



WITSA Public Policy Report 2003

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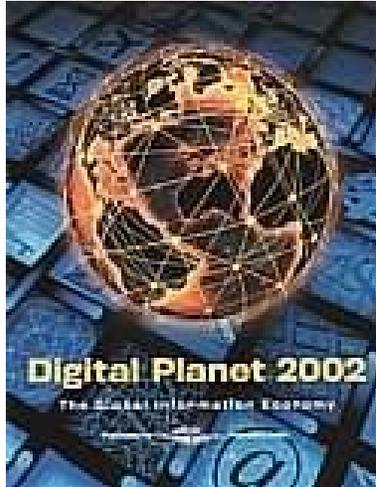
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I. INTRODUCTION



With over 500 million users online to the Internet worldwide, electronic commerce now accounts for a growing proportion of world trade. The emergence of global networks has already begun to influence the way individuals interact with each other, businesses conduct their affairs, and governments provide services to their citizens. WITSA's benchmark study, the Digital Planet 2002, revealed that total spending on information and communication technology (ICT) has grown from U.S.\$1.3 trillion in 1993 to U.S.\$2.4 trillion in 2001. The total value of Internet purchases increased from about U.S. \$130 billion in 1999 to about U.S. \$600 billion in 2001.

Throughout history, business has set its own standards, rules, and practices through a variety of organizations to lower transaction costs, to avoid and resolve conflicts, and to create consumer confidence. A mix of laws enacted by government and business self-regulatory mechanisms governs today's commercial transactions. Governments have long acknowledged the fact that a dynamic trading environment requires a cautious approach to regulation and thus have traditionally welcomed business self-regulatory initiatives as the foundation of the rules governing commerce

The pace of change and emerging state of the digital economy has heightened the risks associated with premature or unnecessary government regulation. This has increased the responsibility of business to promote a trustworthy environment through self-regulation and technological innovation. Business has a strong market incentive to foster the empowerment of users, but can only make the necessary infrastructure investments if it can trust that governments will recognize and reinforce the leadership of business in responding to the highly dynamic nature of electronic commerce.

Whereas today's framework of rules for the traditional business model have been developed and refined over many decades in an organic fashion, the consensus for

global rules for electronic business to move quickly in reviewing how, where and when new rules are necessary. As these rules must take into account the constantly evolving and inherently international nature of electronic commerce and business, any changes should be implemented only after a thorough discussion with all the parties involved and governments should support business-led rules development where possible.

Should government regulation be necessary, the regulations ought to be internationally coordinated, as incompatible national laws create a fragmented global market with significant uncertainty as to what rules apply. In addition, extraterritorial application of a country's laws - and claims for far reaching application of a country's regulatory schemes - poses a significant problem to business, users and consumers and is a threat to electronic commerce. Therefore, non-discriminatory treatment of regulatory schemes affecting electronic commerce (e.g., financial industry including capital and securities markets, financial services, insurance and banking, transport, advertising, consumer protection schemes, taxes) is crucial. Jurisdiction, choice of law agreements, and enforcement issues must be dealt with in a responsible manner and with full involvement of commercial actors.

WITSA has a real impact on the global IT environment. It strengthens the industry at large by promoting a consistent legal and regulatory environment and by voicing the concerns of the international IT community in multilateral organizations, including the World Trade Organization (WTO), the Organization for Economic Cooperation and Development (OECD), the World Bank, the Asia Pacific Economic Cooperation (APEC), the international Telecommunications Union (ITU), and other international forums where policies affecting industry interests are discussed or developed.

This 2003 Policy Report is a summary of the positions taken by WITSA on global IT issues. These papers have been used by the industry in our dialogue with governments and multilateral institutions concerning their decision-making process with regard to important issues of concern to the IT industry, including e-commerce, information security and privacy, IT trade and tariffs, taxation, e-government, the IT infrastructure, Internet Governance, and the use of IT for economic development. Full versions of WITSA's statements can be found at <http://www.witsa.org/papers/>.

II. FACILITATING THE ICT INFRASTRUCTURE AND THE DIGITAL ECONOMY



All countries need to determine how best to improve, and in the case of many countries to establish, the information and communications technology (ICT) infrastructure as rapidly as possible to reap the benefits of the digital economy.

The key players are:

The Private Sector - The private sector is an important driver in the development of the ICT infrastructure for two key reasons. First, it mobilizes the private capital needed to build the global ICT infrastructure. Secondly, the private sector invests in, and develops the technological innovations that enhance communications. The speedy adoption of new technologies by countries expands economic opportunities and job creation; attracts new capital; allows for the better utilization of resources; and improves economic development and standards of living.

Governments - While ICT infrastructure development can provide the springboard to economic advancement; the pace of progress is determined by a country's overall economic development and its national government's willingness and ability to manage the complicated process of change. A key role for the government is in facilitating the rapid build-out of an interconnected ICT infrastructure, through a high-level commitment and attention to its expansion. As telecommunications transition from a monopoly to a competitive environment, a crucial role for the government is that of being a neutral force in the economy that ensures pro-competitive behavior, a level playing field, and value to the user.

Multilateral Institutions - Multilateral institutions provide a forum for coordinated government action and international cooperation on matters relating to global development and the ICT infrastructure. These multilateral organizations offer the private sector and governments the necessary legal and regulatory frameworks

needed for trade and investment in this sector, as well as technical and financial assistance.

WITSA has developed the following list of fundamental principles to be observed if the promises of an IT infrastructure and the digital economy are to be fulfilled:

- **Industry leadership:** The development of the ICT infrastructure and the digital economy should be led primarily by the private sector in response to market forces.
- **Consistent legal and regulatory environment:** Government intervention, when required, should promote a stable, international legal and regulatory environment, allow a rational allocation of scarce resources and protect general interest. Such intervention should be no more than is essential and should be clear, transparent, objective, non-discriminatory, proportional, flexible, and technologically neutral.
- **Private sector participation:** Mechanisms for private sector input and involvement in policymaking should be promoted and widely used in all countries and international forums.
- **A high level of trust and security** in the global digital economy should be pursued by mutual agreement, education, further technological innovations to enhance security and reliability, adoption of adequate dispute resolution mechanisms, and private sector self-regulation.
- **Tax treatment:** Transactions conducted using electronic commerce should receive neutral tax treatment in comparison to transactions using non-electronic means. Taxation of electronic commerce should be consistent with established, internationally accepted practices, and administered in the least burdensome manner.
- **Telecommunications:** Regulation of the underlying telecommunications infrastructure, when necessary, should reduce impediments to competition, enabling new services and new entrants to compete, globally, in an open and fair market.
- **Competition:** Participation in electronic business and commerce should be pursued through an open and competitive market.
- **Effective intellectual property protection** and enforcement are essential for electronic commerce. Existing intellectual property laws need to be applied in the digital environment. Some aspects of copyright will require re-examination to insure that the degree of liability is related to the degree of knowledge and control a party has in determining the content of a communication or web site. For example, Internet service providers who merely transmit or facilitate the transmission of information should not be held responsible for its content, of which they are unaware, and should not be required to monitor web sites and other digital communications.
- **The protection of users**, in particular concerning privacy, confidentiality, anonymity and content control should be pursued through policies driven by choice, individual empowerment, industry-led solutions, and should be in accordance with law where applicable. User empowerment including technology-based filtering and rating systems are far more effective than sweeping regulations prohibiting or controlling access. Governments should rely on existing consumer protection legislation and processes as

far as possible. New laws, specific to electronic commerce should be developed cautiously, keeping in mind the need to balance protection with not inhibiting growth.

- **Self-regulation:** Business should make available to users the means to exercise choice with respect to privacy, confidentiality, content control, and, under appropriate circumstances, anonymity.
- **Technical standards:** In recognition of the global nature of electronic business, government policies that affect it should be internationally coordinated and compatible, and those policies should facilitate interoperability within an international, voluntary and consensus-based environment for standards setting. Governments should promote market driven standards and technical regulations. The standards environment should be voluntary and self-regulatory. Governments must negotiate mutual recognition agreements to remove duplicative testing and certification requirements and enshrine the principle 'one standard, one test'.
- **Cultural issues:** Governments should give priority to promoting cultural identity, rather than regulating content by quotas and other protectionist measures.

III. INFORMATION SECURITY



Both private industry and governments at all levels agree that there is a growing need to address the challenges of critical infrastructure assurance. Views diverge; however, on what constitutes critical infrastructure and what measures might be taken to protect those elements of the economy. Beyond physical infrastructure systems, closer examination of the information technology (IT) components of those critical systems is crucial to ensuring comprehensive security. While security of IT infrastructures is essential to our physical and economic well-being, government mandated standards for IT security should be viewed with caution. Because a nation's IT infrastructure is designed, built, and operated by the private sector, and because this infrastructure is of growing importance in the conduct of business and for the economy as a whole, coordinated and comprehensive teamwork between government and industry is essential. More specifically, in meeting the security challenges with which we are faced, there must be greater input from and cooperation with the information technology industry.

Many questions and issues remain with regard to information security, and further discussions and collaboration between industry and all levels of government are necessary if global information security is to be ensured. Governments and industry must establish and maintain channels of communication and effective information sharing; to do that, legal barriers and other obstacles need to be addressed. Work must be undertaken by all parties to meet and manage tomorrow's security threats, especially in the realm of critical infrastructure assurance.

WITSA has been active in promoting public-private sector cooperation in order to raise awareness and suggest policies and practices that provide greater security for information systems, including convening a Global Information Security Summit in

2000, collaboration on a Global Security Project, and issuing statements on cyber crime, and developing a framework for information security

A. WITSA Statement on Information Security:

A WITSA [Statement](#) on Information Security, released in May 2002, outlined the following general principles in developing industry positions on global Information security issues, WITSA suggests an initial list of general principles that should guide the development of future policy:

Joint Principles

- The Internet and electronic commerce are inherently global in nature; therefore, information security will require collaboration among international bodies and recognition by government of the challenges faced by industry in these areas.
- Industry and government share an interest in the proliferation of a free and open Internet, electronic commerce, other value-added networks, and an efficient, effective information infrastructure generally.
- Positive interaction between government and industry is essential. Among issues that will require on-going communication and assessment is the need to balance an individual's right to privacy with national security concerns.
- Emergency response organizations must gain sufficient disaster recovery expertise to minimize the effect of catastrophic events on the information infrastructure.

Government Principles

- The assurance of the national information infrastructure must be based on the minimum amount of government (national, state/province, and local) regulation as is feasible.
- The cost of protecting the national information infrastructure must be kept at a level commensurate with the threat and the consequences of attack. Governments must coordinate its own Information security and critical infrastructure assurance programs and activities to avoid duplicative efforts within government.
- Where corrective Information security action is required to protect the public good; government must identify such instances and create appropriate research, development and funding mechanisms.
- In creating the information infrastructure, as well as attendant tools and technologies, industry, when it has made reasonable efforts, must be provided safe harbor assurances and its works viewed as incidental to losses caused by criminal or malicious misbehavior or natural disasters.
- Distinctions must be made among cyber-mischief, cyber-crime and cyber-war to clarify jurisdictional issues and determine appropriate responses. The adequacy of current laws to prevent these threats must be reviewed.
- Existing laws must be adapted as necessary to allow appropriate levels of information sharing among companies, and between the private sector and government.
- Current policy in areas such as the tax credits for research, software encryption, workforce training and long-term government research and development funding must be reviewed in light of common Information security goals and objectives.
- Law enforcement agencies on a global basis must gain sufficient cyber-crime expertise to combat specific threats and to investigate specific criminal acts. Also, legal statutes must be updated since in some countries cyber crime is a

novelty unrecognized by criminal statutes while the possibility of committing such crimes is real.

Industry Principles

- Industry owns and operates the Global Information Infrastructure and, as such, should have primary responsibility for Information security requirements, design and implementation.
- In protecting these resources, the specific and immediate priorities of government and industry sometimes diverge, but are frequently congruent. However, industry should continue to lead in these areas.
- Industry will be guided by business continuity considerations to protect itself against physical and cyber-attack as the threats to the information infrastructure grow.
- Industry must monitor the private sector portion of the national information infrastructure and should cooperate both internally and with government in reporting and exchanging non-proprietary information concerning threats, attacks, and protective measures. Coordination among principals must facilitate creation of early warning systems.

B. Global Information Security Summit & Working Groups

In order to raise awareness of issues, promote cross-national and cross-sector collaboration, identify policy needs, highlight information security best practices and partnership initiatives, WITSA on October 17-17, 2000 launched the inaugural **Global Information Security Summit** in Washington, D.C.

C. Statement on the Council of Europe Draft Convention on Cyber-Crime:

On November 30, 2000, WITSA issued a [Statement](#) on the Council of Europe Draft Convention on Cyber-Crime to [COE](#) General Secretary Walter Schwimmer, voicing concerns over the latest revision of the draft COE [Convention](#) on Cyber-Crime, but supported the objectives of improving international law enforcement cooperation and mutual legal assistance to keep pace with the increasingly international environment. This was the first international treaty to address criminal law and procedural aspects of various types of offending behavior directed against computer systems, networks or data, and aims to harmonize national legislation in this field, facilitate investigations and improve co-operation between the authorities of the 45 member states. In the statement, WITSA expressed serious concerns with several of the provisions contained in the draft cyber-crime convention. The draft convention may impose burdensome data preservation requirements on Internet service providers (ISPs); make ISPs liable for third party actions; and restrict legitimate activities on the Internet.

D. Global Security Project

In December 2000, WITSA collaborated with McConnell International LLP in a first-of-its-kind International Security Law Project, aiming to identify the measures taken by the governments in 52 countries across the world to combat information security. The report, entitled "Cyber Crime . . . and Punishment? Archaic Laws Threaten Global Information", was published on December 7, 2000 and is available [online](#)

The report looked at ten different types of cyber crime in four categories: data-related crimes, including interception, modification, and theft; network-related crimes, including interference and sabotage; crimes of access, including hacking and

virus distribution; and associated computer-related crimes, including aiding and abetting cyber criminals, computer fraud, and computer forgery

E. WITSA Identifies Cyber Security as a Top Priority

A February 2000 WITSA survey of WITSA member IT industry association executives identified cyber security as the next "top priority" issue facing the IT industry around the globe. While association executives expressed a high degree of personal awareness of the InfoSec issue, four out of ten said customers in their countries are either "not very" or are "unaware" of computer protection matters. Sixty-five percent of respondents said their national or regional governments have strong awareness in this area.

F. Information Security Framework Statement:

In developing industry positions on national CIP issues, WITSA published the statement, "*Critical Information Protection (CIP): A Framework for Government / Industry Dialogue* (June 1999), and established an initial list of general principles which reflects the opinion of its membership and which serves as a guide for the development of future policy.

G. Statement on Government and Law Enforcement Access to Transmitted Information In the Digital Environment

In a Statement on *Government and Law Enforcement Access to Transmitted Information In the Digital Environment* (August 1998), WITSA endorsed the following principles concerning legal access to information in the networked environment, which are consistent with those being developed by a number of other international business organizations:

- Users should be free to choose the type and strength of encryption they feel is necessary to protect their information.
- Legal access by any given jurisdiction shall only be to information actually stored in that jurisdiction at the time of proper judicial notification.
- A business shall have no obligation to maintain the means to provide clear text of transmitted information, including e-mail, unless the information is stored on the business's facilities in a non-transitory manner at the time the information is properly requested and during the period of the proper legal request, and is accessible in clear text by the business.
- Legal access requests should be specific, and limited in scope and duration.
- There should be no requirement that encryption keys be filed or registered with any third party, either public or private.
- In order to protect personal privacy, all personal information that is accessed for any reason must be protected by the accessing agency.
- All information that has been accessed must be returned once legal proceedings are complete, and any copies of such information should be destroyed.

IV. ICT FOR E-GOVERNMENT



Online delivery of government services has never been higher on the political agenda than it is today. Governments are talking about the significant benefits that can be realized by moving traditionally paper-based and face-to-face services to the Internet. Governments also understand these services must be customer focused, cost effective, easy to use and value-added for citizens, businesses and the governments themselves. Traditionally, the interaction between a citizen or business and a government agency took place in a government office. With emerging information and communication technologies it is possible to locate service centers closer to the citizens. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to community centers, or the use of a personal computer in the home or office.

Technology will change government more in the next decade than it has in the past century. E-government will not only transform current laws and create new laws and policies but it will change the way government is organized and will create new value in the government's relationship with its citizens. E-government will be government.

Barriers do exist that slow the adoption of ICT by the public sector just as they do for the private sector in certain countries. These include: higher costs of ICT introduction due to the scale of public organizations; paper documents required for approval processing; security and concerns; confidentiality of information; obsolete regulations and laws; lack of understanding and computer skills; difficulties of carrying out organizational change; and the nature of public sector financing and procurement practices. More work is needed to better understand these and other factors, and how to address them.

A. Statement On The Use Of Information And Communications Technologies (ICT) To Enable E-Government

In a May 2002 Statement, WITSA focuses attention on the complex issues surrounding the implementation of e-government and to suggest that the public and private sectors work together to deliver appropriate information and communications technology solutions needed to change the way government is organized and create new value in the government's relationship with its citizens. E-Government refers to

the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

Government Procurement and E-Procurement

WITSA has a strong interest in making the government procurement processes in general, and information technology procurements in particular, more transparent and open. Governments around the world, both central and local, are significant purchasers of goods and services. A recent OECD analysis estimated that the value of potentially contestable government procurement markets was in excess of \$2 trillion. According to the same study, the value of local procurements exceeded the value of central government procurements by a factor of 2 to 3. (*The Size of Government Procurement Markets*, OECD, April 19, 2002)

In its December 2002 Background Paper on the World Trade Organization's Negotiations and Issues Regarding Information and Communications Technologies (ICT), WITSA urges governments to reestablish transparency in procurement as a priority. In addition, governments should explore the prospects for making significant progress on the limited number of outstanding issues on transparency in procurement as part of a WTO Agreement on Transparency in Government Procurement. We also urge countries to focus on building support for the start of formal negotiations at the WTO and to work toward a quick conclusion and implementation of an agreement.

E-Government Recommendations

Most governments are only in the initial phases of adopting e-government and reaping its benefits. ICT can improve financial management and reporting, streamline the delivery of government services, enhance communication with the citizenry, and provide ways for citizens to interact with the government. Barriers do exist that slow the adoption of ICT by the public, and more work is needed to better understand these and other factors, and how to address them.

WITSA recommends the following steps be pursued:

- Ensure citizens' privacy and security with good capabilities built into the systems before privacy and security become a problem.
- Provide incentives for citizens and businesses to use the new e-government services.
- Promote new online services and make citizens and other government agencies aware of new capabilities, services, and improvement.
- Adopt new and innovative funding methods and develop new partnership models with the private sector, outsourcing non-core competencies to reduce costs and leverage expertise.
- Adopt open and transparent procurement practices.

B. Background Paper on E-Government Trends: Challenges for Local Authorities

WITSA is planning to issue a statement in mid-2003 to provide an update on e-government trends and to focus attention on the experiences of local authorities interacting with citizens, customers, and other levels of government. We note that various international studies have addressed national e-government policy, strategy, and implementation, ignoring developments of the local government, where it is estimated that up to 80 percent of citizen-government transactions take place at the local level.

Recent reports on e-government trends indicate that Government officials are recognizing that the principles of customer relationship management (CRM) form a basis for sound eGovernment. Another important point brought out is that improvement in eGovernment will not come easily for many countries. The new measures of success demanded by increasing eGovernment sophistication are much more difficult to implement and track than had been the case several years ago. Moreover, with significant investments being made in eGovernment programs, Governments face the considerable challenge of improving usage of online channels to justify their investment in them.

WITSA notes five major trends in eGovernment in 2003:

1. eGovernment matures through a series of plateaus.
 - Each successive level acts as both a barrier to and foundation for progress to the next.
2. Value drives eGovernment visions.
 - There is a growing demand for projects to deliver Return on Investment.
3. CRM underpins eGovernment.
 - Improved service delivery is the key strategic imperative for leading countries and executives.
4. Increasing demand is a priority.
 - Driving usage is one of the key challenges for mature eGovernments.
5. New eGovernment targets are needed.
 - Recognition that broad-brush availability targets have not matched objectives.

V. INTERNET GOVERNANCE



As a non-profit corporation formed in September 1998 to oversee Internet technical management functions previously managed by the U.S. government, the **Internet Corporation for Assigned Names and Numbers (ICANN)** has assumed a number of responsibilities in technical management of protocols, addressing and domain names, which are critical to the stability and growth of the Internet. ICANN is an unprecedented effort by Internet business, technical, non-commercial and academic communities to create a consensus-based, globally representative non-governmental policymaking entity. Since its creation, ICANN has celebrated many achievements and still has many hurdles to overcome. Its adoption of an arbitration system in late 1999 has proven to be an effective tool against cyber-squatters; its online election of five Board Directors by an at-large membership from around the world has demonstrated its commitment to inclusion and transparency. Its recently adopted program for adopting new generic top-level domain names (gTLDs) has offered a no-nonsense approach to enable expansion of the names space of the Internet without jeopardizing its stability or functionality.

Statement of Support for the Internet Corporation for Assigned Names and Numbers (ICANN)

In an April 2002 letter to the President of ICANN, WITSA pledges its full support and expertise to develop strategies for the evolution of ICANN that respect its relevant founding principles. At the same time, WITSA urges all stakeholders to engage in constructive dialogue toward a viable business plan and funding mechanism for the organization.

In its November 2000 [Statement of Support for the Internet Corporation for Assigned Names and Numbers \(ICANN\)](#), WITSA appealed to all Internet stakeholders, whether from the Internet business, technical, non-commercial or academic communities, to appreciate the importance of working constructively together with the common goal of empowering ICANN and its constituent organizations to complete the privatization of the Internet technical-management functions. WITSA supports the following key principles related to the technical management of the Internet:

- **Strong Private sector leadership:** WITSA recognizes that ICANN has actively collaborated with Internet stakeholders in building three supporting organizations with separate responsibilities.
- **Effective arbitration against “bad faith” domain name registrations:** WITSA strongly supports the Uniform Domain Name Dispute Resolution Policy (UDRP) against “bad faith” generic top-level domain name (gTLD) registrations, such as .com., .net., and .org as an option to national law, and as a low-cost and effective mechanism for dealing with conflicts related to protecting the rights of intellectual property in the domain name space. WITSA also welcomes the initiative recently announced by WIPO to develop arbitration guidelines against bad faith gTLD registrations not based on registered trademarks.
- **Effective Competition among Registrars:** WITSA supports ICANN’s registrar accreditation policy for the .com, .net, and .org top-level domains, which has enabled robust competition among more than 100 registrars, while maintaining the stability of top-level domains. The registrar accreditation policies should be extended to all new registrars for any new gTLDs.
- **Broad Participation in Policy Formulation and Procedures:** In undertaking the technical management of the Internet, ICANN must balance the broad, bottom-up participation of Internet constituents in policy making with the need to make timely resolutions vital to the safe and stable operation of the Internet. WITSA encourages all private sector Internet stakeholders to work with ICANN in continuing to improve its participatory processes with the goal of achieving timely resolution of policy issues with the participation of affected parties.
- **Transparency:** WITSA believes a private sector led, consensus-driven system for technical Internet management must include transparent procedures for policy formulation and dissemination of information to the public. Private sector Internet stakeholders are encouraged to work with ICANN constructively in identifying further areas of improvement as regards openness and transparency.
- **Effective Review Process:** WITSA supports ICANN’s efforts to implement effectively procedures to address complaints of undue harm to members of the Internet constituency and regarding possible breaches of its mandate, as stipulated in its Bylaws and Articles of Incorporation (e.g. the *Reconsideration Process*, the *Independent Review Policy*, and *Arbitration Process*).
- **Membership Mechanisms, Accountability and Representation:** ICANN is to be applauded for the completion of the 2000 election of five At-Large Directors for the ICANN Board, providing Internet stake holders from all corners of the world with historically unprecedented representation in the decision making process affecting the technical management of the Internet. WITSA further welcomes the launch of a comprehensive study of the concept, structure and processes relating to the At-Large membership in view of ICANN’s mission and structure.
- **Introduction of New gTLDs:** WITSA recognizes the need for new generic Top-Level Domain Names (gTLDs) on the Internet root server system, and supports ICANN’s cautiously established procedures for approving these. Key considerations are maintaining the Internet’s stability, enhancing competition for registration services, enhancing the utility of the domain name system

(DNS), and ensuring appropriate protections of rights of others in connection with the operation of new TLDs.

- **Enhancing the security and operation of the root-server system:** WITSA supports the plan adopted by ICANN on July 15, 2000, and as developed by the DNS Root Server System Advisory Committee (RSSAC), to enhance the security and operation of the root-server system.
- **Sound Financial Footing:** WITSA will continue to support ICANN's important work in the domain name field, and encourages ICANN to seek a broad-based funding platform. The domain name system affects a vast number of users, which should mean stakeholders should ultimately cover the necessary expenses related to its operation and management.

VI. INTERNATIONAL TRADE NEGOTIATIONS AND ICT PRODUCTS AND SERVICES



WITSA recognizes the World Trade Organization ([WTO](#)) as the international body dealing with the rules of trade between nations. WTO agreements provide the legal ground-rules for international commerce and for trade policy. These multilateral agreements have three main objectives: to help trade flow as freely as possible, to achieve further liberalization gradually through negotiation, and to set up an impartial means of settling disputes. A number of simple, fundamental principles run throughout all the WTO agreements: non-discrimination ("most-favored-nation" treatment and "national" treatment), freer trade, predictable policies, and encouraging fair competition. With stability and predictability, the multilateral trading system should encourage trade and investment flows, create jobs, and provide consumers the benefits of competition - expanded choice and lower prices.

WITSA strongly supports the WTO and its objectives in creating an open trading system free of barriers. WITSA is committed to maintaining open markets, reducing protectionism and sustaining the momentum of liberalization achieved by the General Agreement on Tariffs and Trade (GATT)/WTO over the last forty years and, more recently, the General Agreement on Trade in Services (GATS).

WITSA supports the new round of multilateral trade negotiations, which provides an opportunity to embark on further liberalization of barriers to international trade, including trade in information technology goods and services.

WITSA also recognizes and supports the WTO work [program](#) on electronic commerce, which since its inception in 1998 has included a thorough examination of issues related to electronic by the Goods, Services and TRIPS (intellectual property) Councils, and the Trade and Development Committee.

The November 2001 decision by WTO Trade Ministers to launch a comprehensive trade round adds greater urgency to the negotiations on services, which have been underway since 2000. The Doha Declaration launching the trade round called for countries to make "requests" of trading partners in the services sectors by June 30, 2002 with offers by March of 2003. Early results from these processes are promising with country offers generally extending earlier commitments to Internet and web-based services. The current schedule calls for conclusions of the negotiations on January 1, 2005. Information and communication technology (ICT) industries must work with their governments to determine how to negotiate trade commitments affecting these critical sectors over the next few months. This collaborative effort should establish the ICT industry's goals for the Doha negotiations and the negotiating methodology best suited to achieve those goals.

A. Background Paper on the World Trade Organization's Negotiations and Issues Regarding Information and Communications Technology (ICT)

The December 2002 Statement lays out the overall views on issues regarding information and communications technology (ICT) that are being discussed at the Doha Development Agenda Negotiations.

Opening markets in Computer and Related Services benefits not only companies directly engaged in these services, but also those engaged in other segments of the industry. Generally many countries made commitments in these services in the Uruguay Round. There were a number of key countries, however, that made either no commitments or only partial commitments. WITSA feels that an appropriate negotiating objective for all countries is to achieve full market access and national treatment in all Computer and Related Services. This means achieving full commitments for countries that currently have no commitments as well as for those that have only partial commitments.

The Internet represents the latest stage in the continuing evolution of computing. Like the underlying computer technology, computer services have also evolved and improved to take advantage of advances in technology. Computer and Related Services today have simply evolved from and are basically the same as the Computer and Related Services that were prevalent at the conclusion of the Uruguay Round. The Internet has improved our ability to deliver a number of services, and new names have been developed for some services, but fundamentally they are the same services. WITSA supports countries making clear in their offers that Uruguay Round commitments for Computer and Related Services apply to the evolved Internet Services.

B. WITSA Statement On Negotiating Information And Communication Technology Services

In the May 2002 Statement, WITSA notes one very important key to achieving the ICT industry's goals for the Doha negotiations is to select an appropriate negotiating methodology. The approach taken in the Uruguay Round negotiations generated valuable commitments to provide market access and national treatment for computer and information services, value-added network services, and basic telecommunications services, as well as additional commitments to foster fair competition for basic telecommunications. But this approach needs to be updated in the Doha negotiations to achieve the ICT industry's goals. An updated negotiating

methodology requires no formal change to the manner in which countries negotiate WTO commitments. Like-minded countries can agree to negotiate computer and information services, value-added network services, basic telecommunications services, and other ICT service sectors in a new way. A successful outcome of the Doha Negotiations could be expected once a critical mass of countries reaches a consensus on ICT negotiating methodologies and trade commitments

Current ICT Industry Issues

The ICT industry confronts primarily the following trade issues:

- Inability to provide a service because a country has not committed to liberalize either the primary service, or a secondary service sector necessary to providing the primary service;
- Inability to enforce a country's commitment to liberalize a service because the commitment lacks clarity in describing the service to be liberalized or in the limitations constraining the commitment;
- Uncertainty about how a new service is covered by a country's existing services commitments due to the rapid introduction of new technologies and services; and
- Absence of effective recourse to mechanisms that require incumbent telecommunications and other service suppliers with market power to compete fairly with new entrants.

ICT Industry Goals

The principal goals of the ICT industry for the Doha negotiations are expected to include:

- Further liberalization of ICT services through new market access and national treatment commitments;
- Improved enforcement and increased scope of ICT commitments through improved negotiating approaches;
- New commitments to foster fair competition between dominant incumbents and new entrants for the telecommunications services that provide the infrastructure for the ICT industry.

Specifically, WITSA supports negotiating methodologies that account for the:

- Convergence of technology and services in the ICT sector;
- Speed with which new technologies and services are being developed in the ICT sector;
- Benefits of fully liberalizing these converged services;
- Effective enforcement of liberalization commitments; and
- Additional rules to promote fair competition in basic telecommunications.

C. WTO and E-Commerce

Electronic commerce is not a new form of trade but rather a new medium/ mode for conducting trade in goods and services. All forms of electronic commerce, as traditional commerce, can be categorized into either the goods or services category and therefore specific agreements governing trade in goods, trade in services, or trade-related intellectual property apply. WITSA takes note of the work which has been done in the WTO General Council and other relevant bodies since the Ministerial Declaration of 20 May 1998 and the Work Programme on Electronic Commerce. The work to date demonstrates that electronic commerce creates new challenges and opportunities for trade for members at all stages of development and the importance

of creating and maintaining an environment which is favorable to the future development of electronic commerce. We applaud the Ministerial declaration that WTO members will maintain their current practice of not imposing customs duties on electronic transmissions until the next ministerial meeting in 2003.

In its December 2002 Statements, WITSA has maintained that electronic commerce does not constitute a sector in itself. Rather, it is simply a means of delivering services electronically that had previously been delivered by other means. WITSA continues to hold that position and urges all countries to resist any efforts to create a sector designated "electronic commerce".

It is also important to understand that electronic commerce implies much more than simply selling merchandise electronically. Many services that we are familiar with today can also be provided electronically. Legal services, architectural services, entertainment services including movies and music, health services, educational services, financial services and engineering services, to name a few, can all be delivered across borders electronically. To do so, however, countries must make Mode 1 commitments for all of these sectors and others that have the potential of electronic delivery.

Recognizing the many contributions electronic commerce is making to the expansion of international trade, WITSA members in the [Statement on WTO and Electronic Commerce](#) (September 1999) called on WTO to:

- Make permanent and binding the May 20, 1998 **Moratorium on Customs Duties** on Electronic Transmissions;
- Affirm the importance of the **basic telecommunications infrastructure** to the growth and development of electronic commerce and urge countries to further liberalize these markets;
- Reaffirm that existing WTO obligations, rules, disciplines and commitments, including the GATS, GATT and TRIPS agreements are **technology neutral**;
- Agree that governments should refrain from enacting any **new and unnecessary measures** that would impede the growth of international electronic commerce;
- Agree that **measures affecting e-commerce must be consistent** with the following fundamental principles of international trade law:
 - National treatment and non-discrimination
 - Most Favored Nation (MFN) treatment
 - Transparency
 - Notification, review and consultation
- Work within the General Agreement on Tariffs and Trade (GATT), General Agreement on Trade in Services (GATS) and the Agreement on Trade-related Aspects of Intellectual Property Protection (TRIPs) to **identify, reduce or eliminate barriers** to international e-commerce
- Refrain from **prematurely classifying** all electronic transactions as good or services, but work toward providing the most liberal treatment to a transaction regardless of classification;
- Recognize that the development of electronic commerce depends on cross-border transactions in all industry sectors and urge negotiators to **liberalize cross-border services** during the negotiations.

VII. TAXATION and TARIFFS



Many taxation issues are not new or unique to electronic commerce but have already developed in conventional commerce, which increasingly relies on new modes of communications and increasingly crosses national borders. The mode of doing business through electronic commerce may add new layers of difficulty and may require solutions to both the problem of no taxation or double taxation and to the problem of administrative burden.

Simplicity, clarity, and fairness must be promoted in both national tax regimes and supranational tax regimes (e.g. the European Union's value-added tax system), as well as bilateral tax agreements for the avoidance of double taxation based on international models, in order to allow for the global trading potential of electronic commerce. Tax rules everywhere should be understandable and user-friendly to allow for the potential increase in cross-border sales by companies. Application of existing taxation principles to the electronic medium must also be built upon tools that businesses already use or are required to develop to meet their market needs. Tax obligations should especially fit into the new streamlined processes found in electronic commerce. It is only in this way that high tax compliance can be sustained with the least burden and the fewest economic distortions.

Differing rules on the application of indirect taxes may have a more adverse effect on e-commerce than direct taxation – such as income taxes. Burdensome and costly tax withholding requirements and the threat of double taxation are caused by current inconsistencies between governments on definitions, classification, levy, assessment, and collection. In addition, there should be no discriminatory government taxes, charges or fees on electronic commerce transactions. Transactions conducted using electronic commerce should receive neutral tax treatment in comparison to transactions using non-electronic means. Internet specific taxes will stifle the development of online business.

WITSA is of the opinion that a global perspective is required when addressing this subject, as electronic commerce cuts across national boundaries to a greater degree than traditional forms of business. Therefore, consistent taxation approaches at the international level are absolutely critical to ensure the effectiveness of tax treatment in the digital economy and the avoidance of double taxation.

Concerning tariffs, an important goal of WITSA is to promote the expansion of electronic commerce and to prevent the creation of trade barriers in the form of burdensome customs duties or tariffs on services and products delivered electronically. Lowering trade barriers, including tariffs, is one of the most obvious means of encouraging international trade as well as global electronic commerce. For 50 years, countries have been moving in the direction of an international trading system as free as possible of trade barriers in the form of burdensome customs duties or tariffs on goods and services, regardless of the method of delivery. Commitments in this area make the business environment stable and predictable and give business a clearer view of their future trade opportunities. With stability and predictability as part of the multilateral trading system, trade increases, investment is encouraged, jobs are created, and consumers can enjoy the benefits of competition -- choice and lower prices.

A. WITSA Statement on Consumption Taxation and Electronic Commerce

WITSA adopted on June 15, 2001 a [Statement](#) on the application of consumption taxes to products and services sold online, but warned that further work was urgently needed to prevent disparate national and local rules from stifling the growth of electronic commerce. On specific issues, the statement commented on:

- **Taxation at the Place of Consumption**
We applaud the OECD for moving forward in this area and creating draft guidelines on the definition of the place of consumption for cross-border services and intangible property. We believe that more work is needed in certain areas including further refining of definitions and classifications, rules for determining when and where tax is due and compliance procedures (including how refunds and credits will be handled)
- **Consumption Tax Collection: Services and Intangible Property**
Countries apply different consumption tax rules to different types of services and intangible property, such as, telecommunications, broadcast, consulting, engineering, training and education, data processing, supply of information, access to databases, entertainment, and content of various types. WITSA would like to stress the importance of developing consistent definitions, classifications, and tax rates for these types of transactions.
- **Classification of Digitized Products**
There is a view that the on-line supply of digitized products should not be treated as a supply of goods, but presumably as a supply of services. It is inconsistent to treat a digitized product differently from its conventional counterpart (e.g., products such as books, software, images, music, or information). We encourage a policy that applies the same rate of taxation regardless of the method of delivery to ensure neutrality. If digitized products are treated as services, then further guidance is needed to specify which of the many different sources of supply rules for services shall govern.
- **International cooperation**
WITSA urges the OECD to continue to broaden its dialogue with the business community and non-OECD member countries. To foster consumption tax cooperation, consideration should be given to including indirect taxation in the tax treaty process.

- **Simplification**

We recommend that significant attention be given to simplification of consumption tax rules for all commerce not those limited to digitally deliverable goods and services. The current inconsistencies among definitions, classification, treatment of combined or bundled services, source of supply rules, registration requirements, invoicing requirements, payment procedures, reporting, record retention, reverse charges, levy, assessment, and collection (including consumption tax withholding obligations of the customer) are widely cited by businesses of all sizes as a significant burden on international commerce.

B. VAT Exemptions

VAT exemption for industries and firms inhibits the use of outsourcing for information technology services by creating a price differential between the cost of contracting and performing services in-house. This, in turn, provides a disincentive for such firms to seek outside expertise and negatively impacts their competitiveness in the global marketplace. As outlined in its [Statement on the Impact of VAT Exemption on IT Outsourcing](#) (September 1999), the most notable example of this situation is the financial services industry in Europe, though other countries have raised the issue as well. Since the global IT market in financial services exceeds US \$200 Billion, any disincentive for outsourcing is significant. Governments wishing to provide the effect of tax exemption to particular industries or firms have a number of options:

- They could “zero rate” them with respect to VAT. Under this scenario, the institution would charge VAT to customers at a zero rate but, therefore, be technically capable of recovering VAT paid to suppliers;
- Depending on the nature of the VAT regime, the provisions of IT services could be deemed to be an acquisition for a “credible purpose”, for VAT exempt organizations. This would enable the organizations to reclaim any VAT paid on the acquisition of IT services;
- In the case of financial services, they could require financial institutions to charge VAT on service fees, such as transaction fees, loan fees and so on. This would enable the financial institutions to reclaim all or part of the VAT paid on its inputs such as IT services.

Governments should as far as possible avoid taxation arrangements which distort commercial business decisions and adopt one of the options described above and in the WITSA statement in their treatment of VAT exempt industries.

C. Lowering Trade Barriers, Including Tariffs, Encourages ICT Trade and Global Electronic Commerce.

WITSA is a strong supporter of the WTO Information Technology Agreement (ITA) and its extension to more participants and products. All countries should have the hardware and software necessary to deploy and access the ICT infrastructure by eliminating duties on all IT products. To promote electronic commerce, WITSA welcomed the WTO’s Declaration at the Fourth Session of the Ministerial Conference in November 2001 that WTO members will maintain their current practice of not imposing customs duties on electronic transmissions until the next ministerial conference in 2003.

VIII. SEIZING DIGITAL OPPORTUNITIES FOR ECONOMIC DEVELOPMENT



Preventing a "digital divide" is an essential goal for both business and governments. According to the benchmark WITSA study, [The Digital Planet 2002](#), one socioeconomic discontinuity remains a major world challenge: the top ten information economies represent 80 percent of the global; ICT market; the bottom ten (of 55 surveyed countries) represented a collective share of less than one percent. This disparity has come to be known as the "Digital Divide" – the gap between nations that can and cannot afford technology investments.

Business has been working hard through independent projects to provide assistance to disadvantaged economic groups, localities, regions or countries, aimed at transforming the digital divide into a **digital opportunity**. Almost any sizeable company today has taken up some local or regional responsibility in bridging the digital divide.

Developing countries can reap these benefits resulting from the technological innovations that have led to the commercialization of the Internet -- they can leapfrog technologies and become active participants in the online global economy. However, these assistance programs will become a digital opportunity only if governments adopt a policy framework that ensures that access to digital information and communication networks is a viable option for the citizenry at large.

Currently, public policy discussions which are carried out under the catch word of "digital divide" seem overly focused on the divide, as a result rather than a risk, and do not stress sufficiently either the opportunity aspect or an understanding of the conditions under which inadequate endowment turns into a *trap*. In order to reduce the risk that discussions on the "digital divide" become a self-fulfilling prophecy, discussion needs to focus on developing greater understanding of how to advance digital opportunities.

A. Building An Information Society: A Roadmap For The World Summit On The Information Society (WSIS)

In a November 2002 Statement, WITSA makes some recommendations as a member of the Coordinating Committee of Business Interlocutors (CCBI), a coalition of business organizations providing input into the preparations for the World Summit on the Information Society (WSIS). The WSIS will consist of two meetings – in Geneva in December 2003 and in Tunisia in 2005. The UN General Assembly resolution calling for the organization of the WSIS states that it should address the whole range of relevant issues related to the information society. The UN General Assembly has also recommended that the WSIS adopt a Declaration of Principles on the fundamentals of the Information Society in the 21st Century and a Plan of Action for concerted development of the information society.

WITSA believes strongly that governments, in preparation for WSIS, should identify and focus on a set of priority issues that highlight the fundamental building blocks of an information society. Focusing on these priority issues will create a meaningful framework for demonstrable progress toward the long-term sustainability of a truly global information society.

WITSA suggests that the WSIS should focus on three priorities:

•**Development/Deployment of the Infrastructure:** An underlying ICT infrastructure is essential to benefiting from the information society. Without such an infrastructure, including access devices, it will be impossible to connect to the Internet from which many of the benefits of the information society come. Thus, the WSIS should focus first on the role of governments in introducing competition and providing a favorable regulatory environment to create the framework necessary to ensure such deployment/development by the private sector.

•**Education:** Education is necessary in order to obtain sustainable benefit from the information society. Without the requisite education, including basic tools such as literacy and more targeted tools such as computer literacy, the citizenry will not be able to utilize the deployed infrastructure and equipment necessary to access the Internet. Thus, the WSIS should focus on a framework that will develop the requisite skills through appropriate public-private partnerships to engage in an information society.

•**Benefits of Applications:** Applications are the tools that allow citizens to derive the benefit from the information infrastructure. ICT applications can play an important role in advancing general economic development and living standards. For example, the UNICT Task Force is currently supporting an approach that emphasizes the importance of ICT in development. In fact, Kofi Annan, the UN Secretary General, has stated his intentions to exploit ICTs to meet the Millenium Development Goals. In this regard, we recognize three primary uses of ICT:

- *e-Learning:* closely linked to the education section above, this recognizes the potential for ICT to advance/enhance education.
- *e-Health:* ICT can greatly enhance health care delivery systems by connecting health care professionals around the world, including online networks of expertise, and access to information about health issues confronting countries.

- *e-Government*: WSIS could also serve as an important forum to address e-Government. Such a focus could ensure that governments better serve their constituencies. Moreover, e-Government initiatives will enhance participation in the information society.

The private sector is the primary investor in and innovator of infrastructure, products and services. Effective markets are therefore essential to ensuring a sustainable information society. The priorities set forth above support the creation of markets by fostering a connected, educated and healthy population that can increasingly become engaged in the information society. Such engagement begins through the use of ICT for development and then builds upon itself as development proceeds. WITSA believes that public/private partnerships can often play an important role in facilitating these applications.

B. WITSA Comments on the WSIS proposed Declaration of Principles and Action Plan

WITSA is planning to submit comments on the proposed Declaration of Principles and Action Plan that have been disseminated by the Executive Secretariat of the World Summit on the Information Society WSIS. The proposed Declaration and the Action Plan currently cover a compendium of issues with no apparent organization or central theme. Moreover, the importance of market forces and being private sector led is barely mentioned. WITSA believes that the Principles and Action Plan should enumerate the key concepts and actions necessary to achieve sustainable development of the information society. The documents should recognize the primacy of the private sector and open markets. Finally, the theme should focus on infrastructure development/deployment, education, and applications such as e-Learning, e-Health and e-Government.

C. Statement on Digital Opportunities

In a January 2001 [statement](#) entitled "*Seizing Digital Opportunities: A Business Perspective*", published in conjunction with its Alliance for Global Business (AGB) partners, WITSA outlined its belief that such a policy framework is one that promotes open markets, competition and private sector investment. Incentives also have to be correct for skill acquisition and necessary changes in the organization of the workforce, and governments must pursue important trade-related objectives enabling innovation, including:

An early focus and agreement on the agenda for a new WTO Round;

- Substantial outreach to LDCs to encourage their full participation;
- Reinforced and implemented commitments;
- An acceleration of the Services 2000 effort; The strengthening of intellectual property protection;
- The elimination of tariff inhibitions to products essential for ICT;
- The permanence of tariff-free cyberspace;
- Serious attention to trade facilitation and full implementation of the Valuation Agreement;
- Elimination of non-tariff barriers;

- Implementation of international standards and simplified conformance testing; and
- Expedient accession of new members to the WTO.

D. WITSA's Alliance with USAID

WITSA recently signed a Memorandum of Understanding with the US Agency for International Development (USAID) designed to develop sustainable IT associations in developing countries. The program, which designates up to \$1 million over three years, will provide educational experiences and opportunities to attend global meetings, policy workshops and agenda setting initiatives to executives of information technology associations initially in developing countries throughout Africa and Asia. The MOU will also provide training in association organization and management, in developing effective association programs, and in public policy development. Already, the MOU has resulted in increased outreach to IT groups in the developing world and has resulted in the Computer Society of Kenya joining WITSA. USAID provided travel reimbursement for four African WITSA members from Egypt, Morocco, South Africa and Kenya to attend recent meetings with the OECD.

E. WITSA Working Closely with the World Bank

WITSA is also working closely with the World Bank and its Information for Development Programme (*infoDev*). In 2002 WITSA received a \$30,000 Conference Scholarship Fund (ICSF) grant to ensure the participation of 15 developing country association executives to attend the February 26 to March 1, 2002 WITSA World Congress on IT and General Assembly meeting in Adelaide. The purpose of the grant was to sponsor the conference participation of ICT association professionals from developing countries.

F. Creating a Favorable ICT Environment in Developing Countries

WITSA is currently involved in a project that aims to create a conceptual framework within which international institutions and national governments may more effectively formulate policies and practices that utilize available ICT private sector resources in support of sustainable economic development and societal needs. The project, which will be launched later this year, will support the efforts of international donor institutions and national governments to integrate private sector ICT activities and resources into the development of developing economies including the identification of markets for ICT products/services that meet specific societal needs. It also aims to facilitate the private sector as a potential partner of national governments and international donor institutions, and review alternative policies and practices that may foster the development of new ICT private sector enterprises. Importantly, the program will review existing ICT financial, investment and regulatory regimes, identify barriers to ICT commercial activities and generate specific policy recommendations so as to ameliorate existing barriers to ICT private sector investment in selected developing economies.

A project team will consistently coordinate its efforts with relevant activities in the selected countries. Data generated by an on-line survey will provide a framework for identifying specific policy objectives in each country. The project engages a unique investment risk analysis methodology (INRAM) developed by the Paradigm Group to generate specific information that establishes a numerical value for specific risk

criteria, indicated as the "Investment Risk Index." The process will allow comparative analysis of underlying policy frameworks that inhibit investments thought the creation of unacceptable risks. Coupled with an active in-country advocacy campaign, the project offers the potential to effect real change.

G. WITSA Meeting Global IT Skills Needs

On October 25-27, 2002, WITSA co-sponsored with the Organization for Economic Cooperation and Development (OECD) and the International Federation for Information Processing (IFIP), a joint working conference entitled "Meeting Global IT Skills Needs – the Role of Professionalism". The event, which took place in Woking, United Kingdom, brought together some 35 experts on IT Skills and Professionalism from 14 countries. Eleven papers were given by an international panel of speakers focusing on three key aspects of IT skills needs – demand, supply and constraints. Participants also exchanged views and experiences in extended working group sessions. See <http://www.witsa.org/press/IFIP-OECD-WITSAFinalStatement.htm> and <http://www.globalitskills.org/> for further details.



WITSA Members

Argentina

Cámara de Empresas de Software y Servicios Informáticos ([CESSI](#))

Australia

Australian Information Industry Association ([AIIA](#))

Bangladesh

Bangladesh Computer Samity ([BCS](#))

Brazil

Sociedade de Usuários de Informática e Telecomunicações - Sao Paulo ([Sucesu-SP](#))

Bulgaria

Bulgarian Association of Information Technologies ([BAIT](#))

Canada

Information Technology Association of Canada ([ITAC](#))

Chinese Taipei

Information Service Industry Association of Chinese Taipei ([CISA](#))

Colombia

Colombian Software Industry Federation ([FEDESOFI](#))

Czech Republic

Association for Consulting to Business (Asociace Pro Poradenství v Podnikání - [APP](#))

Ecuador

Association Ecuatoriana de Tecnologia de Informacion y Servicios ([AETIS](#))

Egypt

Egyptian Software Information & Communication Technology [Chamber](#)

Finland

Federation of the Finnish Information Industries ([TIETOALAT](#))

France

[Syntec Informatique](#)

Greece

Federation of Hellenic Information Technology and Communications Enterprises ([SEPE](#))

Hong Kong

Hong Kong Information Technology Federation ([HKITF](#))

India

National Association of Software and Service Companies ([NASSCOM](#))

Indonesia

Indonesian Telematic Software Association ([ASPILUKI](#))

Israel

Israeli Association of Software Houses ([IASH](#))

Italy

Associazione Nazionale Aziende Servizi Informatica e Telematica ([ANASIN](#))

Japan

Japan Information Technology Services Industry Association ([JISA](#))

Jordan

Information Technology Association - Jordan ([int@j](#))

Kenya

Computer Society of Kenya ([CSK](#))

Lithuania

Association of the information technology, telecommunications and office equipment companies of Lithuania ([INFOBALT](#))

Malaysia

Association of the Computer And Multimedia Industry Malaysia ([PIKOM](#))

Mexico

Asociación Mexicana de la Industria de Tecnologías de Información ([AMITI](#))

Mongolia

Mongolian National Information Technology Association (MONITA)

Morocco

l'Association des Professionnels des Technologies de l'Information ([APEBI](#))

Nepal

Computer Association of Nepal ([CAN](#))

Netherlands

Federation of Dutch Branch Associations in Information Technology (Federatie Nederlandse IT - [FENIT](#))

New Zealand

Information Technology Association of New Zealand ([ITANZ](#))

Northern Ireland

[Momentum](#) - The Northern Ireland ICT Federation

Norway

[ICT Norway](#) (IKT Norge)

Panama

Asociación Panameña de Software ([APS](#))

Poland

Polish Chamber of Information Technology and Telecommunications (Polska Izba Informatyki i Telekomunikacji - [PIIT](#))

Portugal

Associação Portuguesa das Empresas de Tecnologias de Informação e Comunicações (APESI)

Republic of Korea

Federation of Korean Information Industries ([FKII](#))

Romania

Association for Information Technology and Communications of Romania ([ATIC](#))

Singapore

Singapore Information Technology Federation ([SITF](#))

South Africa

Information Industry South Africa ([IISA](#))

Spain

Asociación Española de Empresas de Tecnologías de la Información ([SEDISI](#))

Sweden

The Association of the Swedish IT and Telecom Industry ([IT-Företagen](#))

Thailand

The Association of Thai Computer Industry ([ATCI](#))

Turkey

Turkish IT Services Association ([TUBISAD](#))

United Kingdom

[Intellect](#) - the Information Technology, Telecommunications and Electronics Association

United States

Information Technology Association of America ([ITAA](#))

Uruguay

Uruguayan Chamber of Information Technology ([CUTI](#))

Venezuela

Venezuelan Chamber of IT Companies ([CAVEDATOS](#))

Vietnam

Vietnam Software Association ([VINASA](#))

West Bank & Gaza

Palestinian Information Technology Association ([PITA](#))

Zimbabwe

Computer Suppliers' Association of Zimbabwe ([COMSA](#))