- *Universal access will not just happen – it didn't in Canada – it needs to be a policy objective nationally and globally.*
- *Culture: Universal access can only be truly universal if there is information and communication that is useful to users/communities. This means, in their language and with some relation to their reality, their interests, etc.*

RECOMMANDATIONS

I- INFRASTRUCTURE – DEFINING UNIVERSAL ACCESS

- *That the Canadian government reiterate its support for the principal of equitable and universal access to new information and communication technologies (ICT) for individuals, communities and countries through the active promoting of alternative models such as community telecentres and the use of ICTs by independent and community media.*
- *That the Canadian government take the initiative by promoting and implementing similar alternative models within its own borders with a view to ensuring that this universal access includes remote communities and marginalised populations. Canada should promote the exchange of experiences between its Community Access Connecting Canada's Communities to the Information Highway and similar initiatives in other countries in order to contribute to the evaluation and improvement of these models.*
- *Canada has expertise in the development of policies for universal access. It should make this expertise available to developing countries, both to civil society and to government, to assist in the development of national policies and regulations designed to make universal access a reality.*
- *That the Canadian government recognize the importance of ensuring progress with respect to the implementation of policies designed to assure universal access to ICTs, by supporting programs facilitating the monitoring of this implementation by civil society actors, with a special emphasis on individuals and the not for profit sector.*