Conclusions and recommendations of the III Guatemala Internet Governance Forum

The III Internet Governance Forum of Guatemala was held on November 5, 2019, at the headquarters of the Technical Institute for Training and Productivity, INTECAP; in Guatemala City, the capital of the country. We registered 357 people, that is the number of people that attended our event, who actively participated and expressed their opinion in the various forums that took place. Below are the general conclusions and recommendations gathered after each of the forums.

General Conclusions:
• The lack of a legal framework in the country was evidenced in Internet-related issues for the protection of Guatemalan users of all ages;
• The lack of a functioning Legal Framework does not offer protection to Internet users, especially children, and teenagers.
• The participation of all sectors in the Forum allowed a greater scope, diversity of opinions and approaches in all subjects. As well as allowed to know better the situation of each one of the subjects discussed during the event.

General recommendations:
• To continue developing and disseminating the topic of Internet Governance throughout the country.
• Use the tool of the electronic forums to continue publicizing the topics of greatest interest to Internet users in the country, to raise awareness of the importance that should be given to each of them.
• Emphasize the aspects of personal security that should prevail in any interaction on the network; especially for the safety of childhood and teenagers.

Recommendations for each of the forums:

    I.   Forum on Network Neutrality:
        Freedom of expression:
In Guatemala, if there is Freedom of Digital Expression, the Internet Service in Guatemala has not been blocked or censored, like in other countries.

        Network Neutrality:
The concept developed by Tim Wu was read to the audience, the participants agreed. The participants raised many questions, which were answered by the person in charge of the Forum and the guest speakers.

Conclusions:
• The issue of net neutrality is not widely known to Internet users in Guatemala.
• The neutrality of the Network is favorable to operators of the Internet service of small and medium-size, as traffic is treated equally by all ISPs, and the principles of Net neutrality are maintained.
• Despite threats by members of the Electoral Court during the last General Election, the neutrality of the network remained.
• The neutrality of the Network has been a key factor for its global development.

Recommendations:•

The Network Neutrality principles that govern the neutrality of the Network, should be widely taught, to create consciousness on the public. They should protest and help maintain them the way they are, and defend them if necessary.
• Continue to protect the principle of equal treatment in traffic, prices, and contents.

II.   MANRS Forum:
Mutually agreed on norms for Internet routing, is a proposal promoted by the Internet Society worldwide to have good practices of secure network routing among those who provide commercial, educational, and institutions that provide the Internet Service.

Conclusions:
• MANRS is a free access organization without charge.
• Anyone who wants to provide their customers with an Internet Service following a standard, can join.
• It has monitoring tools that allow the ISP to analyze their service at the local level and act if there is a technical contingent.
• A community to support worldwide.
• With four concrete actions aimed at network operators, it can also be implemented by any entity that operates the Internet
Recommendations:
• MANRS is a security effort for routing and the Internet reaches more people with confidence in the tragic data security.
National Infrastructure Forum
Conclusions:
• To prioritize the use of the Internet through Fiber Optic which is the media that provides greater effectiveness and speed
• Lora technology bridges the digital divide through message transmission without Internet use
• The challenges and gaps of 5G compared to 4G, as far as latency seeks to transfer data to 1 thousand seconds, with a speed of 10 GB and a target of one million connections per square meter at the mobility of 500 kilometers per hour, less than a high-speed train, more like the speed of an airplane.
Recommendations:
• Explore the possibility of using Lora technology for communities that do not have access to the Internet
• Promote a legal framework for the development of these networks in communities that do not yet have access to an Internet service.

III.   Public Policies:
The regulation must be based on the functionality desired by users. There is a disruptive dynamic competence, support new technologies.

Conclusions:
• It is necessary that public policies be dynamic and consistent to face the always changing evolution of digital markets.
• We do not have regulations for retail and wholesale users that must include a public policy aimed at the digital economy.
• The connectivity of the Guatemalan population is very low, which puts us in a low position compared to other Latin American countries.

Recommendations:
• Radio frequencies that promote their efficient use of the Internet must be regulated.
• The realization of comprehensive public policies that include the issues of the digital environment should be promoted.

Digital Gap
Communication and information technologies reducing the digital divide from the perspective of education.
Conclusions
• Technological progress has contributed to the reduction of the digital breach. Despite the advance, the interpersonal relationships have been affected by the user's lack of education.
• There is not enough digital content in indigenous languages
• There is not enough support to create learning communities focused on learning by doing.

Recommendations:
• It is necessary to promote the production of digital content in indigenous languages.
Reduction of the digital divide:
Support the formation of values that integrate families
• Provide more support for learning educational communities.

Cybersecurity Forum:
Like last year, this was the forum with more participants and speakers.

CONCLUSIONS:
Prevention of Violence:
• Internet is not bad, it is a valuable tool to investigate, raised critically, analytically.
• Need to foster awareness about published content.
• Teachers must have active listening to guide students and parents.
• Teachers must continue their studies in cybersecurity to know the language of the students.
• Promote the culture of denunciation on the users.

Cybersecurity:
Investigating cyber crimes and prosecuting their perpetrators is difficult for all institutions involved in it. The complexity of the issue and the constant technical development sustained and increasingly extensive training of all interested authorities remains a crucial aspect to achieve this goal.

• Computer crimes have a special nature, which requires special procedures and investigative techniques, due to their particular characteristics, not found in common criminals and their means of committing such crimes.
• To eliminate safe shelters and improve international cooperation, attention should be paid to fill the gaps in current legislation and promote cohesion, coherence, and compatibility of laws.
• Compliance with the law, however, is only part of the solution. We also need to ensure that individuals and companies understand the risks and have the right knowledge and tools to minimize their exposure to cybercrime. This is particularly important for individuals who often lack technical knowledge and fail to fully understand the problems related to online business, Internet banking and social networks.
• The Budapest Convention arises from the worldwide need to regulate and penalize the illegal activities carried out by certain individuals to the detriment of people Abroad. This arises in the

European Union, but is applicable throughout the world. The purpose of this is to standardize the crimes and establish them in a common way for all the signatory States in the agreement. The main idea of the Convention is the cooperation between all its States, where it requests that they are committed at all times to respond to the information and evidence needs of some other State that requires them.

Recommendations:

- The State of Guatemala should recognize Computer Criminal Law as a new branch of modern law, therefore, it is recommended that the State of Guatemala proceed to include a wider regulation of computer crimes; in order to recognize in Guatemala the existence of a new crime.
- The State of Guatemala, before the existence of computer crimes, proceed through its institutions responsible for criminal policy, implement personnel trained in computer science in order to investigate and also have an exact knowledge in the investigation in the different techniques and maneuvers that are used in computer crimes.
- At this time, Guatemala's Legal Code does not criminalize computer crimes against privacy, it is recommended that these criminal actions be regulated in order to grant all Guatemalans "Legal certainty", also to provide legal mechanisms to the jurisdictional bodies, in order to judge these illegal actions and also avoid painful situations in the absence of regulation of these crimes when a specific case is presented.
- The Legislative Power, based on the powers conferred by the Law in article 171, subsection "a" of the Political Constitution of the Republic of Guatemala, shall proceed to incorporate computer crimes against privacy in Criminal Code Decree no. 17-73 of the Congress of the Republic of Guatemala, also establishing an exact criminal rate and a fair sanction to the author of this crime.
- The State complies with the provisions of the Political Constitution of the Republic of Guatemala, in terms of providing legal certainty to Guatemalans regarding computer crimes.
  It is essential that, in the Criminal Code, Decree No. 17-73 of the Congress of the Republic of Guatemala, computer crimes against the privacy of persons with the desire for protection of the legal right to protect life are regulated deprived of people
- As citizens of Guatemala, we must be involved in the protection of threats from cyberspace.
- To create in the Public Ministry, an Office of Investigation of Computer Crimes, where there is technical competence in the acquisition, management, analysis and storage of digital evidence. Which will be staffed with qualified personnel for these objectives.
- Establish a roadmap with immediate approval of the initiative.

Link to the pictures of the activity to promote the IGF:
https://drive.google.com/drive/folders/1V3wSzIXwS5FuRExbyKMa78e0ZUWKmQMU

Link to the pictures of the fund raising activity:
https://drive.google.com/drive/folders/1avRAs2rK35X5n-sVC9qPndlB9GNAUX9-

Link to the pictures of the activity to promote the IGF in Quetzaltenango, in August:
https://drive.google.com/drive/folders/1-mUOCHYnB66YEjlYeinFocONtFraniD2

Link to the pictures of the Guatemala Internet Governance Forum:
https://drive.google.com/drive/folders/1-mUOCHYnB66YEjlYeinFocONtFraniD2