BEYOND REGULATION: Reaching Solutions that Work for Users

Not every problem on the Internet calls for cross-border rules or principles. If a group or process proposes to address such a problem that way, they should demonstrate at the outset why solutions can’t be found at the local level or by directly empowering users. Then, they should comply with these criteria:

**INCLUSION**
We need to make sure that all stakeholders who are affected by Internet policies have not only the opportunity, but also the resources, to be heard.

**BALANCE**
Reaching the optimal solution requires letting the best ideas rise to the top, even if governments and corporations don’t always get their way.

**ACCOUNTABILITY**
Institutions and stakeholders who participate in crafting rules, standards or principles for the Internet must be transparent and deserving of our trust.

Even if a just process has been followed, that doesn’t mean users will accept the outcome. But if they do—voluntarily—that’s good evidence of a successful solution. If the solution also needs to be formally enacted or enforced by an empowered body, there should be a clear way forward to make that happen, with equally clear limits.