



THE LIBERIA INTERNET GOVERNANCE FORUM

Report of the 2nd Liberia Internet Governance Forum held
on 22nd of October 2020 at the University of Liberia.



2020 Liberia Internet Governance Forum

Theme : ' Developing an inclusive and safer internet in Liberia '

DATE : Thursday 22 October 2020 | Venue :University of Liberia | 9 am

PARTNERS



For More information

www.Liberiaigf.org.lr

Email : Liberiaigf@gmail.com | <https://web.facebook.com/LiberiaIGF>

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Acknowledgement

On behalf of the entire Liberia Multistakeholder Group (MAG) and Steering Committee we would like to express my deepest appreciation to all our sponsors and partners. A special gratitude to Ministry of Post and Telecommunications (Minister and Staffs) ,GLOBAL PARTNERS DIGITAL (UK) for the support for the event , University of Liberia, (Dean of Student Affairs and VP IT) , LIBTELCO , LTA , ISOC Chapter Liberia for their kind support of offering free Wi-Fi for streaming of Liberia IGFs to all the participants of 2020 Liberia IGF, Liberia Telecommunication Authority and Ministry of Post and Telecommunications for setting an example as a regulator and technical arm of government participating in internet governance policy discussions, Orange Liberia (Orange Money) for heeding WAICTANet's call to come and provide clarity in fraudulent transaction to enhance service delivery to the online community and supports on various aspects of the company service to the Liberians. Special thanks go to the entire Press Union of Liberia to offer a platform to discuss internet and internet governance matters was timely.

All the partners who played an important role in spurring ideas and support to make 2020 Liberia IGF a success, your input cannot be ignored.

Furthermore, the Organizing/Steering Committee would also like to acknowledge with much appreciation the crucial role of the staff of WAICTANet, ISOC Chapter Liberia through its President Mr. Matthew Roberts supported the 2 events and also Mr. Nolan D. Kaine from the Ministry of Post and Telecommunication who worked tirelessly to coordinate all the activities of the day and the necessary materials to make the celebrations of the day joyous.

Special thanks go to the team that documented the events of the day. Last but not least, many thanks go to the national convener of the association, Peterking Quaye, who invested her full effort in guiding the team in achieving the goal. I have to appreciate the guidance given by other players in the industry as well as the panelists especially in the various presentations that improved the understanding of the internet governance and policy issues.

A big thanks to their comments and advice.

The outcomes of the country level IG meetings such as the Liberia IGF contributes to West Africa Internet Governance Forum (WAIGF) at regional and the Africa Internet Governance Forum (AIGF) at the continental level. Previously and locally to support policy development and national discussion on the state of affair when it comes to internet development issue in Liberia .

1.0 Introduction

The Internet Governance Forum is a multi – stakeholder forum for policy dialogue on issue of internet governance. The forum is held in an informal setting, free from binding negotiations. It brings together all stakeholders from government, private sector, technical community, academia and civil society to discuss internet governance issues on an equal footing through an open and inclusive process. The IGF was first held in 2012 and since then there has been no event of sort to date.

Liberia hosted the Global IGF in 2011. In all 50 participants attended the 2 events held separately from media, civil society , Technical ,business/private and government and youth . This type of cooperative engagement is referred to as the multi-stakeholder model of internet Governance, Which is one of the key futures for the internet’s success. Debates and discussions of this year were around the main theme: :“ *Developing an inclusive and safer internet in Liberia* ” .The Liberia Internet Governance Forum (IGF) is hosted in line with the global UN IGF, Africa IGF and West Africa IGF as partner, it will be an annual event to bring Liberians together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet.

This model is paramount to ensuring that the internet remains for economics and social development. The IGF is a unique platform for all stakeholders to openly exchange perspective and concerns on key issues that may affect the future of the internet for millions of Liberians. National Convener in Partnership with ISOC chapter Liberia, PRIDA focal point, Ministry of Post and Telecommunication and LTA as well as Academia.

(University of Liberia) and Youth is organizing the Liberia IGF in partnership with industry stakeholders to address Key Internet issues since 2012 but went dormant, this year 2020 Liberia IGF is a rebirth of this unique platform for Liberians.

This Year, Liberia’s 2020 IGF is scheduled for October 22nd , 2020 and the outcomes will feed into the fifteenth Annual Meeting of the Internet Governance Forum which will be hosted online by the United Nation from 2-6 November 2020.

Forum Organization

Steering/Organizing Committee

The Liberia IGF 2020 Steering /Organizing committee for the 2020 event was steered by the Ministry of Post and Telecommunication (Projects Manager) Mr. Nolan D. Kaine, with representatives from LTA (Sangai Moliwulo) , ISOC Chapter Liberia President (Matthew Roberts) , National Convener from Civil Society (Peterking Quaye) , Media (Charles Cuffey) and the Technical Advisor, Edmund Kloh. The organization of the forum was the responsibility of the National Convener/Coordinator whose mission was to provide all necessary logistics equipment to the forum

Advisory /Scientific Committee

The Advisory /Scientific Committee was composed of representatives of the following structures: West Africa IGF Representative (Mary Uduma) , LIBTELCOM Rep.(Princess Zawu) , LTA (Sangai Mowuloli) Representative (Regulator) , West Africa ICT Action Network (Liberia) –Peterking Quaye. This committee was chaired by Mr. Nolan D. Kaine.

The mission of this committee was to define scientific vision of the forum and to purpose program and panelists in order to achieve the objectives.

Methodology of work

The entire Liberia IGF, hosting process started with a call for theme selection through the Liberia IGF secretariat Email –through Google form .which was widely circulated, and the highest number was selected for the national theme. Then follow consultative meeting with stakeholders held at the ministry of Post and Telecommunication. A consultative meeting through group to selected topics was also sent out via email and stakeholder who responded to the email selection was used to form the topics for the forum for the year .

The first event was the Media Forum on Liberia Internet Governance Forum. The forum took place in two (03) main parts :Part One: Media Forum with Reporters/Press Union of Liberia .This was the Introduction phase of the forum and we assist to speeches by officials.

Part II: Expert Panels for the main Liberia IGF was organized in 3 sessions but 2 was held in which we had panels. Each session was conducted in one phase: Presentation: Each speaker made his submission in a panel style /presentation in fifteen (15) minutes related to the theme of the session.

- Session Questions /Answers: Following the presentation, a session of questions / answers allows participants to ask questions to the speakers which served at the end of the session as recommendations for the Liberia IGF final report.

In a warm atmosphere, officials, experts, participants and organizers made suggestions for a new edition of the Liberia Internet governance forum, to contribute to the development of the Internet and the digital economy.

Participants

The forum was attended by Fifty (50) participants from all sectors, private, public sector and civil society (Internet Community).

Program

Peterking Quaye , National Convener ,Republic of Liberia for - Liberia IGF

He welcomed participants to 2020 Liberia IGF. He requested participants to stand and observe a minute of silence in honour of the late Abdullai Kamara former focal point for Liberia national leaders Abdullai Kamara, who were all supporters of the industry and had passed on almost the same period. He stated that Liberia IGFs since 2012 it was held this edition is the re-launch of the event and will on the work of the work already done by former convener in the interest of Liberia. He also thanked the forum participants for making it to the event and promised to work with all for the event annually.

He observed that multi-stakeholders' involvement was reflected in the participation and support of the Liberia IGFs. He summarized the events that constituted Liberia IGF. One major Telco company was in attendance to speak on the Mobile money transfer system from their end and to ensure consumer trust and best service. The Liberia IGF forum, the Ministry of Post and Telecommunication for guiding stakeholders on how to engage the government and shape policy, and Global Digital Partner (UK) ,University of Liberia , University of Liberia –VP IT Office , Tenacity Group that first supported Liberia IGF (the very first time it recent year of re-activation). Peterking Quaye applauded all the panelists and appreciated Hon. Copper Kruah Snr. For his work on the efforts of his ministry on several projects and the LTA in regulating the sector so far.

Finally, he reminded participants that the program together with the concept note of the Liberia IGF was available on the Liberia IGF website <https://liberiaigf.org.lr>

Welcome Address by Prof. Sekou Konneh (Dean of Student ,University of Liberia) Prof. Sekou Konneh, is the Dean of Student Affair, at the University of Liberia, Prof. Konneh welcome the participants to the university and was delighted that the university was a choice for this unique event for the first time. The Dean of Students Affairs thanked the organizers and placed some pressing issues with respect to online learning challenges of the university, the university online platform and how students are reacting to learning online.

Message from Darren Wilkins (Vice President for IT, University of Liberia)

Dr. Darren Wilkins, Chief Information Officer, is the former President of the Internet Society Chapter of Liberia and former Chairman of the Board of Directors of the Liberia Internet Exchange. Dr. Wilkins currently role as the Vice President of Information Technology and Chief Information Officer of the University of Liberia.

He welcomed the forum participants to the University, and assured the participants his support the annual event. He also encouraged the organizers to continue such unique forum for Liberia. Dr. Wilkins has spent and sacrificed the greater part of his life making contributions to the Liberian ICT

sector. Highlighted some of his contribution to the industry included support to write the National ICT Policy, the gov.lr policy,

The Chief Information Officer also made it known that the forum is important considering his role at the University presently and the situation students faced when it comes to the issue of internet access and cost of data for online learning. The University of Liberia effort to create a unique online learning in Liberia for tertiary students

Key Note Speaker –Minister of Minister for Post and Telecommunication , Hon. Cllr. Cooper W. Kruah Sr.

The keynote address was delivered by Minister of Post and Telecommunication acknowledged the journey of 12 years of working towards Internet Governance with like-minded stakeholders. The minister speech read in parts adding, “I commend the conveners and the wider internet technical community for keeping the national debate on Internet Governance public policy issues alive in Liberia.”

He was speaking on the topic “*Developing an inclusive and safer internet in Liberia*”, he delved on efforts made by the government to set up infrastructure to support cybersecurity and also encourage participants at the forum to support the work of the ministry ,also highlighted the progress made in getting ready the Liberia cybersecurity strategy and cybercrime bill .

He acknowledged the feedback from Liberia IGF discussions, which will influence the implementation of some of the national projects. These include cybersecurity, data protection and privacy, protection of countries critical infrastructure, internet freedom, securing government networks, shaping talented ICT savvy students, supporting research and innovation, managing hate speech and fake news among other topics.

He further observed that 2020 Liberia IGF’s areas of interest including internet sustainability, security, robustness, stability, data governance and digital inclusion are timely adding, “ICTs have been identified as a key enabler to the Liberian Government to achieve the Agenda.

Solidarity Messages

In all 6 Solidarity Message were expect from key stakeholders from UN IGF –Anja Gengo , Africa Union Commission –by Adile Suleman , Madam Mary Uduma -Coordinator West Africa IGF, Africa IGF –Coordinator and Press Union of Liberia ,Mr. Charles Cuffey who was represented during the event .

The themes for 2020 Liberia IGF discussions were;

Cybersecurity & Critical Infrastructure Issues (Trust & Inclusion) : discussions under this theme focused on the fundamental

One of the first duties of a national state is defending national security, which is the protection of its citizens, economy and institutions. The forum speakers threw light on some of the ways to tackle the ethical challenges posed by cybersecurity in national security and, in particular, the security of critical infrastructures. The critical infrastructures of Liberia were also discussed as well as cyber

resources that are fundamental to the minimum functioning of a society and its economy. Key to this was reliable ICT networks and their services, which are critical infrastructures, and how are crucial is in Liberia to ensure public welfare, economic stability, law enforcement and defense operations. Societies increasingly depend on public ICT networks and their services. The stability, safety and resiliency of the cyberspace is a national security issue, as the vulnerabilities of the cyberspace can be exploited to impair or destroy the critical infrastructures of a state, which highly rely on ICT networks and services.

Explanations from stakeholders from HAK Technology, ISOC Chapter Liberia and Liberia Telecommunication Authority staff present afforded many of the participants that the forum to know the regulators work as government agencies. Cybersecurity measures at the national level .The help to raise awareness about cybersecurity values, and to stimulate idea generation and discussion regarding values of cybersecurity in the national security domain .

FINTECH in Liberia: The role of mobile money system in Liberia, Challenges, Service quality and solutions on the market: this session give the forum participants a fair idea of what FINTECH is , what measure have been in place to ensure service quality by service providers , Consumer protection issues : key fraudulent transaction charges and it burden to Liberians as well as how much investment are FINTECH company in Liberia put towards financial literacy . Panelist share their company's efforts towards potential risks to security and safety which were discussed from various angles with due consideration to how stability and resilience can be achieved. Strategies for protection of both systems and users were addressed, taking into account a multidisciplinary perspective to potential solutions and the importance of stakeholder collaboration for responding to the growing range of threats to the global Internet and its users. **D. Webster Cassell the moderator of the 2nd Liberia IGF welcomed participants, and a round of introductions followed. He thanked the sponsors and partners of the 2nd Liberia IGF and the previous Liberia IGFs.**

The events were:

- i. A 1 day Forum for Media/Journalist and Reporters for 30 participants from the Press Union of Liberia on reporting it was held at the Press Union of Liberia, Head of Office. The forum afforded participants to understand what internet governance was about and also understand how to report on issues of IG in Liberia. The selection was done by the PUL Secretariat.
- ii. The National Convener and ISOC Liberia Chapter , LTA Representative and Ministry of Post & Telecommunication lead most of the pre-event meetings for the Liberia IGF 2020 ,The focal point Mr. Nolan Kaine who chairs the Steering Committee was instrumental in the process to get available stakeholders to kick off the event .

High Level Panel Session:

This session was on the topic: *Developing an inclusive and safer internet in Liberia: How can we achieve a safer internet in Liberia and ensure digital inclusion?*

Sangai Maliwulo from Liberia Telecommunication Authority moderated the High Level Panel of the 2nd Liberia IGF, welcomed participants, and a round of introductions followed. She thanked the sponsors and partners of the 2nd Liberia IGF and the previous Liberia IGFs.

Panelists: Matthew Roberts, President –ISOC Chapter Liberia, Edmund Kloh, CEO of HAK Technology Inc. Liberia, Prince Fully -Student of University of Liberia,

Matthew Roberts, President –ISOC Chapter Liberia,

The ISOC Chapter Liberia president was of the view about the level internet access in the country and also highlighted the efforts of ISOC Chapter Liberia in supporting CSO, and the Technical community in Liberia. He revealed several issues hampering internet development in Liberia to include but not limited to the issues of data cost, internet quality whilst these were the problems he realized that more could be done through such forum to ensure the government support for the development of internet in Liberia.

Edmund Kloh, CEO of HAK Technology Inc. Liberia, Mr. Kloh, reiterated the role of private ICT company in the country, neglect and how they can support the development of a uniform internet infrastructure in Liberia. He touched on Liberia cybersecurity maturity and advised on some of the best measures that have been used in other countries to mitigate cyber attack. He also commended the forum as an initiative that needed support to ensure that professional discussion on internet development.

He focused on the people's aspect of cybersecurity and the lack of a cyber-security culture that is dynamic and static. "Technology requires a strong cybersecurity culture to work without interference." He posed. While African culture encourages sharing, countries that have had an experience of cyber-attacks are more protective of their information. He reiterated.

Mr. Kloh advised the forum participants about the importance of laws in tackling cybercrime. He further stated that Cyber-security had evolved from being technical to a business issue, and now to a compliance and regulatory issue. "There might be a global deficit of cyber-security professionals' of about 2 million by 2020."

Mr. Kloh foretold adding that Vision 2030 pegs the national growth on ICT and innovation while the country had not prepared for the risks that were associated with digitization such as lack of policies, legislation, an enabling environment and dependable collaboration.

Prince Fully -Student of University of Liberia,

To ensure a safer internet in Liberia, Master Fully presented issues students at the university were faced. He revealed to the forum that the online platform was good but the issues were data for students to remain online to study. He lamented on the need for the government to support tertiary institutions with free internet for learning and research purposes on campus. This will support online learning. "Students are facing huge difficulties to stay online to learn", high cost of data and poor internet connection, he added.

He explained that the university of Liberia needed more support and data controllers face heavy penalties for compromising user data by sharing it to countries that lack data protection legislation.

Recommendations and Way Forward

Cybersecurity & Critical Infrastructure issues

- i. The private sector should engage the government on proposed legislations or amendments for creating a conducive business environment. The following recommendations were made on data governance, cyber-security, and digital inclusion. The recommendations are listed under each theme as shown below;
- ii. Stakeholders and especially civil society should endeavour to keep the government in check due to their tendency to over-regulate.
- iii. The national parliament should consolidate their legislative efforts on data protection to put in place a data protection regime in the country to protect citizens' privacy rights, encourage
- iv. There is a need for education of users on their rights to determine their digital identity and the importance of data protection.
- v. Stakeholders should not fear technology and its regulation but should focus on ways to harness the potential uses of data for a positive impact on people's lives.

Fintech in Liberia

- i. Collaboration at the global, national and industry level was vital in tackling cybersecurity.
- ii. Stakeholders could not avoid the people aspect of cybersecurity. Efforts to develop a cybersecurity culture at a personal and corporate level besides using emerging technologies to develop and reinforce a cybersecurity culture should be put in place.
- v. Academia should be invited in subsequent Liberia IGF to find ways to integrate cyber security in computer programs in schools and institutions of higher learning.

General Recommendations

- I. The government to find a way of enhancing critical infrastructure and cybersecurity development in Liberia as well legislation and promoting trade.
- II. Reiterated Prince Fully's commitment to take steps to stimulate the infrastructure development and uptake of ICT services. For example in target schools.
- III. He committed to continue advocating for the development of apps to protect children online.
- IV. Minister Kruh, Ministry and LTA will continue to enhance the security of Liberia's cyberspace for national coordination and response to cyber threats.
- V. According to Mr. Kruh, cybersecurity industry players should educate themselves on information safety, while organizations needed to integrate end-to-end cybersecurity policy and collaborate in cybersecurity efforts.
- VI. Minister Kruh committed to empowering more women to join cybersecurity careers, keep engaging stakeholders by being a good cybersecurity ambassador and help companies better protect their computer systems.
- VII. Minister Kloh from HAK Technology recommended that the civil society, general industry practitioners and government to commit to human rights framework in cybersecurity response, have more collaboration and diversity and involve women and minority groups in Internet Governance.

Action Plan for achieving Cybersecurity, FINTECH and Safer Internet in Liberia . With the rapid rate at which technology is advancing Liberia's current ICT infrastructure needs to be rebuilt and improved to make it compatible with modern standards. In addition to rebuilding the system to meet modern standards and increased capacity to deal with cybercrime issues, there is a need for increased training in technical and legal human capacity to provide expertise in dealing with cybercrime.

Government Technical assistance for trained Liberians in cyber-attack prevention and remedy is highly desired. It is hoped that at the end of this conference, we will benefit from the knowledge and experience from other members on the effective operations on their laws on cyber security and acquire the knowledge to contribute to ensuring the formulation and implementation in Liberia of legislation that will be in harmony with regional cyber security legislation.

Stakeholders should be innovative in responding to society's needs ranging from digital skills training of young people to specific products that are aimed at reducing the digital inclusion gap. Policy makers and industry practices should not leave anyone behind while bridging the digital divide especially for vulnerable and minority groups. For example, stakeholders should push for affordability of assistive technologies for students.

In Liberia, internet governance discussions should be devolved to all the 16 Counties to create open and inclusive forums to discuss and shape the internet policy.

PHOTO GALLERY









Appendix

Official Letter from Ministry of Post and Telecommunication for Liberia IGF



Office of the Minister

MINISTRY OF POSTS & TELECOMMUNICATIONS

McDonald & Carey Streets
1000 Monrovia, 10 Liberia



Ref: RL/MPT/CWK/M-1/4020/20'

October 8, 2020

Mr. PeterkingQuaye
Liberia Internet
Governance Forum
Monrovia, Liberia

Dear Mr. Quaye:

We present our compliments and write to acknowledged receipt of your communication dated **September 25, 2020** requesting partnership/collaboration with the Ministry of Posts and Telecommunications for your upcoming program scheduled for October 23, 2020.

As Sector head and in my personal efforts to promote technological advancement in Liberia. the Posts and Telecommunications family welcomes such partnership. It is our hope that we will cement such a relationship for all future events.

In view of the aforesaid, our **Project Management Office** headed by **Mr. D. Nalon Kaine** and Liberia's **Focus Person on Internet Governance Forum** has been directed to work with you. Kindly contact him for further information on dnkaine@eliberia.gov.lr, or +231886136487.

Kind regards.

Very truly yours,

Cllr. Cooper A. Kruah
Minister/Postmaster General, RL.



"Rain Or Shine, Mail Must Go".....

Agenda
October 22nd 2020 at 9 am

Time	Agenda	Speaker
08:00- 9:00	Registration	MAG Members /Support Services
09:00-9:15	Welcome and Introduction	MC
09:15 -9:45	Opening Session /Event Overview	National Convener
09:45-10:20	Welcome Address	University of Liberia Rep.
10:30-11:00	Key note Address	Hon. Cooper Kruh Snr. Minister of Post & Telecommunication (TBC)
11:00-11:50	Solidarity Messages :	<ul style="list-style-type: none"> • UN IGF – Anja Gengo • Africa Union Commission • AU-EU : PRIDA Rep . • West Africa IGF –Madam Mary Uduma • Africa IGF Rep –Mr. Makane Faye • PUL –Mr. Charles Cuffey
12:00-1:00	High Level Panel: Developing an inclusive and safer internet in Liberia: How can we achieve a safer internet in Liberia and ensure digital inclusion ?	Moderator : Mrs. Sangai Moliwulo (LTA) <ul style="list-style-type: none"> • CIO (MOPT) • Matthew Roberts (President ISOC) • HAK Technology CEO • PUL President • University of Liberia Rep
BREAK		
Panel Session :-1 Cybersecurity & Critical Infrastructure issues (Trust & Inclusion)		
1:30-2:00	<ol style="list-style-type: none"> 1. How can we achieve –Liberia maturity and success stories and how to improve service quality and data cost 2. What are the critical Infrastructure in Liberia that need innovation to improve service 3. How mature is Liberia cybersecurity Which policy measures could be taken for the protection, prevention and defense against cyber threats? 4. What role can the implementation of the principles of safety by design, privacy by design and by default as a principle play to secure human rights and achieve increased 	Moderator : Princess Zawu <ul style="list-style-type: none"> • Mr. Kenneth (Director ACDRO-Ghana) • Mrs. Sangai Moliwulo (LTA) • HAK Technology Inc.– Liberia • Bram Fudzuman (Chair- Malawi Internet Governance Forum President, ICT Association of Malawi)

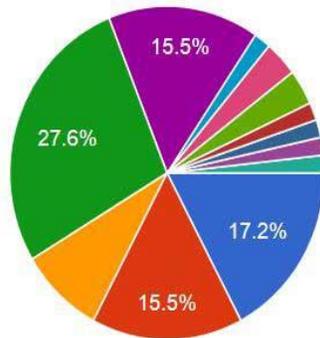
	<p>safety?</p> <p>5. What are the current efforts by stakeholders to improve Liberia cybersecurity and how much efforts is in place to combat cybercrime in Liberia in all sectors (ie Banking and Telecom sector</p>	
2:00-2:15	Heath Break	
	Panel Session : 2 – FINTECH in Liberia : The role of mobile systems in Liberia, challenges , service quality and solution on the market :	
2:15-3:00	<p>What is FINTECH ?</p> <ul style="list-style-type: none"> • What measure have been put in place to ensure service quality • Consumer protection issues :Key fraudulent transaction charges and it burden to Liberians • How much investment are these FINTECH company toward financial literacy in Liberia 	<p>Moderator : Matthew Roberts</p> <ul style="list-style-type: none"> • Orange Money • Lonestarcell Mobile Money • Shadrack Mentowah (Konnect Liberia) • Peterking Quaye (WAICTAnet)
3:00-3:15	BREAK	
3:15-4:00	Opening Forum : Online Education in Liberia : Challenges , Solutions and views from Stakeholders (DATA & INCLUSION)	
	<ul style="list-style-type: none"> • What are the major concerns of students • How can data issues be resolve • What role can the telecos play in support education online in Liberia • What measure are been put in place to reduce data cost and possible a need for partnership with global giants like – Facebook & Google to support Liberia 	<p>Moderator : Winnie Sayway Jimmy</p> <ul style="list-style-type: none"> • Dr. Darren Watkins/University of Liberia (TBC) • Bluecrest University Rep • HAK Technology Inc.– Liberia • Starz University
4:00-4:30	Liberia School of Internet Governance Award Ceremony	
4:30- 4:35	Vote of thanks	Mr. Daniel Nalon Kaine , Chair, Liberia MAG

Stakeholder Group Representation

Stakeholder Group you represent

2020 Liberia Internet Governance Forum

Theme: 'Developing an inclusive and safer internet in Liberia'
 DATE: Thursday 22 October 2020 | Venue: University of Liberia | 9 am



- Youth
- Government
- Media
- Business
- Academia
- Security
- Civil Society
- International Organization

▲ 1/2 ▼

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List of Attendees –Media Event

Name	Email	Contacts	Date
1 Anna F. Bundor	bundorjasfa@gmail.com	0118769512	2/21/20
2 Leah M. Dindo	leahdindo@gmail.com	01778492048	
3 Alphonsus Nlyartv		086328761	
4 John L. Momoh	luskym@gmail.com	0777988792	
5 James B. Grant	Jgrant1927@yahoo.com		
6 Robert Dixon	rdixon@medien.com	0776373-454	
7 Benjamin Q. Johnson	benjaminjohnson@gmail.com	0777465926	
8 Kerkuloh Sikon	Sikonkerkuloh1987@yahoo.com	0770980259	
9 Stephen N. Sonpo	stepsonpon92@gmail.com	0777251419	
10 Joseph F. Walker	Patriot News	088888935	
11 Tokpah, Willie N.	FPA	0777 039231	
12 Mark A. Mengonfia	New Rep.	0776105060	
13 Bill Wynn Cooper	Inquire	0770786013	
14 Boima Johnson	Strong FM	0776193697	

Name Email con

List of Attendees –Main Event

Total: 50 participants

Liberia Internet Governance Forum

22nd Oct/2020

NO	Name	Email	Contact	Institution	(UL)
1.	Felicia F. L. Durbur	Jallahwesseb@yahoo	0776564836	Office of Student Affairs	
2.	Anna F. Bundor	bundorfesfa@gmail	0778769512	OK FM	
3.	Daniel M. Sirleaf	daniel.sirleaf27@gmail	0770758154	LUX 106.5 FM	
4.	Emmanuel Dyo Gbah	edgbahke@mail	0770275330	MODT	
5.	ANDREW K. DEAN	gloriasaffa23@gmail.com	0770196070	DEPARTMENT SOCIOLOGY	
6.	Alfred Dee	deealfred14@gmail.com	0770334862	Sociology DEPT.	
..	Prince L. Fully	studentprincefully@ul.edu.lr	0776450599	UL - OIT DEP	
8.	Milla J. Cephas	milla.cephas@student.ul.edu.lr	0770148300	UL - OIT DEP	
9.	Jonathan A. Kassar	jkassar@gmail.com	0776204114	UL - OIT DEP	
10.	Leah M. Dindo	leahdindo@gmail.com	0778492048	SKY FM	
11.	Sangairi Ntapanje	sangairi@lta.gov.lr	0886841218	LTA	
12.	Aborah B. Boimah	aboficialibofa@gmail.com	07715@gmail.com	Youth Media Action	
13.	Augustina D Gray	grayaugustina@gmail.com	077630714	OK FM	
14.	MARTIN B SAYLEE	martinb@ul.edu.lr	077616418	UL	
15.	Solomon J.T. Morris	solmor2661@gmail.com	0778446780	UL	
16.	Andrew A. Anderson	anderson@ul.edu.lr	077013161	UL	
17.	Augustine Perry	aperry4@ul.edu.lr	0775845909	UL - OIT	
18.	Joe Wollie	josephwollie@gmail.com	088688953	Press	
19.	Okbakare T. Bakare	okbakare@gmail.com	0770178437	UL	
20.	Eric Clarke	eric.clarke@orange.com	0778888112	Orange Money	
21.	Shirley Wilson Flomo	shirley21@gmail.com	077677	PUL	
22.	C. Winnie Saywah-Jimmy	winnie.saywah@yaho.com	0770549520	INQUIRER	
23.	J. Success T. Karmo. In	kgmail.com	0776888213	UL - OIT DEP	
24.	Dr. DARLON WILKIN	WilkinD@ul.edu.lr	077129092	UL	
25.	Francis M. Johnson	francisjohnson@gmail.com	077001762	UL	
26.	LANCE H. DENNIS	ldennis@ul.edu.lr	0770132834	UL	
27.	Sekou W. Konneh	Konnehse@ul.edu.lr	0777251977	UL	
28.	D. WEBSTER CASSELL	webstercassell@ul.edu.lr	088692442	PUL	
29.	Hak	ehak@ul.edu.lr	0776120665	Pul	
30.	RICHARDSON T. WHEA	richardsonwhea@gmail.com	0777019379	UL	
31.	Caesar N. Slapah	cslapah@gmail.com	0770513871	Ministry of Post & Telecom	
32.	Edwah Glay	sondaas77@gmail.com	0770458250	LTA	
33.	Michaelina Kottie	MichaelinaKottie@gmail.com	0770076641	LTA	
34.	Willie B. Tingba, Jr	williebee1904@hoo.com		MITSG	
35.	Laurel O. Illoani	Laurelilloani@gmail.com		UL	

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Liberia Internet Governance Forum

Email: info@liberiaigf.org.lr

Website: www.liberiaigf.org.lr

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