



# 2012 Canadian Internet Forum

October 2012

# 2012 Canadian Internet Forum



## Background

- CIF process began in 2009.
- National dialogue with Canadians on Internet-related issues that are important to them.
- Bottom-up, grass roots process.
- Multi-stakeholder.
- Third CIF began in November 2011.

## Methodology

**Phase 1:** National survey (Aug. and Sept. 2011).

**Phase 2:** Online consultation: [cif.cira.ca](http://cif.cira.ca)

(Nov. 10, 2011 to Feb.12, 2012).

**Phase 3:** National meeting (open to the public, webcast) in Ottawa (Feb. 27, 2012).

**Phase 4:** White paper written from findings. Presentation of white paper at international Internet governance Forum.

## Survey overview

- National random telephone survey of 1,210 Canadians.
- Conducted from Aug. 29 to Sept. 1, 2011.
- Four open-ended questions:
  1. What do you think is the main challenge, in general, to the success of the Internet in Canada today?
  2. What do you think is the main opportunity, in general, for the success of the Internet in Canada today?
  3. In your day-to-day use of the Internet, what do you believe is your greatest personal obstacle?
  4. What personal benefit do you believe the Internet offers you in your day-to-day use of it?
- Margin of error for a survey of 1,210 Canadians is  $\pm 2.8$  percentage points, 19 times out of 20.

## Survey findings

- 1. Security and safety on the Internet:** including topics such as stability and security of the Internet, viruses, spam, and cyber-crime.
- 2. Access and cost:** including topics such as accessibility, high speeds and reliable connections, and Canada's technical infrastructure.
- 3. Digital literacy:** including topics such as privacy, parental controls, educating people on how to use the Internet, lack of digital literacy, and language barriers.
- 4. Policy and governance:** including topics such as regulating content, general regulation of the Internet and net neutrality.

## Survey findings continued

5. **Education/digital literacy:** including topics such as privacy, education, and research.
6. **Digital economy:** including topics such as business and marketing opportunities, jobs, and online banking.
7. **Communications:** including topics such as improved communications, access to information and knowledge, global connections, and social media and networking.
8. **Technology and regulation:** including topics such as regulatory/privacy/security issues and wireless technology/progress.

## Online discussion forum



The screenshot shows the website for the Canadian Internet Forum Online, operated by the Canadian Internet Registration Authority (CIRA). The page features a header with the CIRA logo and the text "Canadians Connected". Below the header is a banner image of two people talking, with the text "CANADIAN INTERNET FORUM ONLINE". A navigation menu includes "Home", "Topics", "Agenda", and "Events". A search bar is located on the right side. The main content area is titled "Have your say about the Internet in Canada" and includes a paragraph about the forum's purpose, a list of questions for participants, and instructions on how to participate. A sidebar on the right contains a "How to participate" section with four numbered steps: 1. Create an account, 2. Look through the list, 3. Up-vote or down-vote, and 4. Leave a comment. Below the sidebar is a social media sharing section with "Like", "Tweet" (38), and "Share" buttons. At the bottom, there is a "CIRA News" section with a "CIRANEWS" header and a list of news items, including "CIRANEWS That's it for the Cdn. Internet Forum online discussion." and "CIRANEWS Iran cuts off Internet access".

CANADIAN INTERNET REGISTRATION AUTHORITY

 | Canadians Connected

**CANADIAN INTERNET FORUM**  
ONLINE

Home Topics Agenda Events

Login Create An Account Français

**Have your say about the Internet in Canada**

We're asking Canadians to share their thoughts on the development, deployment and governance of the Internet in Canada.

The *Canadian Internet Forum – Online* (CIF) is the place for Canadians to share their thoughts on the development, deployment and governance of the Internet in Canada.

**Should I participate? Ask yourself these questions**

- What opportunities does the Internet present for Canada?
- What are the challenges facing the Internet in Canada?
- As a Canadian, what does the Internet offer me?
- What are the obstacles you face when trying to take advantage of these opportunities?

If these issues matter to you, we want to hear from you. If you have other issues related to Internet policy and governance in Canada, this is the place to share them.

Each year, we host an in-person Canadian Internet Forum conference for thinkers and policy makers. In 2012, we are going to bring the ideas from this online forum to the Canadian Internet Forum. We will compile a report and share it with all conference delegates.

**How do I get started?**

To get started, [click here to view the discussion topics](#). To join the conversation, you can [create an account by clicking here](#).

Need help in getting started? Contact the Canadian Internet Forum at [mark.buell@cira.ca](mailto:mark.buell@cira.ca).

The *CIF-Online* is operated by Canadian Internet Registration Authority (CIRA). CIRA manages Canada's .CA domain name registry, develops and implements policies that support Canada's Internet community, and represents the .CA registry internationally the Canadian Internet.

Search

**How to participate**

1. **Create an account.** You can still read through the topics without one, but you'll need to have one if you want to participate in the conversation.
2. Look through the list, find a topic that you are interested in hearing more about and click the title to learn more.
3. **Up-vote** the topic if you like it, **down-vote** if you do not.
4. **Leave a comment** on the topic or reply to someone else's comment.

Like Tweet (38) Share

**CIRA News**  
**CIRANEWS**

CIRANEWS That's it for the Cdn. Internet Forum online discussion. For the results, attend the CIF event on Feb. 27! Register: [ow.ly/92e1V](http://ow.ly/92e1V)  
2 hours ago · reply · retweet · favorite

CIRANEWS Iran cuts off Internet access [ow.ly/92egi](http://ow.ly/92egi)



## High-level topics identified for discussion forum:

1. Digital literacy.
2. Internet policy and research.
3. The Internet as a right.
4. Canadian sovereignty online.
5. Access, speed and cost.
6. Copyright.
7. Security.
8. Internet as an economic driver.



## Digital Literacy

- Access is only a start to building a digital nation.
- Challenge is getting people to use the Internet effectively and efficiently.
- Digital literacy is critical.
- We need to come up with a common definition for digital literacy.
  - Digital literacy includes media literacy.
  - Technical skills are required (how to update software, install anti-virus).
- Lifelong learning: Teach safe Internet practices in schools, seminars for older people.

## Internet Policy and Research

- A central authority to register complaints, report malicious activity.
- Research into community-based service needs.
- ISP as content provider, big 'telco' monopoly results in costly and poor service.
  - Results in fewer data centres, less investment in infrastructure.
- The less regulation the better, keep the Internet free and accessible.
- Canada needs to prepare for the continued functioning of the Internet in the event of a total breakdown of Internet availability.
- How can we find and recognize programmers, because training has not necessarily been through university/college.

## Is the Internet a human right?

Those who agreed:

- It is required for life now.
- People have the right to communicate, and the Internet is becoming necessary to communicate.
- The ability to communicate is linked to improved living conditions.

Those who did not agree:

- Would be a bureaucratic nightmare.
- It is a tool, a technology, an enabler. A means to an end.
- It would diminish the value of universal human rights. We should focus on improving living standards.
- The technology will soon be obsolete.

## Access, speed and cost

- The more Canadians with access, the more successful Canada will be as a whole.
- There is an urban/rural digital access divide; economy suffers because of it.
- Mobile could be the answer, but mobile in Canada is expensive.
- Latency is an issue. Speed is incredibly important.

## Internet as an economic driver for Canada

- Allows any small business go international from any region in Canada.
- Internet enables innovation.
- The Internet's role in entertainment presents many opportunities.

## Canadian sovereignty online

- Domain seizures are threat to digital sovereignty.
- Suggestion made that CIRA, CRTC, federal government to ensure that Canadians retain the right of digital self-determination.
- Develop technical solutions to ensure domain seizures do not happen.
- Suggestion made that CIRA invest in raising awareness about the threats facing Internet and the domain name system (DNS).



## Copyright

- Copyright legislation has the potential to censor the Internet.
- New model needed: how do we compensate artists?

## Security

- Online threats do not seem concrete enough to the average user.
- We need to teach common sense and not fear about online safety.
- Internet crime needs to be stopped. Canada should take a leadership role in this.
- Security and privacy are the keys to trust online.

“The Internet has become the driver for a new knowledge based economy, and has really radically altered the ways in which we communicate with each other.”

Byron Holland, President and CEO, CIRA



## National Event

- Held in Ottawa, Feb. 29, 2012.
- 400+ attendees on-line and in-person.
- Panel discussions, keynote.
- Presentation of findings for discussion.

## What did we learn?

- First, that we need to do a better job communicating these issues.
- There is an engaged and informed group of Canadians with an interest in Internet governance.
- Security, innovation, digital literacy, the free and open Internet, access are the top-of-mind topics.
- The key to moving forward is education, information.
- Inter-related nature of the topics.