

The Future of Global Internet Policy (N=206)

	Response Percent
1. What is the MOST important Internet governance issue today?	
Equitable control of critical Internet resources	17%
Improving Internet access	38%
Improving the diversity of Internet content	3%
Improving the openness of the Internet	8%
Addressing Internet security	14%
All issues are equally important	20%
Don't know	0.5%
Other (please specify) N=11	
1. Ensuring safety/child protection	
2. Diversity dependent on access	
3. Lack of cross-regional/transborder agreements	

2. What is the SECOND most important Internet governance issue today?

Equitable control of critical Internet resources	15%
Improving Internet access	19%
Improving the diversity of Internet content	14%
Improving the openness of the Internet	14%
Addressing Internet security	22%
All issues are equally important	16%
Don't know	0.5%
Other (please specify) N=5	
1. Building Internet skill sets among users	
2. Threats to Internet architecture model	
3. Resolving differences with multi-stakeholders	

3. In the following series of questions related to the Internet and critical resources, please indicate your level of agreement or disagreement with the following statements.

Areas of the world without widespread Internet access will only have limited economic success.

Strongly Agree	43%
Agree	44%
Neither Agree or Disagree	9%
Disagree	3%
Strongly Disagree	1%

The Internet has successfully connected the world.

Strongly Agree	21%
Agree	38%
Neither Agree or Disagree	16%
Disagree	18%
Strongly Disagree	7%

The Internet Corporation for Assigned Names and Numbers (ICANN) is not effective and it should be placed in a more neutral, global control structure.

Strongly Agree	16%
Agree	29%
Neither Agree or Disagree	26%
Disagree	17%
Strongly Disagree	12%

The Internet has no center of gravity - no one concentrated location of central control.

Strongly Agree	13%
Agree	34%
Neither Agree or Disagree	17%
Disagree	27%
Strongly Disagree	9%

4. If you did not agree with the question just before this, please complete this sentence: The Internet has a center of gravity (center of influence or concentrated power) and it is located ... (N=54)

Top Five Responses

1. United States (N=35)	65%
2. Global West/North (of the equator)	9%
3. Major IT Companies/Corporations	7%
4. Europe	4%
5. Users who create content	4%

5. Please rank in order - from most-effective to least-effective - the following four possible methods of funding critical resources to increase the reach of the Internet.

Each individual country provides its own funding to establish Internet access for those who cannot afford it.

First choice (1)	32%
Second (2)	29%
Third (3)	20%
Fourth (4)	19%

Rating Average 2.27

Commercial competition among Internet service providers is encouraged to spur lower prices and more access.

First choice (1)	35%
Second (2)	36%
Third (3)	16%
Fourth (4)	12%

Rating Average 1.9

A global fund - financed and run by commercial Internet companies – is established to extend Internet access.

First choice (1)	24%
Second (2)	25%
Third (3)	41%
Fourth (4)	10%
Rating Average	2.45

A global tax - collected from Internet users and managed by a non-UN NGO - is established to help extend access.

First choice (1)	13%
Second (2)	11%
Third (3)	20%
Fourth (4)	56%
Rating Average	3.27

6. In the following series of questions related to the Internet and critical resources, please indicate your level of agreement or disagreement with the following statements.

Internet access can reduce poverty by creating more and better jobs.

Strongly Agree	35%
Agree	38%
Neither Agree or Disagree	22%
Disagree	3%
Strongly Disagree	2%

People put too much emphasis on Internet access; there is no real evidence that it creates more and better jobs.

Strongly Agree	3%
Agree	17%
Neither Agree or Disagree	22%
Disagree	40%
Strongly Disagree	19%

Internet access can improve the quality of healthcare.

Strongly Agree	28%
Agree	58%
Neither Agree or Disagree	11%
Disagree	2%
Strongly Disagree	0.5%

The Internet is so full of folklore and quackery that there isn't any reason yet to think that it is improving healthcare.

Strongly Agree	3%
Agree	6%
Neither Agree or Disagree	17%
Disagree	42%
Strongly Disagree	32%

7. List the most important future concern(s) you have about CRITICAL INTERNET RESOURCES and Internet governance. (N=112)

Top Three Responses

1. Monopolies of governments and special interests/lack of multi stakeholders/data concentration in companies/dependency on particular servers or search engines/centralized control with political agenda (N=28)
2. Availability and access in a democratized system (N=24)
3. Security, SPAM, control of children’s sites, protection of privacy and cybercrime (N=14)

8. In the following series of questions related to the Internet and access, please indicate your level of agreement or disagreement with the following statements.

The cost of an Internet connection is the primary obstacle to many people getting Internet access.

Strongly Agree	39%
Agree	39%
Neither Agree or Disagree	9%
Disagree	11%
Strongly Disagree	0.5%

Commercial Internet service providers should be required to offer a basic, low-cost level of Internet service to those who could not afford it otherwise.

Strongly Agree	31%
Agree	35%
Neither Agree or Disagree	17%
Disagree	14%
Strongly Disagree	4%

Too much regulation of telecommunications exists today, and more policies aimed at promoting market competition would solve much of the problem with Internet access around the world.

Strongly Agree	14%
Agree	33%
Neither Agree or Disagree	24%
Disagree	23%
Strongly Disagree	7%

9. Rank order the following Internet access points on how effective they are in helping to close the digital divide.

Public Internet kiosks in common spaces like stores, libraries and cafes.

First choice (1)	32%
Second (2)	35%
Third (3)	24%
Fourth (4)	9%

Rating Average 2.07

Internet connections and instruction in schools.

First choice (1)	49%
Second (2)	32%
Third (3)	16%
Fourth (4)	3%

Rating Average 1.82

Connections to worldwide resources through use of community-access mobile phones.

First choice (1)	14%
Second (2)	17%
Third (3)	31%
Fourth (4)	38%

Rating Average 3.13

Public-business initiatives to supply cheap computers like the One Laptop Per Child program.

First choice (1)	13%
Second (2)	21%
Third (3)	29%
Fourth (4)	37%

Rating Average 2.93

10. In the following series of questions related to the Internet and access, please indicate your level of agreement or disagreement with the following statements.

The United Nations should coordinate a coalition of stakeholders to create a global fund to provide a universal basic level of Internet access to everyone.

Strongly Agree	28%
Agree	30%
Neither Agree or Disagree	20%
Disagree	16%
Strongly Disagree	6%

A global solution to ensure individuals have Internet access is NOT possible.

Strongly Agree	5%
Agree	19%
Neither Agree or Disagree	25%
Disagree	32%
Strongly Disagree	19%

Leadership from my country is the only means to ensure all of the people in my country have Internet access.

Strongly Agree	18%
Agree	26%
Neither Agree or Disagree	15%
Disagree	29%
Strongly Disagree	12%

Open and equitable (neutral) access to the Internet will only continue to grow if there are local AND global policies in place to assure commercial interests and governments will support it.

Strongly Agree	37%
Agree	40%
Neither Agree or Disagree	16%
Disagree	6%
Strongly Disagree	1%

11. List the most important future concerns about ACCESS and Internet governance. (N=67)

Top Three Responses

1. Education about Internet (N=16)
2. Government intervention to help establish (N=15)
3. Maintaining a Neutral Network (N=13)

12. In the following series of questions related to the Internet and diversity, please indicate your level of agreement or disagreement with the following statements.

Global Internet policies to ensure the languages of the world are represented fairly should be given more emphasis.

Strongly Agree	37%
Agree	40%
Neither Agree or Disagree	16%
Disagree	6%
Strongly Disagree	0.5%

Local cultures have been diminished by the Internet and may even be destroyed by it.

Strongly Agree	14%
Agree	18%
Neither Agree or Disagree	26%
Disagree	28%
Strongly Disagree	14%

13. What organization should be responsible for the following:

Establishing protocols to ensure disabled Internet users have access to online content.

Global public policy	47%
Policies in MY country	30%
Commercial Internet service providers	11%
This is not an Internet governance issue	9%
Don't know	3%

Ensuring the content of the Internet reflects the diversity of the people of the world.

Global public policy	50%
Policies in MY country	21%
Commercial Internet service providers	4%
This is not an Internet governance issue	21%
Don't know	3%

Ensuring the free flow of USER GENERATED content over the Internet.

Global public policy	46%
Policies in MY country	23%
Commercial Internet service providers	16%
This is not an Internet governance issue	10%
Don't know	6%

Ensuring the accuracy and quality of Internet content.

Global public policy	28%
Policies in MY country	24%
Commercial Internet service providers	10%
This is not an Internet governance issue	31%
Don't know	7%

Promoting the availability of the Internet in a neutral, equitable manner.

Global public policy	52%
Policies in MY country	27%
Commercial Internet service providers	11%
This is not an Internet governance issue	6%
Don't know	3%

14. List the most important future concerns about DIVERSITY and Internet governance. (N=52)

Top Three Responses

1. Equal access to neutral multilingual content and use of UNICODE systems (N=24)
2. Positive effects on localization and culture preservation (N=12)
3. Usability and openness to all, including the people from developing countries and the disabled (N=10)

15. In the following series of questions related to the Internet and openness, please indicate your level of agreement or disagreement with the following statements.

A global Internet users' Bill of Rights should be adopted.

Strongly Agree	31%
Agree	35%
Neither Agree or Disagree	24%
Disagree	6%
Strongly Disagree	3%

My country should have the right to approve the Internet content available to the people of my country.

Strongly Agree	10%
Agree	18%
Neither Agree or Disagree	13%
Disagree	23%
Strongly Disagree	36%

Global agreement on Internet content controls cannot be reached.

Strongly Agree	16%
Agree	33%
Neither Agree or Disagree	26%
Disagree	23%
Strongly Disagree	2%

A global policy is needed ensure Internet users are provided the right to freedom of expression on the Internet.

Strongly Agree	41%
Agree	35%
Neither Agree or Disagree	12%
Disagree	10%
Strongly Disagree	2%

Internet content controls weaken the usefulness of the Internet.

Strongly Agree	28%
Agree	34%
Neither Agree or Disagree	19%
Disagree	14%
Strongly Disagree	4%

Internet service providers should have the ability to approve the Internet content available to subscribers of their service.

Strongly Agree	6%
Agree	19%
Neither Agree or Disagree	11%
Disagree	29%
Strongly Disagree	34%

Policies that regulate content on the Internet are not enforceable because of the borderless nature of the Internet.

Strongly Agree	14%
Agree	33%
Neither Agree or Disagree	19%
Disagree	27%
Strongly Disagree	7%

16. List the most important future concerns about OPENNESS and Internet governance. (N=48)

Top Three Responses

1. Determining the balance between freedom of expression and maintaining a secure, cybercrime free Internet (N=19)
2. Censorship by the government and policymakers (N=16)
3. Self regulation is the best policy/user responsible for openness (N=9)

17. In the following series of questions related to the Internet and security, please indicate your level of agreement or disagreement with the following statements.

My country should be responsible for the security of the Internet infrastructure (the wires and the wireless hardware) in my country.

Strongly Agree	31%
Agree	39%
Neither Agree or Disagree	15%
Disagree	12%
Strongly Disagree	3%

Commercial companies that build Internet infrastructure should be primarily responsible for the security architecture of the Internet.

Strongly Agree	21%
Agree	35%
Neither Agree or Disagree	21%
Disagree	19%
Strongly Disagree	5%

A global police force should be established to ensure the security of the hardware architecture of the Internet around the world.

Strongly Agree	15%
Agree	23%
Neither Agree or Disagree	23%
Disagree	23%
Strongly Disagree	15%

18. In the following series of questions related to the Internet and cybercrime, please indicate your level of agreement or disagreement with the following statements.

My country should be primarily responsible for ensuring that illegal activity is not conducted through use of the Internet in my country.

Strongly Agree	30%
Agree	50%
Neither Agree or Disagree	13%
Disagree	5%
Strongly Disagree	2%

Commercial Internet service providers should be primarily responsible for ensuring that illegal activity is not conducted through use of the Internet.

Strongly Agree	12%
Agree	24%
Neither Agree or Disagree	20%
Disagree	33%
Strongly Disagree	11%

A global set of protocols should be established to ensure the security of conducting business over the Internet.

Strongly Agree	39%
Agree	42%
Neither Agree or Disagree	14%
Disagree	4%
Strongly Disagree	0.5%

A global Internet security police force should be established to fight cybercrime.

Strongly Agree	28%
Agree	28%
Neither Agree or Disagree	22%
Disagree	15%
Strongly Disagree	7%

The need to establish a secure Internet outweighs individual Internet users' right to privacy.

Strongly Agree	16%
Agree	19%
Neither Agree or Disagree	16%
Disagree	27%
Strongly Disagree	23%

Individual users and not the government are responsible for Internet security.

Strongly Agree	10%
Agree	20%
Neither Agree or Disagree	28%
Disagree	32%
Strongly Disagree	10%

19. List the most important future concerns about SECURITY and Internet governance. (N=52)

Top Three Responses

1. Finding the balance between civil liberties and maintaining a secure Internet for all people (N=13)
2. Fighting cybercrime (N=12)
3. Global cooperation in creating a secure and safe Internet (N=12)

20. In the following series of questions related to the Internet governance, please indicate your level of agreement or disagreement with the following statements.

The Internet is a transborder resource that should be governed globally.

Strongly Agree	38%
Agree	39%
Neither Agree or Disagree	9%
Disagree	11%
Strongly Disagree	2%

Individual countries should be the primary developers of Internet governance.

Strongly Agree	15%
Agree	26%
Neither Agree or Disagree	20%
Disagree	31%
Strongly Disagree	8%

The governance of the Internet should be a balance between policies in my country and global policies.

Strongly Agree	30%
Agree	47%
Neither Agree or Disagree	13%
Disagree	7%
Strongly Disagree	3%

The physical characteristics of the Internet make it impossible to govern.

Strongly Agree	3%
Agree	20%
Neither Agree or Disagree	25%
Disagree	41%
Strongly Disagree	11%

Marketplace demand, not government-mandated public policy, should shape the Internet's future.

Strongly Agree	10%
Agree	28%
Neither Agree or Disagree	19%
Disagree	26%
Strongly Disagree	16%

21. The Internet is most like which of the following services provided to the home?

Broadcast (television or radio) service	10%
Electricity service	8%
Telephone service	16%
Newspaper subscription	2%
Multichannel (cable or satellite) television subscription	11%
Water service	7%
There is no comparable service	46%
Other (please specify) (N=10)	
1. A combination of all of the above (N=7)	
2. Unlike anything we have known before because user generated (N=2)	
3. Like a sewer system in that fresh going in/sh—comes out. (N=1)	

22. In the following series of questions related to Internet governance, please indicate your level of agreement or disagreement with the following statements.

While some policies are needed to promote the common good, a system is most innovative and dynamic if it has fewer policies than it is if it has many.

Strongly Agree	22%
Agree	47%
Neither Agree or Disagree	17%
Disagree	11%
Strongly Disagree	3%

The Internet will prosper without additional global public policies.

Strongly Agree	9%
Agree	32%
Neither Agree or Disagree	20%
Disagree	32%
Strongly Disagree	7%

The Internet's quick-paced technological development means that public policy will always remain one step behind.

Strongly Agree	18%
Agree	47%
Neither Agree or Disagree	20%
Disagree	13%
Strongly Disagree	2%

23. What is the ONE most immediate public policy issue facing the Internet today? (N=125)

Top Three Responses

1. Establishing access for all people (N=29)
2. Creating a secure and safe Internet (N=22)
3. Too much government intrusion (N=15)

24. Looking at EMERGING concerns, what are the most crucial future Internet public policy issues that will have to be addressed? (N=121)

Top Three Responses

1. Ensuring a safe and secure Internet (N=24)
2. Privacy/Interference by government (N=19)
3. Affordable access/Easier Accessibility (N=17)

25. Was there anything that we did not ask you about Internet governance that you would like to share with us? (N=55)

Top Three Responses

1. How and can IGF create non-binding policies to govern the Internet? (N=14)
2. How will we overcome technical and financial hurdles to deploy the Internet to all people? (N=6)
3. How can we achieve capacity building? (N=5)

26. In what country do you reside? (Select from the drop-down menu.)

Algeria	5%
Argentina	1%
Australia	3%
Austria	0.5%
Bangladesh	0.5%
Belgium	1%
Benin	0.5%
Botswana	0.5%
Brazil	28%
Bulgaria	0.5%
Cambodia	0.5%
Cameroon	2%
Canada	3%
Chile	0.5%
China	2%
Hong Kong, China	0.5%
Cuba	0.5%
Dem. Rep. Congo	0.5%
Dominican Rep.	0.5%
Ecuador	2%
Egypt	2%
Ethiopia	0.5%
Fiji	0.5%
Finland	1%
France	5%
Germany	0.5%
Ghana	0.5%
Guinea	0.5%
Haiti	0.5%
Hungary	0.5%

India	3%
Indonesia	0.5%
Italy	2%
Kenya	0.5%
Malaysia	0.5%
Mali	1%
Mozambique	0.5%
Namibia	0.5%
Nepal	0.5%
Netherlands	0.5%
Nigeria	1%
Pakistan	2%
Portugal	0.5%
Rep. Korea	1%
Russian Federation	1%
Rwanda	0.5%
Saudi Arabia	0.5%
Senegal	0.5%
Serbia & Montenegro	0.5%
Slovenia	0.5%
South Africa	1%
Spain	0.5%
Suriname	0.5%
Sweden	0.5%
Switzerland	1%
TFYR Macedonia	0.5%
Togo	0.5%
Trinidad & Tobago	0.5%
Tunisia	3%
Uganda	2%
United Kingdom	3%
USA	7%
Uruguay	2%
Venezuela	0.5%
Zimbabwe	0.5%
Other (please specify) N=2	
1. West Africa (1)	
2. Africa (1)	

27. What role do you have with the Internet? (Check all that apply.)

Advocate/Voice of the People/Activist User	26%
Business Leader	12%
Consultant	21%
Author/Editor/Journalist	13%
Educator	21%
Government Employee	13%
Legislator/Politician/Lawyer	6%
Research Scientist	17%
Technology Developer/Administrator	13%
United Nations Employee	0.5%
Other (please specify) N=17 (List available in Appendix)	

28. What type of organization are you representing in your Internet work?

A company whose main focus is on information technology	15%
A company whose focus is not mainly on information technology but extensively uses it	7%
A college or university	19%
A publication	1.5%
A government agency	16%
A research organization	7%
A consulting business	4%
A non-profit organization	36%
Other (please specify) N=16 (List available in Appendix)	

29. Are you in attendance at IGF Rio?

Yes	92%
No	8%

30. What would you describe as the purpose of your attendance at the Internet Governance Forum in Rio de Janeiro, Brazil? (N=86)

Top Three Responses

1. Becoming more educated and furthering my knowledge of the global issues. (N=41)
2. Observing public policy at work. (N=30)
3. Advocacy for the causes of my country. (N=10)

31. Did you attend the first Internet Governance Forum in Greece?

Yes	23%
No	77%

32. What is your gender?

Female	25%
Male	75%

33. How old are you?

Range	19 years old to 73 years old
Mean	41 years old
Median	39 years old
Mode	35 years old (N=9)

Languages used to complete the study:

English	67% (N=138)
French	14% (N=40)
Spanish	19% (N=28)