behave more authentically in relation to the problem than the others in the group. And that authenticity has something to do only with the experience that they're in, only the situation, I am not talking about leadership here at all. And it's that capacity to force authenticity into human relationship that the Internet reinforces, that I think is one of the major misunderstood.

What is your greatest fear for the future of the Internet?
In the context of Canada, we were at the time of the previous OECD meeting, probably the second or third most connected nation on earth. Now, on some scales, the OECD scale, I believe, we're 10th, and on other scales we're 14th. And we're moving steadily backwards. And to me, having begun so strongly, with kind of a powerful open dialogue about what this meant, that dialogue has disappeared in my country. And I don't know how to get it back and I really think that we need to do that. I see some evidence that municipalities in my country are figuring that out because they're saying to themselves, well we have to build our own fiber network and own it as a public utility and that's very new in Canada, but it's also very fragile. And the provincial governments and the federal government don't really support it yet. They don't – they ignore it. There's no there there. And I think that there should be.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
That's an interesting question, which means I have to think about it. Back to that idea of Internet as an artifact of a culture that has a mind. Fundamentally, the Internet reflects a different kind of governance. It's the governance of self-organizing systems. And in self-organizing systems, what you have to look for is where are the rules about changing the rules? And in self-organizing systems, where they are is they're in me, they're in each individual's element of the set, like a flock of birds. And so they evolve

changes to the rules within themselves that govern the shape of the pattern that emerges. And we live in a world where people imagine governance to be mechanistic, so the rules about changing the rules. There's a bunch of folk, and the rules that govern them are imagined to be imposed upon them from outside the system, which isn't so, it never was, it was a fiction. An idea in the mind.

Marie Shroff - Privacy Commissioner for New Zealand

Who do you represent and why are you here?
I'm from New Zealand and I am the New Zealand privacy commissioner. I'm here because – there are three themes to this conference: convergence, creativity and confidence, and I am here because of the third theme, which is about confidence. And confidence has two broad sides to it. One is the confidence for people to use technology and be able to use the Internet and access all the wonderful things on it, but the other side is that people should feel confident to use the Internet from the point of view of putting their personal information online. And so there's a great deal of work that needs to be done to make sure that people can feel secure when they are using the Internet.

How can people become more confident when using the Internet?
There are several ways of attacking that. The first way, of course, is to raise the awareness of business and to make sure that businesses, particularly the multi-national corporates that operate worldwide, have very good systems that they design in protections for people when they're actually designing their systems, and then they are very transparent about what information they collect from their customers. And then if something goes wrong, they are honest and transparent about that, they tell their customers so the customers can protect themselves. And, of course, when they are collecting the information they need to be very honest and transparent with their customers and tell them what they are going to do with it and only use it for the purpose for which it's collected. But also the other main way of tackling it is to raise the awareness of citizens about what's happening to their information on the Internet. The applications of the Internet are so widespread, so much potential for new applications and new uses, people get carried away with the wonderful things that they can do on the Internet such as YouTube or MySpace and Facebook, and in their enthusiasm for the new application, they tend to forget about what might happen to that information. And a simple example is of course that a young person puts information on YouTube about going to a party or misbehaving in some way – an old photograph. And five years down the track, an employer can call that up from the Internet and say that's not the sort of person I want to employ. So, raising people's awareness is one of the most important things we can do.

What is your greatest hope for the future of the Internet?
My greatest hope for the future of the Internet is that people should be able to access information freely. It is a revolution, it's the information age, the information century, and I think that that's going to empower people. If we can make broadband and the technology accessible to the likes of people inside the house who can't leave their houses such as disabled or women at home with children or people in countries who don't have a lot of money, this technology has the capacity to be quite simple and to empower all of those people, as well as the business people and the highly educated

people who are already using it, to access information. It will be a new kind of freedom for everyone.

How can access be provided to everyone?
That's more of a technical question, but obviously broadband is important. And miniature versions of the technology are important. It needs to be simple, it needs to be lightweight, it needs to be able to be recharged easily, perhaps by – say in a remote, rural area of an underdeveloped country – perhaps by using solar power. And also by making sure that open-source software is available and that there are as few barriers as possible in the way of people being able to own and use and manage the Internet. And of course, they will need to be educated to use it.

What is your greatest fear for the future of the Internet?
As privacy commissioner, I'm concerned with data protection and the protection of the individual, and obviously there is a huge fear, which has been expressed by many of the speakers here today, that the power of the Internet to collect and record and archive information and then make it accessible, and also to combine it, is going to open the way to criminals and potentially businesses who are not as responsible as some others, to misuse the information. And that in turn could destroy people's confidence in the Internet and then all the advantages that we see in the Internet can potentially be destroyed, so my greatest fear is that people will lose confidence in accessing the Internet.

Do you have any additional comments?
New Zealand, like many Western developed countries – our citizens are great accessors and users of the technology And the conference has opened my eyes perhaps beyond the pure information aspects of it to the wider implications of the Internet, that people are saying things like the future of the Internet economy is actually the future of the economy, that the future of the Internet is the future of the world. And it's going to affect society in all kinds of ways that we socially interact, not just business and government. So that's something that I think I've become clearer about since I've been at this conference.

If you could describe the future of the Internet in one word, what would it be?
Well, at the moment, I think my one word would be explosion. It's an explosion of information and access.

Roland Schneider - senior policy advisor, Trade Union Advisory Committee to the OECD

Why are you here?
Because TUAC, the trade unions, have made the experience that the Internet has become an important tool, changing the way in which companies are operating, and thus impacting upon employment, working conditions, working hours, every aspect of working life.

What do you hope to gain from this type of meeting?
Actually, I wanted to make the participants here – the focus [of the] body of the OECD is much too narrow. They are focusing more on the technical aspects and on the

regulatory framework. They do hardly consider any issue which is linked to the social impact of the Internet.

What is your greatest hope for the future of the Internet?
That the Internet may really enable citizens, workers to make full use of their human rights, of their rights at the workplace. But we heard yesterday evening that all people talking about the Internet are praising its potential in order to strengthen democracy. But if people, young people like right now here in Korea, are trying to make use of this potential, then the government acts rather critical and tries to make these activities more difficult or to bend these activities. Unfortunately yesterday, the Korean prime minister criticized the activities of young people, which we're challenging a government proposal to change the regulatory framework for the media here in Korea. And young people, Korean citizens are concerned about the fact that that would limit democracy in the country. In order to have a vibrant democracy, you need to have an independent media. And the concern here is that the government tries to get control of the media and this undermines the future prospects for democracy. And what we observed very young people just by using the Internet, meetings all throughout this meeting hall. We saw a lot of riot police, which didn't create a nice environment. But what upset me was the fact that I found the remarks made by the prime minister rather outrageous.

What is your greatest fear for the future of the Internet?
One fear is related to the fact that the Internet, of course, has contributed to a global labor market, which means that workers in the end are competing against each other across national borders. In the past, we experienced this kind of globalization of labor markets in the low-skilled employment or occupation area, but nowadays, we are observing that even high-skilled jobs are affected, look to, for instance, outsourcing and off-shoring. Take into account that IBM in India over a couple of years, less that six years, has created employment in figures, if I got it right, IBM has created in India more than 60,000 jobs in a period of six or seven years. But these were not new jobs. A lot of jobs have been transferred from other countries and I am not calling for protectionism to keep jobs in a country like in the U.S. or in Germany. But what we are asking for are policies which would strengthen the ability of workers to transit to other jobs. We are urging governments to come up with labor market and training policies which would facilitate the adjustment and which would contribute to a situation in which the costs and benefits of the use of the Internet are fairly shared.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Right now I'm a bit concerned that we still have a long way to go in order to reach a consensus about what I would describe a fear of globalization. But I'm also concerned about the fact that many discussions, many policy makers promoting the use and the growth of the Internet are focusing only on certain parts of its lifecycle. One of the issues we tried to table here is related to the technical devices, infrastructure you need in order to operate the Internet. And there are problems with harmful substances, with health and safety issues in the process of manufacturing ICT's goods and devices. And the end of the life cycle, there are similar issues and what we are concerned about is the fact that many countries, many companies are carrying their e-waste to countries like India, China, African countries. Actually, we are concerned about the fact that we are trashing part of Asia and Africa with e-waste.

Do you have any additional comments?
I hope that we, in let's say less than 10 years we'll have another OECD conference focusing on the Internet with hopefully a broader focus, not focusing mainly on technological related issues.

If you could describe the future of the Internet in one word, what would it be?
Difficult question. Well, it should be an enabler for democracy for everyday life. It should facilitate the organization of everyday life but within a framework which would respect environmental as well as social requirements.

Michael Geist - A professor of law at the University of Ottawa, Canada - the Canada Research Chair of Internet and E-commerce Law

Who do you represent and why are you here?
I'm a law professor at the University of Ottawa where I'm the Canada Research Chair of Internet and E-commerce Law. And I'm here, I guess, because I was invited by the OECD. I just finished moderating one of their panels.

What is your greatest hope for the future of the Internet?
In some ways I hope that the track that we've seen to date is one that's going to be allowed to continue. I think we've seen especially over the last 10 years, just this explosion of new kinds of creativity and new participation. So whether we're thinking about this from a political perspective with the opportunity for people to give voice or have their voices heard, or the opportunity to create in new ways rather than just the consuming approach to culture that we had for so long. Now one where people are active participants in that creativity – that has enormous potential. And I guess my hope is that we can continue along the path to ensure that that happens. And there's some concerns that some of the rules that may be coming to the fore around things like net neutrality and overly restrictive copyright laws might stop that from happening. So my hope is that we find a way to ensure that we don't put the breaks on some of this great potential.

What is your greatest fear for the future of the Internet?
I guess my fear comes directly out of the hopes. Things like a non-neutral network where Internet service providers and others who are in a position of control choke down much of the potential of the Internet. Fears that overly restrictive copyright laws through any circumvention legislation or insufficient fair use will mean that we're going to criminalize everyday activities and turn people who are simply creating and embracing their culture into people who are alleged to be infringing copyright. And that would be an awful mistake.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
The one that we've been struggling with for the last decade around Internet governance is Internet governance – this question of whether or not we can move from an environment where a largely U.S. control over the domain name system, over the DNS, to one in which all countries have a say and a share. Of course, you have the ICANN model on one hand, the IGF model on the other. I think we're still struggling to find

some sort of middle ground. And while it's understandable that countries that for a long time have had a certain level of control, at the same time I think it's crucial to recognize that everybody has a stake in this and all of those voices must be heard.

Do you have any additional comments?
I think the conference is a great opportunity to provide many of those different perspectives. We just finished a panel looking at confidence in privacy and security, and what was striking was the number of different perspectives, not just internationally, about the prospect of bringing countries together in this kind of forum, but locally as well where we had, for example, a minister from South Africa talking about concerns around the digital divide, the concerns around access, and talking about it in a village context. And so not to steal Hillary's line, but it takes a village in this area and it seems clear that some of these concerns need international solutions but at the same time we also have to look to what we're doing at home and ensure that we have the right kind of framework.

If you could describe the future of the Internet in one word, what would it be?
Limitless.

Elsa M. Garmire - A professor at the Thayer School of Engineering at Dartmouth College in the US

Who do you represent and why are you here?
Specifically, the State Department. The State Department has an international communications and information policy group that represents the U.S. in this subject abroad. I'm a Jefferson Science Fellow, which means that I'm normally a professor at Dartmouth College, and I have a year sabbatical. I came to Washington, and my particular expertise is in fiber optics and lasers. And I was interested in learning the policy side of the hardware that underlies the Internet.

What is your greatest hope for the future of the Internet?
That it will eventually reach everybody. And I'm working very hard, as is our part of the government, on extending the Internet to the third world – to Africa, in particular.

What is your greatest fear for the future of the Internet?
Certainly the fear is that basically crime will take over the Internet. Sort of one of the thoughts about the Internet from the very beginning was it's a vast amount of information, but it's a little like a garbage dump. It's all out there. And clearly some information is more valuable than others. But value is in the eye of the beholder and there used to be a time when, and there still is to some extent, a belief that certain organizations and institutions could determine what was important and put that prominent on the Internet. For example, we all find stuff through Google. And if Google starts monkeying around with who gets listed up near the top because they're helping provide advertising for Google, that was going to totally change the complexion of the Internet. Because if you've got a business, unless you get one of the top 10 listings in Google, nobody's ever going to know about your business. And so there is a fear, not only in organized crime but organized commerce, if it's not quote "transparent," can change the complexion of these things. Now, if it's transparent and say they find out that Google is, in fact, putting up near the top only those that advertise well, then a new search engine will come along and a lot of folks will go to it. So, given the open

architecture and the rules to make it open, presumably a business that is not doing it the way they say they are will not last. And that's where this issue of transparency is so important. And if it ceases to be transparent, I can't trust it. I have my own interests. They're not the interests of the average American. I'm not interested in going to Disney World or seeing information that has been massaged. I don't watch cable television for that reason. I would like to see the raw data itself. And I fear that the Internet might turn out to be like cable television where you can only get certain stations and not others.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Controversial right now is a whole issue of what's called net neutrality and are all bits the same. Should everybody be allowed equal access to as many bits as they want? Should we have to pay for bits and if there's too many bits flowing, does the whole Internet slow down equally or do your pipes slow down equally? Or should you be able to pay for faster service? Sort of the toll road versus the public road, that' s a real debate now. And what was interesting about this public meeting is they had all the business folks in one room saying we need to control the Internet so that doesn't happen, and we had all of the techies in the next room saying we have to have an open, free and neutral net, and the two just weren't talking. And that's the real debate going on right now.

Do you have any additional comments?
I have to say that to me this is very exciting, just because you're doing it. I got my Ph.D. in 1965 and I was the second Ph.D. in the field of lasers. I don't know if you know but lasers and fiber optics are the underpinnings of the Internet. So, without the research that, I won't say I personally was doing, but the research that my field was doing, we wouldn't have this Internet. Because ultimately, those cables that go under the ocean, they all are using laser lights to send the bits. And so I feel a personal involvement from that point of view, so it's very exciting to see what's happening.

If you could describe the future of the Internet in one word, what would it be?
I want two words: anytime, anyplace.

Taylor Reynolds - An economist and communications policy analyst at OECD

Who do you represent and why are you here?
I work for the Organisation for Economic Co-operation and Development, the OECD, based in Paris. And I'm a telecom economist. It's our group that's organizing the ministerial. The OECD's organized this. And we just thought that the Internet economy has become something very important and it's something that governments are really interested in. And we thought this would be a great occasion to bring in people from around the world, ministers from every government to talk about this, share experiences and learn from each other.

What does OECD hope to gain from this type of meeting?
I would say the most important part about this conference is raising awareness of these issues to policy makers because a lot of times, there are experiences that will happen in one country. For example, here in Korea the Internet is very advanced and they've run into some issues and some challenges and some opportunities that other countries

haven't yet. So by getting us all together, we can learn from what's happened with the Koreans, we can avoid some of the pitfalls, some of the difficulties they've had, and we can share the experiences. And I think that's the most important thing is the dialogue between countries.

What is your greatest fear for the future of the Internet?
I would say my biggest fear for the future of the Internet is a lack of competition. And I mean that because we're at this period right now in the development of the Internet where we're switching out copper cables to fiber optics, and so we're seeing this upgrade happening across the OECD. And there's a question about whether there can be competition, if you can get multiple fiber optic lines into each home, or if it's even economical or viable. And if there's only going to be one fiber optic connection, one or maybe two fiber optic connections going into your house, there's a question of how are you going to be able to choose from among a number of providers. I think one of the key issues is how are we going to guarantee competition that gives us innovative services and lower prices when we may only have one or two fiber options in the future.

What is your greatest hope for the future of the Internet?
You know, I would say one of my biggest hopes is in the future I hope I'll be able to work from home and telecommute more. I live on the outskirts of Paris, about an hour away from work – about an hour, hour and 20 minutes away – and I would really love to have a fast broadband connection where I can connect into work and possibly do research from home so I could avoid the commute, help out the environment at the same time, and then still go into work sometimes. And I look forward to the day when the infrastructure will be able to support that with uploads and downloads that are very fast, but also when society is ready for this, when offices will be able to say, "yeah, we do trust you working from home, we think you can be productive," so I think the two need to go together and I think that will be an exciting day.

What differences in global broadband are we seeing today?
It's interesting – we do a survey every year on advertised broadband speeds across all the 30 countries of the OECD, and what we found is not all countries are equal when it comes to these broadband speeds. For example, in the United States, the average speed that we found was roughly eight megabits a second over DSL, advertised download speeds, and about eight megabits per second over cable as well. Well, to put that in perspective, now in Japan, it's very common to have 100 megabits per second as your broadband service, and they even offer 1,000 megabits per second. So there are some countries that still are at DSL speeds between probably three megabits per second and 24 megabits per second, and you have a whole other set of countries that are moving up to fiber at 100 to 1,000 megabits per second, so I think there's going to be a – those are some big differences in speeds.

How do we give everyone the same broadband opportunities?
The only way to achieve those types of speeds is to invest in fiber. The problem with copper networks that we're using for cable and for DSL now is that they're limited in the amount of data that they can transmit, whereas fiber technologies have a near limitless amount of capacity on them. So once the fiber's in the ground all the way to your home, you can keep bumping up the speeds over and over and over by adding

more lasers on the line, and that's not possible with DSL, so if you really want to reach gigabit speeds, you're going to have to have fiber very, very, very close, or all the way to your home, so it has to be all the way to the home or very, very close.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
That's a good question. In terms of Internet governance, I think it's very important in a general way that people have access to all types of information. It's important that people be able to visit Web sites of their choosing and that certain applications and content aren't blocked as long as they're legal, and I think that's one of the big challenges. We're starting to see restrictions on the way we use the Internet, things are being locked in certain countries. And I think we need to ensure that this remains an open network where we can have innovation, new services and new applications come along, and also where people are free to express their ideas.

Why is it important for people to get together to discuss these issues?
From my own view, I think one of the big goals here is to raise awareness. The title of this conference is "The Future of the Internet Economy." But in some sense, we could almost get rid of the word "Internet," and this could become "The Future of the Economy" because we're seeing that the Internet is now merging itself into all different parts of our lives – into shopping, into communicating, into our entertainment choices. And so I think what this is doing is it's saying this is not just a techie issue anymore, that this needs to come to the level of economic ministers that understand that this is really a vital part of the whole economy, not just video games.

If you could describe the future of the Internet in one word, what would it be?
Exciting.

Carolina Rossini - A Brazilian attorney currently pursuing an advanced degree in Intellectual Property and Innovation Policy at Boston University

Who do you represent and why are you here?
At the OECD meeting I am representing DiploFoundation. That's an organization that works with building programs in the Internet governance and intellectual property areas. Specifically, I coordinate a module on intellectual property rights. At Harvard Law School, where I am working on a project to design a course on copyright for librarians and how librarians are facing the digital technology and how digital technology are impacting their day-by-day lives. ...based in Geneva where I do research on innovation policy. Actually The Public Voice, that's a civil society organization, it's a kind of forum for some civil society organizations, they invited me, and Diplo is part of this organization through a lot of its members. A lot of alumni from Diplo, they are distributed through the members of The Public Voice. So it was a kind of being here directly and indirectly.

What is your greatest fear for the future of the Internet?
That the Internet is not open anymore. The Internet started as an open environment. For example, there was a competing protocol to the IP protocol that was actually based on copyright license, so each transaction you should do on the Internet, for example a click-through or hyperlink connection or whatever, you would pay a copyright license.

Imagine if the Internet had started based on this system and not the open system. We probably wouldn't be here today because it would be a very different environment that would not enable all the collaboration and participation and peer production that we have nowadays that's so important for developing countries such as Brazil, where I come from.

What is your greatest hope for the future of the Internet?
My hope is that intellectual property rights do not expand into a level that is impractical because they are born with a very specific concern and goal that is actually to foster creativity and foster innovation, however the expansion of intellectual property rights based on the fear of some big content production. They are kind of putting some barriers to innovation and creation that come from grassroots representatives or individuals or universities or other actors that are part of this environment. So my greatest fear is exactly that contractual measures, technological protection measures and intellectual property. I say these three but they are all bundling together nowadays. They expand in a limit that we are with closed hands and we cannot move into the right direction of creation and expression.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Exactly what is balanced intellectual property. It's balanced in what direction, it's protecting which kind of right? Because the protection of the author's right is something that's protected even in the human rights declaration. But at the same time you have author's rights that are at the same level, such as access to health, access to education and other kinds of access that are at the same levels. So how to balance these rights that belong to different people and different groups of interest. So I think this is going to be, and it already is one of the main issues that can really lock the future of the Web.

Do you have any additional comments?
Thank you very much. I think it's a great project that you are developing, and let's see in 10 years what would be the testimonials on this project and compare. I think it would be very interesting to know what's going to be in 10 years compared to now. And I hope that the hopes that you have been collecting in the testimonials are realized.

If you could describe the future of the Internet in one word, what would it be?
In my dream Internet would be collaboration.

Katitza Rodriguez - A co-chair of The Public Voice, which represented Civil Society at the OECD meeting, is director of the International Privacy Project at the Electronic Privacy Information Cente

Who do you represent and why are you here?
I represent the Electronic Privacy Information Center. I'm the new director of the international privacy project at EPIC and I am also the coordinator of The Public Voice coalition, which is a group of Civil Society organizations who works toward participation of the OECD ministerial meeting. Well, we would like to engage more policy frameworks, guidance, recommendations for OECD that marks our concerns. For example, we work on promoting privacy policy, one of the minimal good standards. With minimal… OECD privacy guidelines, so we would like that the research in other areas be helped by OECD. For example, new emerging topics like social networking

with more targeted advertising, which is a new topic where we would like to push more emphasis on protection uses. We develop a Civil Society declaration, it was a joined Civil Society declaration with many organizations. We agreed on many different topics. One of the topics is consumer protection. It's protection and privacy. It's also digital inclusion and the access to knowledge, and avoid the extension of copyright, and protection and the promotion of the public domain, and many other topics that are concerns of civil society. And we draft these.

What process does the draft go through?
Well, the process was as follows. We first recollect input and we have a draft. We send it to some people, the drafting committees, we get it back. And that's when we finish the drafting and more or less everyone agrees and we get a little consensus – it's not everybody, you know. We recollect for signatures and then we proceed to send this document to the Internet and to the people to get signatures for each organization. What we do is we present this formal document to OECD's secretariat and to the ministers to hear us. And that's what we did today. Mark Rotenberg presented the summary of the declaration in the opening ceremony, while we also published the Civil Society background paper. I don't know if you're familiar with the OECD, but usually the OECD drafts a policy paper and a declaration, so Civil Society does the same. We're working on a background paper that's 42 pages and then we work on a Civil Society declaration. And that's what we just finished and presented.

What is your greatest hope for the future of the Internet?
Internet with privacy protection where we could share and use all these networks when the owner, the subject or the person has a right to control one's personal information. It does not mean that we do not going to use or enjoy these wonderful tools and technology that we like, but just use it in a way that we can control one's personal information. So we want to use social networks, but we have the right to control one's personal information. If we delete the information from the Web site, from the social network, and I delete my profile, I want that the data will all be deleted from the social network's server. It's not that only you cannot visit it, but that the data, our personal data be deleted. So, I would like that.

What is your greatest fear for the future of the Internet?
Completely undermining of all the personal data. Well, governments could just all merging of different profiles from different databases, one big database, and just for political – using for reasons that are not legitimate. There is a legal word for that – not lawful for uses. And for uses that we do not agree to, and we even don't realize that this is happening, so the majority of people will not realize that they are doing the undermining of us.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
OECD have European countries. The governments from European countries usually have very pro-privacy rules, but there is a lot of tension in the international world. We have the Asia/Pacifica Economic Forum, which are promoting low-level – a floor, which is a – they are development, the protection framework. They want to use it like their framework of privacy, international privacy. But, in fact, it's really low protection compared to the 1998 OECD guidelines. Although we think the OECD guidelines is not

so good, it's a minimal floor. We need to update it. It is still much better than the EPIC framework. And we have the European model, we have the protection low, which are more stronger. There are many tensions about different countries. Civil society used to protect privacy and just the control of one's personal information. But corporations, some of them, not all, well sometimes they have problems with international protection. So there are conflicts. We are trying to solve an international policy debate. It's complicated.

Do you have any additional comments?
Yes, it's clear we want to protect privacy. We want to promote access to knowledge and control diversity to get research, more on new, emerging topics – social networks with targeted advertising, for example, or consumer protection. We would like – because OECD doesn't develop treaties, they develop soft law, which is not binding. So these norms – the good thing with soft law is you get some political commitment. So instead you said, for example, these guidelines could be implemented at the international level by the governments. So we could get some progressive recommendations or suggestions on these topics, it's more easy for us that this became a law, international law, international legislation. So, for example, the 1998 guidelines, OECD privacy guidelines was implemented in many countries all over the world, in the OECD countries. So it's more easy than us going to each government asking to pass a law, a protection law. That's the whole topic about why we are here and why we are trying to incorporate our positions into – that the government hear us. Because we could be heard but not necessarily the government will hear us, so we are trying that they hear us.

If you could describe the future of the Internet in one word, what would it be?
Open. Yes, open with the things that we have the power to still communicate in a free and open manner that we could have control over one's personal information, that we could create and use these wonderful tools in a creative way without having problems with copyright provisions, or from infringements of copyright provisions. That's all.

Son Kuswadi - Head of the Intelligent Control & Robotics Lab at the Electrical Engineering Polytechnical Institute of Surabaya, Indonesia

Who do you represent and why are you here?
Actually, I am the secretary for the Ministry of Communications and Information Technology for the Republic of Malaysia, but I am also a professor at the Electrical Engineering Polytechnical Institute of Surabaya in Indonesia.

What is your greatest hope for the future of the Internet?
I think Internet is very important for us as educators. By using Internet we can easily educate our people because, you know, it is a very big country much like you all [the United States], so in the single country, but with difficultly on very wide area, and very big difference of the ethnic, and with many islands. So by using Internet, I think that our future will profit well.

What is your greatest fear for the future of the Internet?
Of course the Internet makes us become one of the global members, so it's been so many values that treating our identity, our belief, our culture, this is one of our concern. So, I

think as a global member, we have to think about how to serve the conflicts between members of the global community. That is important, I think.

If you could describe the future of the Internet in one word, what would it be?
Internet can be a vehicle for the people to work together.

Eugene Yoon - a researcher and leader of the office of international cooperation at the Korean Educational Development Institute

Who do you represent and why are you here?
Actually, I joined this OECD conference as a participant and I'm working for the KEDI, Korean Educational Development Institute. Actually I am planning the OECD CEO meeting in September, so I want to know how can I manage and organize the meeting.

What is your greatest hope for the future of the Internet?
I'm hoping it will be a good instrument and kind of a vehicle, actually more part of education, so kind of an instrument of education.

What is your greatest fear for the future of the Internet?
Actually, I am worried about young people and especially children and teenagers – they are too much emerging in the Internet, and sometimes playing computer games a lot, and sometimes they share their information a lot. So, kind of too much getting the emerging Internet is not good for them, especially for their health – mental or physical health.

If you could describe the future of the Internet in one word, what would it be?
Hope.

Alison Benney - Media relations, OECD, Paris

Who do you represent and why are you here?
OECD, the Organisation for Economic Co-operation and Development in Paris, and I'm here because, well, we organized this ministerial meeting. And what I do, I'm in charge of the bookstand downstairs and I'm helping out with the press, and kind of whatever else needs to be done – promoting our magazine, The Observer, The OECD Observer.

What is your greatest hope for the future of the Internet?
I hadn't really reflected, but whenever I think about future technology, I think about faxing myself somewhere to travel. This is old technology, getting into a plane and traveling for hours and hours to get somewhere. And I think that we will eventually be able to – I say the word "fax," you know, maybe it will be Internet where you go "www.phoenixarizona and 5 o' clock in the afternoon on Sunday." Kind of like "Beam me up, Scotty!" but not exactly. But yes, where you really are there, it's not just virtual. And I think that we will be able to do that eventually.

What is your greatest fear for the future of the Internet?
That it will go away or that we will over-regulate it. No regulation, please.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
OK, porn. I think parents should, as they've done in the U.S. anyway, take the responsibility for screening porn from their children, but I think porn should be – don't regulate out the porn. It will pop up somewhere else like it has through the centuries, and a lot of people don't agree with it, but freedom of speech and the whole thing. Get it out there.

If you could describe the future of the Internet in one word, what would it be?
Unimaginable.

Masud Selim - Director of overseas sales and marketing for BCI, Bangladesh

Why are you here?
I am just looking for very new software, security device for my overseas trade. I am just doing global affiliate sales, U.S., Japan as well, Dubai as well. So I'm looking for some new technology as well as for my country, too. I'm originally from Bangladesh.

What is your greatest hope for the future of the Internet?
Internet excellence. That's very necessary, to do more research about the Internet. And also to let people know about security and technology, also necessary to let them know familiar with the Internet, most of sites.

What is your greatest fear for the future of the Internet?
Actually, I am afraid of information leak-outs. That's a problem. Some security and data, informative commercial data, competitive data, there's a leak-out, so that's what I'm afraid of.

Do you have any additional comments?
Internet is a nice communicator, so it's really, really convenient and very easy. It makes it very easy to communicate.

If you could describe the future of the Internet in one word, what would it be?
Convenient – for everyone.

Glen Jackson - An English teacher in South Korea

Who do you represent and why are you here?
I was born and raised in the Houston area of Texas and I've been here in Korea for 10 years primarily as a teacher, sometimes with children, sometimes with adults, sometimes in company settings.

What is your greatest hope for the future of the Internet?
My background is actually originally in teaching and I grew up in a neighborhood of second-generation immigrants. We had families from Japan, New Zealand, many, many different countries in my area of where we lived in Houston. And always one of the big barriers in school was language, in elementary school and middle school. And so I think that the Internet, with the combination of technologies and the way people are pushing things like BabelFish and some of the other translation engines, is to overcome those

problems of just basic human communication. That's my greatest hope, is that we can get the technology to the point to where people from different cultures, different backgrounds, different languages can freely communicate and get their ideas across.

What is your greatest fear for the future of the Internet?
I had never really considered any kind of threat until about five or six years ago when the first viruses started coming out. If you've ever been a person who's had to deal with a computer virus or a hacking attempt or a herd of identity theft, as the technology grows and becomes more regionalized and more globalized, those viruses have very real potentials on economics, communications, some of those things – stability factors that we've been depending upon computers for. So, something along those lines can be catastrophic in a way that we normally think of things like war or widespread diseases.

What do you propose to control Internet viruses?
Oh, that's such a difficult thing. I'm a big supporter of open source projects…just because it seems to me that there are more people out there that are willing to try to help create parts of solutions than there are the people that are really, really determined to break down those systems. I think one of the greatest things there that we have the ability to do now is empowering developing countries with the same kind of technology that we sometimes just throw away. So, really educating people and getting them the basic needs for participating actively and in positive ways, and I think that's go to start in the school systems.

If you could describe the future of the Internet in one word, what would it be?
One word for the future of the Internet? Hopeful.

Yeon Su Kim - An intern with OECD

Who do you represent and why are you here?
Now I am helping the OECD, but I am a student in Paris now.

What is your greatest hope for the future of the Internet?
I like Internet in terms of communication skills and networking. For me, Internet, the best case, should be communication. So I can do the communication perfectly, anywhere and any time, real and virtually, more virtually than now. So I think that's what I'm expecting.

What is your greatest fear for the future of the Internet?
Fear should be – because of that perfect communication I can't hide anything, so there's no secrets. So, for example, sometimes I want to lie to somebody and I want to go somewhere but I didn't say anything. But I'm virtual anyway, any time, so there's no secrets.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
We're serious about the property rights, but I was just listening to the conference before and they are saying that we can control intellectual property rights by, for example a code, we can set up a code. But if we set a rule for controlling the rights, I don't think we really can control it anyway, so that should be a very difficult one.

Do you have any additional comments?
Internet makes our life easier and more simple and it is less time consuming. But the thing is, Internet now, we have benefits about the Internet and we don't have to go anywhere to buy something because of the Internet. But the thing is, because of the Internet we are now losing much time out of our real life. Now we are spending three or four hours searching the Internet for nothing. So maybe I think we should be careful about our life, ourselves.

Jung Hyun-Seok - An intern with the Republic of Korea

Why did the Korean government send you here?
Because in this conference we can learn about the future of the Internet.

What is your greatest hope for the future of the Internet?
Because in Internet, we can share our information and our thoughts very clearly, so I think that is the most important thing in our future.

What is your greatest fear for the future of the Internet?
In Internet, we can say anything because we hide in the background, so we can say anything. So, it can harm others' feelings and we attack other people's feelings or other opinions without any hesitation.

Which Internet governance issues are the most difficult to resolve to everyone's satisfaction?
Free access to information.

If you could describe the future of the Internet in one word, what would it be?
Rosy.