

# TABLE OF CONTENTS

<b>FOREWORD.....</b>	<b>III</b>
<b>GLOSSARY .....</b>	<b>IX</b>
<b>DATA NOTES.....</b>	<b>XV</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>CHAPTER ONE: WHAT IS SO SPECIAL ABOUT THE INTERNET?.....</b>	<b>11</b>
1.1 THE INTERNET: THE FLOWERING OF THE DIGITAL AGE.....	11
1.2 WHAT MAKES THE INTERNET DIFFERENT?.....	11
1.3 COMING SOON TO A MONITOR NEAR YOU?.....	19
<b>CHAPTER TWO: INTERNET IN DEVELOPING COUNTRIES .....</b>	<b>21</b>
2.1 THE WORLD GETS CONNECTED .....	21
2.2 WHO IS CONNECTED? .....	24
2.3 PROBLEMS CONNECTING .....	28
2.4 THE GEOGRAPHY OF CYBERSPACE.....	37
<b>CHAPTER THREE: INTERNET FOR COMMERCE .....</b>	<b>43</b>
3.1 GLOBAL TRENDS IN ELECTRONIC COMMERCE .....	43
3.2 INTERNET COMMERCE IN DEVELOPING COUNTRIES.....	45
3.3 INTERNET COMMERCE IN SELECTED INDUSTRIES .....	50
3.4 OPPORTUNITIES GENERATED BY INTERNET-BASED ELECTRONIC COMMERCE .....	59
3.5 CHALLENGES TO INTERNET COMMERCE .....	62
3.6 CONCLUSION .....	66
<b>CHAPTER FOUR: INTERNET FOR HEALTH .....</b>	<b>71</b>
4.1 WHEN INFORMATION IS LIFE.....	71
4.2 POOR INFORMATION, POOR HEALTH, POOR DEVELOPMENT.....	72
4.3 HEALTH SERVICES IN CYBERSPACE.....	74
4.4 REGULATING AND FINANCING ONLINE HEALTH SERVICES.....	81
4.5 TELEMEDICINE AND THE ITU .....	82
4.6 CONCLUSION .....	84
<b>CHAPTER FIVE: INTERNET FOR EDUCATION.....</b>	<b>87</b>
5.1 EDUCATION AND DEVELOPMENT .....	87
5.2 THE VIRTUES OF DISTANCE LEARNING.....	88
5.3 NETWORKING EDUCATION.....	88
5.4 THE CONTENT CHALLENGE .....	94
5.5 FINANCING ELECTRONIC EDUCATION .....	95
5.6 TRADITIONAL MEDIA: COMPLEMENTARITY OR SUBSTITUTABILITY?.....	97
5.7 EDUCATION IN THE 21 <sup>ST</sup> CENTURY .....	98
5.8 CONCLUSION .....	99
<b>CHAPTER SIX: INTERNET FOR PUBLIC TELECOMMUNICATION OPERATORS.....</b>	<b>103</b>
6.1 EVERY SILVER CLOUD HAS A GREY LINING? .....	103
6.2 A NEW FORM OF COMPETITION .....	103
6.3 PRICE AND SERVICE TRENDS.....	107
6.4 INTERNET TELEPHONY: A PROMISE OR A THREAT FOR DEVELOPING COUNTRIES? .....	112
6.5 NEW MARKETS, NEW APPLICATIONS.....	115
<b>CHAPTER SEVEN: TO REGULATE OR NOT TO REGULATE?.....</b>	<b>119</b>
7.1 THE DILEMMAS OF INTERNET REGULATION .....	119
7.2 CONTENT.....	119
7.3 INTELLECTUAL PROPERTY / COPYRIGHT .....	121
7.4 DOMAIN NAMES.....	123
7.5 THE WORLD OF PRIVACY .....	125
7.6 FUZZY JURISDICTIONS .....	128
7.7 THE INTERNET AND COMPETITION POLICY.....	129
7.8 NOT SO DIFFERENT AFTER ALL?.....	131
<b>INTERNET AND TELECOMMUNICATION INDICATORS .....</b>	<b>A1</b>
<b>TECHNICAL NOTES.....</b>	<b>A31</b>