

Civil society role play group report

1) Infrastructure development

- Cooperation by government and private sector
- Private sector development alone can result in suboptimal investment particularly in rural areas
- Government projects alone will likely be misallocated with too few resources devoted to mobile and last mile
- Local communities should be empowered to ensure the last mile is served, with civil society oversight

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2) Content

- Development of content in local languages for government sites and encouraged for other sites
- Digital literacy for last mile users such as farmers through call centres such as “audio notice board”
- Mobile money also important
- Censorship is not the answer to ensuring socially productive use of Internet due to risk of misuse

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3) Awareness

- Policy makers have a poor understanding of Internet technology and policy issues
- Outreach, education and future leadership programs are important to raise awareness of officials
- Civil society also needs to be more deeply involved

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3) Zero rating

- Users generally accept “free” content with open arms
- However this can skew their preferences and harvest their information
- A case-by-case approach could allow local language and informational content to be zero rated while disallowing commercial content