"Outstanding lecturers and the way the course is being held is very great, “students” participate in discussions/and the variety of topics discussed”.

“A great class; Mark was amazing and Emily too.... The teachers made a good work, concluding this class was very useful for me!”.

“Overall very satisfied with the coverage/topics. It has provided me with a ‘structure’ to internet governance & policy, especially how the ‘bits & pieces’ all fit together. This has given me a wider appreciation of the issues and will provide me with the required inputs to recommend strategies”.

Comments from previous delegates to the Internet Governance class
about TRMC

The Telecommunications Regulatory Master Classes provide a comprehensive understanding of key issues in the world of communications. Delegates benefit from InterConnect Communications’ work with regulatory bodies worldwide, as well as from the insight of the experienced course presenters. The courses are delivered in a modern, comfortable environment, thus creating an atmosphere conducive to concentrated professional development.

Master Class in Internet Governance and Policy

As policymakers, regulators, private sector and civil society grapple with the question ‘who should run the Internet’, Internet governance is headline news globally. Yet few organisations that depend on the Internet truly understand what Internet governance means, or how to shape it.

The Master Class in Internet Governance and Policy is a highly interactive course which equips delegates with the historical, technical, legal and geographic underpinnings of the Internet, its key international policy issues and venues, and the most up to date information needed to be an effective advocate for their strategic interests.

The course also includes an interactive exercise.

On completing the course delegates will understand:

- Landscape and History of the Internet
- The Internet and the Impact of Politics
- Understanding the Multi-Stakeholder Model
- Technology, Standards and their Impact on the Internet
- The Internet and Economic Development – Cui Bono?
- The Internet: Geography and Geopolitics
- Legal and Territorial Issues on the Internet
- Globalisation and Internationalisation
- Net Neutrality
- Privacy and Security on the Internet
- Summary - Three Key Issues

who should attend?

With the liberalisation of regulatory regimes around the world, the Master Classes are of particular interest to a range of professionals working within communications companies or regulatory bodies:

- Professionals at ministries, national regulatory authorities, network operators and service providers.
- Academics, journalists and others with an interest in the Internet's legal background, political impact and effect on international relations.
- Professionals in the private sector operating in and dependent on the Internet industry
- Private sector and nonprofit professionals involved in Internet-related advocacy.

Delegates at the Master Classes will benefit from the first-hand experience of senior technical, legal and operations executives and no prior knowledge of the subject is required or assumed.

Comments from delegates to InterConnect’s previous Master Classes:

“Overall the course provided a very easy to follow & concise especially on workings of ICANN/IGF vis-à-vis to domain name management and IP addresses allocation”.

“The facilitators were great. They are knowledgeable about their respective subject matter and presented with clarity”

“The course content was excellent, the presenters were excellent, the learning part was excellent”

“Excellent course. Content well thought out – it meets all my expectations and more”

“I enjoyed the training as a whole and took back with me, some valuable learning which I hope to utilize in my professional role. Thank you for arranging & coordinating the entire program very efficiently”

“I really learned a lot, thank you”.

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InterConnect is a leading consulting company that has undertaken engagements across Europe, Africa, the Middle East and Asia. Consequently we have a comprehensive understanding of regulatory developments and market requirements across the globe. Much of our work falls into two main categories: the provision of regulatory and technical assistance to ministries and regulators in defining communications policy and supporting regulatory frameworks; and advising service providers on how best to manage their regulatory obligations within the context of the regulatory regime. Our Internet offering provides analytical and advisory support to a range of organisations grappling with the technological, economic and political implications of Internet technologies and their intersection with policy and governance.

Importantly, we recognise that every case is different and deserves careful review of its own unique set of variables (economic, geographic and social etc.), adapting international best practice to take these factors into account. This approach is valued by clients and, when combined with our consistently high standard of work, has resulted in more and more clients turning to us as their preferred consulting partner. InterConnect’s primary areas of activity are outlined below:

InterConnect provides a matrix of regulatory, commercial and technical services which cover the following areas:

- **Regulation** – regulatory frameworks (including sector policy and legislation), the institutional development of regulatory bodies, authorisation and licensing, retail tariff regulation and universal service policy and strategy.
- **Access & Interconnection** – the drafting and review of regulatory guidelines and Reference Offers for network interconnection and Local Loop Unbundling, and the development of cost models and accounting separation methodologies for the regulation of wholesale tariffs.
- **Numbering** – the creation of National Numbering Plans, the development and implementation of policies to support Number Portability; support in IP naming and addressing.
- **Next Generation Networks** - the development and implementation of effective licensing regimes to address the growth of NGNs, determining interconnection and access rights and responsibilities as they apply to NGNs, assisting NGN operators and users with ensuring regulatory compliance, and advising development agencies and others on the use of NGNs as a tool for economic development.
- **ICT Development** – policies for the use of electronic communications networks as a tool for supporting regional development, designing and supporting the implementation of Open Access Networks, and the development of Universal and Rural Service schemes for boosting teledensity in unserved areas.
- **Spectrum Management** – the development of radio spectrum policy and the implementation of systems to effectively manage and monitor spectrum use.

**Internet Infrastructure and Governance**

InterConnect provides a full-service consulting, advisory and training offering to organisations grappling with the technological, economic and political implications of emerging technologies and their intersection with Internet policy and governance.

- Internet Governance and Policy – including the development of international and regional Internet policies, generic and country code Top Level Domain policy development and advice on the policy implications of pervasive surveillance, and cybersecurity and data protection policy
- Emerging Internet Infrastructure – advice and technical support on internet infrastructure including the Internet of Things, managing IPv6 transition, policy and implementation, DNS and related technologies, and Carrier Grade Network Address Translation (CGN).
- Internationalisation of the Internet – advice and technical support on Internationalised Domain Names (IDNs) and IDN usability and universal acceptance
- Internet Security – including advice and support on DNSSEC, Routing Security and Resource Public Key Infrastructures and emerging technologies for law enforcement and Internet service providers.

**other TRMC courses**

Log on to [www.icc-uk.com](http://www.icc-uk.com) for more information and online booking for the range of TRMC courses.
**Master Class in Internet Governance and Policy**

**DAY 1**

**Session 1 – Landscape and History of the Internet**
This session explains the history, structure and development of the Internet with particular reference to the absence of centralised control, the end-to-end principle and the trusting network model. Topics will include:
- Invention of the Internet; distributed networks and decision-making
- Early cyber-libertarianism; 'information wants to be free'
- Introduction to the 'layer-cake' model of the Internet: hardware, protocols and applications.

**Session 2 – Key Issues, Preparation for “Internet Governance at Home”**
We briefly summarise the key Internet Governance issues and challenges faced around the world, and identify global trends in Internet Governance and Policy. Participants are invited to identify the key challenges their organisation faces and prepare to share experiences identifying and dealing with these issues. Participants have had additional preparation sessions and present back to the class later in the week.

**Session 3 – The Internet and Political Change**
This session outlines how society and politics are being changed by the Internet, and what governments are doing in response. Delegates will learn about:
- How the Internet is changing the relationship between governments and citizens
- Growing awareness and involvement of governments in Internet policymaking and governance, and the impact on other stakeholders
- The Internet as a public good and the role of policy.

**Session 4 – The Internet's Multi-Stakeholder Model**
What is multi-stakeholderism and why has it evolved alongside the Internet? Who are the Internet's stakeholders? What do they want? This session will look at:
- The multi-stakeholder model, how it has evolved from producing technical standards to developing policy and best practice
- The main institutions of the Multi-Stakeholder Model and how they fit together
- Costs and benefits of the multi-stakeholder model
- How 'multi-stakeholder' are the Internet Governance Forum (IGF), International Telecommunication Union (ITU), Internet Corporation for Assigned Names and Numbers (ICANN), World Trade Organisation, OECD, and the recent trade agreement driving Internet policy?
- Case Studies: The Internet Engineering Task Force (IETF), the Internet Corporation for Assigned Names and Numbers (ICANN), the Internet Governance Forum (IGF)

**Session 5 – Internet Governance Processes (2005 – 2015)**
This session covers the key developments in the first decade of formal Internet Governance structures and debates. Starting with the key themes and issues identified at the World Summit on the Information Society (WSIS) in 2005, it tracks how these issues have evolved and which fora have been the key battlegrounds.
We will also look at how the strategic interests and positioning of key countries has driven participation in and the development of Internet governance institutions since 2005.
- Key players: US, Russia, China, EU, Brazil

**DAY 2**

**Session 1 – Technology, Standards and their Impact on the Internet**
Understanding the essentials of the Internet's technology is critical to the ability to shape its policy and governance. This non-technical session explains key topics including:
- The layer-cake model of the Internet; infrastructure, standards and protocols, applications
- The principles underlying Internet technical standards: how engineers apply the 'end-to-end' principle, interoperability, and trusted networking to work
- The domain name and numbering systems
- How technical standards affect security, privacy and control of content.

**Session 2 – The Internet's Geography and Geopolitics**
Examining the interaction of national politics, resources and geopolitics, this session shows the wildly differing conceptions of what the Internet means to the US, Europe, China, Russia, India, Kenya, Egypt and Brazil, and what that means for Internet Governance:
- Analysis of key strategic drivers and Internet issues in US, China, Russia, India and Brazil
- How Internet Governance fits into broader global debates on security, development and trade
- Data flows versus data sovereignty
- The implications of the cloud and virtualisation
- Scenarios of Internet Balkanisation

**Session 3 – Private Sector and Internet Governance**
Although it is a profound source of social, political and economic change, the Internet is largely driven by and through the private sector. What are the respective roles of public and private sector, and what competing objectives do they have?
In this session we will examine evolving business models and how they affect and influence Internet policies and the capacities of states. Participants will learn about:
- Digital intermediaries – Chokepoints and implementers – the role of private sector intermediaries such as internet service providers and search engines in influencing choices and implementing government policies.
- Shifting business models and interests – big data, consumer trust and choice
- Who owns data? Data protection, ownership, flows and third parties
- Algorithms and the cloud – the ‘black box’ of data processing and algorithmic decision-making, and how it shapes social, economic and political life
- Case Study: The Right to Be Forgotten – a global search engine’s business processes versus the European Court of Justice

**Session 4 – The Internet and Economic Development: Cui Bono?**
Cui bono / who benefits? The Internet has developed unevenly, benefitting some countries more than others. US dominance of the Internet has had a profound effect on how the Internet has developed globally and is perceived.
This session equips participants to make judgements about the multi-faceted and sometimes contradictory effects of the Internet on overall economic development:
- Economic development and technology adoption, from ‘winner takes all’ to the ‘long tail’ model
- The history of uneven Internet development around the world, and what it means for Internet Governance
- Productivity, employment and how the Internet economy contributes to GDP
- What works and what doesn’t? Different national approaches to driving Internet access
- The next ten years: will the Internet drive growth and employment or will it drive inequality, destroying traditional and, increasingly, middle class jobs? What are the options for policy-makers?

**DAY 3**

**Session 1 – Globalisation and Internationalisation**
For its first decades, Internet development, content and use were dominated by those in developed economies and the English language. This session shows how that has changed, covering:
- Emergence of new Internet giants in China and beyond
- Local content and languages of emerging users
- Internationalisation of the Internet: protocols, software and applications

**Session 2 – The Internet of Things**
This session gets behind the hype to clearly explain what the Internet of Things really is, and to identify the key policy, governance and inter-operability issues it creates alongside opportunities for innovation. Participants will come away understanding:
- Sensor networks, Machine to Machine (M2M), consumer technologies – how they all fit together in the IoT
- Key privacy/security issues and related policy issues
- Proprietary platforms, open standards and innovation

**DAY 4**

**Session 1 – The Mobile Internet and Connecting the Next Billion**
Increasingly, mobile devices are how we connect to and experience the Internet and how the next billion users are expected to come online. This session will build on previous sessions to identify the key opportunities and challenges of mobile over the next five years. Participants will learn:
- How the mobile sector uses standards to drive global uptake
- How equipment manufacturers, service providers, content and app developers, users and even regulators are thinking creatively to drive up the use and value of mobile connectivity

**Session 2 – Cyber Security and Pervasive Monitoring on the Internet**
Cyber security and the changing role and capabilities of the state may be the single most significant issue in Internet Governance. The 2013 Snowden revelations of pervasive Internet monitoring damaged the key ingredient in a distributed network: trust.
To better understand the current direction of the Internet Governance debate, delegates will learn about key issues and capabilities, oversight regimes and the consequences for state and non-state actors:
- Pervasive monitoring, human rights and oversight regimes
- Technical capabilities and privatisation of law enforcement: filtering, blocking, deep packet inspection
- Technical capabilities and privatisation of law enforcement: filtering, blocking, deep packet inspection

**DAY 5**

**Session 1 – Law and Jurisdiction: Territorial Issues on the Internet**
Laws are bound by borders; the Internet is not. This session explores how thinking on jurisdiction has evolved and why John Perry Barlow was wrong when he declared the Independence of Cyberspace in 1995. Topics will include:
- Key moments in extra-territoriality and national sovereignty, e.g. the Yahoo case
- Three ways national laws have evolved in response to the Internet; adaptation, Internet-specific laws and the emergence of private legal instruments as quasi-legislation, e.g. the adoption by country code Top Level Domains of ICANN’s Uniform Domain Name Dispute Resolution Policy
- International efforts to coordinate and define legal principles, e.g. the OECD Information Security Guidelines
- Future challenges: data protection and privacy in different jurisdictions

**Session 2 - Net Neutrality and Zero-Rating – Who wins? Who loses?**
Network neutrality is the idea that companies and regulators should treat all Internet traffic the same, regardless of its source. However, some access or transit providers want to provide premium service for certain kinds of content. At the same time, global organisations like Facebook and Wikipedia are making national deals to make access to their content free. In this session delegates will learn about:
- Impact of net neutrality on consumers, businesses and market competitiveness and on content providers, business and technology innovators
- Public policy implications, and when government intervention can be indicated or useful
- Zero-rated content, also called ‘sponsored data’ – when Facebook comes free but consumers pay for everything else
- The benefits and risks of initiatives like Google balloons
- Case study: The conflict between Facebook and India
Bath is a compact and attractive city, well-known for the springs to which it owes its origins and also for its magnificent Georgian housing and public buildings that were designed in the late 1700s.

Bath’s imposing 15th century Abbey rises above picturesque shopping streets that wind around it. Nearby are the Roman baths dating from the first two centuries AD, when the spot flourished as what was then known as ‘Aquae Sulis’. Having been restored by the Victorians, these are the only hot springs in Britain and are very well preserved. There have also been several finds of fine Roman antiquities in this area, many of which are on display in the hi-tech museum attached to the baths.

Bath became a fashionable meeting place in the 18th century and the stunning sweeps of the Royal Crescent and the Circus were built as imposing and sophisticated accommodation. Subsequently the Pump Room was built in 1795 to take advantage of the demand for the spa water and remains open for modern visitors who wish to sample the water or take tea in its splendid surroundings. There are many other buildings of similar interest in the city, making it a worthwhile place to explore on foot.

As well as being a World Heritage City, Bath has all the modern facilities expected of a world-class conference venue. There are many international and specialist shops to cater for every need, exquisite dining opportunities, pubs and clubs of all descriptions and a thriving arts scene. There are also museums dedicated to Jane Austen, industrial heritage, costume, photography and postage - not many people know that the first posting using a penny black stamp was from Bath in 1840.

Delegates at the Master Class will have the opportunity to explore Bath for themselves in the evenings and on the afternoon of Day 3 when they can participate in one of the many walking tours of the city.

This Master Class will be held at Bailbrook House Hotel in Bath, a country house hotel located just a few minutes from the centre of historic Bath. Bailbrook House is one of the only Grade II listed hotels in Bath, set within 20 acres of private grounds with commanding views towards central Bath and the adjoining countryside. The course will take place in the Hotel’s purpose built business centre which has the latest in audio-visual facilities.

**Will you need additional accommodation?**
The fee for the Master Class includes 4 nights accommodation from the Sunday night to Wednesday night inclusive.

For any accommodation beyond this that you may require, please ring Theresa French for details on +44 1291 638434.
the presenters

InterConnect has a very experienced team of consultants from a range of backgrounds who bring a varied set of skills and expertise to our projects and Master Classes. They have worked together over a number of InterConnect’s engagements including work for ICANN on the 2012 new gTLD programme to provide three of the independent evaluation panels associated with the rollout of new gTLDs in the root zone of the Internet’s public DNS. In 2013, they then undertook a study on the effectiveness of ICANN’s Generic Names Supporting Organization (GNSO) Policy Development Process. The team has also provided three separate technologly studies to the UK regulator Ofcom on CGN Technologies, IPv4 to IPv6 Transition and DNSSEC Deployments.

Mark McFadden is a Principal Consultant with InterConnect and was previously the Senior Resource Manager for Addressing and Naming at the Internet Assigned Numbers Authority (IANA). Prior to working for IANA, Mark was the Senior Strategist for IP Addressing and Naming at BT. With more than 20 years of operational and policy experience with IP addressing he has extensive experience in large-scale internetworking. Mark is an active contributor to work in the Internet Engineering Task Force (IETF) and ICANN, and he is involved in the development of global internet addressing standards and policies, including participating in IETF working groups on standards for IPv6 transition technologies. He is also a regular contributor to the work of the Regional Internet Registries, including serving as the Chair of the Address Supporting Organisation.

Maria Farrell is a Senior Consultant on Internet Infrastructure and Governance for InterConnect Communications. Previously she was deputy head of corporate affairs and policy officer at ICANN, and has held positions as a telecoms and internet policy expert at the International Chamber of Commerce, the UK’s Confederation of British Industry and The Law Society of England and Wales. Maria also led communications and an advisory project on electronic waste at infoDev, the World Bank/IFC program for technology and innovation for development. Maria has fifteen years of experience as an expert and advocate on policy issues relating to privacy, telecoms policy, cyber-security, Internet naming and addressing and internet governance. She has worked in various national and international fora in Ireland, UK, France, Belgium and the US. Maria is a council-member of ICANN’s Generic Names Supporting Organisation where she represents European civil society stakeholders in the global generic name-space.

Emily Taylor has worked in the field of Internet Governance for 15 years and is the author of a number renowned publications commissioned by the biggest names in the domain name industry including ICANN, Verisign, EURid, the UK regulator Ofcom and UNESCO. She is a sought-after public speaker, and has moderated main sessions at the Stockholm Internet Forum, EuroDIG, Internetdagarna and the Internet Governance Forum. She has delivered Post-Graduate courses at the College of Europe and The Pisa University of S. Anna, and is on the LexisPSL IP & IT Consulting Editorial Board. Emily is currently a member of the Global Commission on Internet Governance Research Advisory Network and a Former Chair of the ICANN WHOIS Review Team and member of the UN Internet Governance Forum Multistakeholder Advisory Group.

Stacie Walsh is a Consultant on Internet Infrastructure and Governance for InterConnect Communications. She specialises Internet policy and regulation. Prior to joining InterConnect, Stacie was Project Assistant at Global Partners Digital where she managed and provided key support to a number of international Internet governance projects. In 2015, she completed a Master’s in Media and Communication Governance from the London School of Economics (LSE) where she specialised in cybersecurity and data protection. Stacie was selected as an ICANN54 NextGen participant in November 2015. Currently, she is a member of ICANN’s Registration Directory Service Policy Development Process Working Group. Stacie has a MSc in Media and Communication Governance (Distinction) from the London School of Economics (LSE) and a B.A. in Communication from the University of California, San Diego (Magna Cum Laude). Over the course of her studies at the LSE she was an intern for the Media Policy Project. She also holds a professional French language proficiency certificate (DELF B2, 2014).
Please complete the form below as fully as possible.

**Company Details:**

- **Company**
- **Address**
- **Postcode**
- **Country**
- **Tel**
- **Fax**

**Please register these delegates for the following Master Class:**

**Internet Governance 26 - 30 September 2016**

**Delegates:**

- **Title (Dr/Mr/Mrs etc.)**
- **First Name**
- **Last / Family Name**
- **Job Position**
- **Department**
- **Tel**
- **Email**
- **Title (Dr/Mr/Mrs etc.)**
- **First Name**
- **Last / Family Name**
- **Job Position**
- **Department**
- **Tel**
- **Email**

**Course Fees and Payment**

Fees for the Master Classes are £3200 per delegate, excluding VAT. Please select one payment method from the options below. Payment should be in Pounds Sterling.

- [ ] Cheque: made payable to InterConnect Communications Ltd.
- [ ] Bank transfer:
  

- [ ] Credit card payment:
  
  We accept card payment by Visa and Mastercard.

  Customers wishing to pay by credit card should contact us directly with card details after registration has been confirmed and invoice issued. To process your order, we will require the following information:
  
  - Name of Cardholder (as it appears on the card)
  - Cardholder Address (as it appears on your card bill) and email address
  - Card Number, Start Date and Expiry Date
  - Card Security Code (this is the last three digits before or after your card number either on the signature strip or on the front of the card).

  Once you have received your confirmation and invoice, please contact Theresa French on +44 1291 638434 to facilitate payment.

**Authorising signature**

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**Terms and Conditions**

**Course Fees:** Fees for the Master Classes are £3200, excluding VAT. VAT will be charged where applicable at the standard UK rate. All fees include 5 nights accommodation at the course venue, breakfast, lunch, refreshments and course documentation. The course fee also includes the provision for a light evening meal at the hotel.

All course fees must be paid by the due date stated on the invoice. All bookings are provisional and will only be confirmed once payment has been received. InterConnect Communications (InterConnect) reserves the right to reallocate places if full payment has not been received. Delegates are responsible for the payment of additional accommodation and all other expenses incurred within the hotel. These costs should be settled by the delegate directly with the hotel.

**Discounts:** Discounts will be offered for three or more places reserved in a single booking irrespective of course attended. A single invoice will be raised and payment must be made by the date indicated on the invoice. Payment will not be accepted in stages related to individual course dates.

**Cancellations:** Cancellations received in writing up to 14 days before the start of the Master Class will be refunded in full less an administrative charge of 10% (+ VAT where relevant). We are unable to refund cancellations received 14 days or fewer prior to the start of a Master Class. However, in such cases and at InterConnect’s discretion, a place may be offered at a later Master Class. Delegate substitutions may be made at any time, though confirmation of any changes must be received by email, fax or post prior to the start of a course.

**Non-attendance:** In the event of non-attendance, full course fees will remain payable and no refunds will be made.

**Changes to Programme or Venue:** InterConnect reserves the right to make changes to or cancel its published course due in part or in full to unforeseen circumstances or insufficient numbers. InterConnect will make all reasonable efforts to notify delegates of any necessary changes in good time and if necessary to reschedule or to relocate the Master Class. Delegates will be entitled to a refund of the course fee if the course is cancelled or is changed to a date or location which is not acceptable to the delegate. InterConnect will have no liability to delegates for damages of any nature arising from the cancellation of a course or from a change in its date, its location or its speakers.

**Data Protection:** The personal information provided by you or your organisation as part of your attendance will be held on a database and used to facilitate your attendance at the course. This information may subsequently be used by InterConnect to advise you, or others suggested by you, of relevant courses or services provided by the company. Please be assured that InterConnect does not share any such information with external companies.

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**Master Class in Internet Governance and Policy**

**26 - 30 September 2016**

**Please post or fax your completed form to:**

Theresa French, InterConnect Communications Ltd.
Merlin House, Station Road, Chepstow, NP16 5SB, United Kingdom
Fax: +44 (0)1291 638401

For more information and advice, please contact Theresa French
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Email: trmc@icc-uk.com