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ARMENIAN INTERNET GOVERNANCE FORUM
FROM LOCAL CHALLENGES TO GLOBAL SOLUTIONS

06
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NOVEMBER



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INTERNET GOVERNANCE
COUNCIL OF THE
REPUBLIC OF ARMENIA
Internet Society
Armenia Chapter



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Thank you



What is IGC and ArmIGF?



The Internet Governance Council (IGC) of the Republic of Armenia is a multistakeholder platform that brings together representatives from government, the business community, academia, the media, and civil society organizations.



Its core mission is to address key challenges by ensuring that the perspectives of all relevant stakeholders are reflected in its deliberations and decisions. Upholding its commitment to transparency, the IGC regularly publishes updates on its activities through its official website, igc.am. As internet governance continues to develop in step with the fast-evolving information society, adopting innovative governance models becomes increasingly important.



The IGC's effectiveness is grounded in its Charter and in active public participation. The Council is chaired by the Deputy Minister of High-Tech Industry and supported by the “Internet Society” NGO, which operates the .am/.huq ccTLD Registry and serves as the Council's secretariat. More information is available on the official website at igc.am.



*ArmIGF is an open, inclusive,
transparent platform for dialogue and cooperation.*

- It is an annual meeting
- Brings together representatives from the public and private sectors, the technical and academic communities, and civil society.
- Issues related to Internet governance are discussed; information and best practice is presented.
- Contributes to the development of the Internet's opportunities, to confronting emerging risks and challenges, as well as to the universal understanding and solution of problems.



ArmIGF 2025

The 10th Armenian Internet Governance Forum (ArmIGF), a key multi-stakeholder platform, gathered representatives from the public and private sectors, the technical and academic communities, civil society, and international organizations from Armenia and abroad.

Held on November 6 in Yerevan under the 2025 slogan “From Local Challenges to Global Solutions,” the forum brought together more than 100 participants from various countries. Attendees discussed a wide range of local and global issues related to Internet governance, digitalization and digital infrastructure, internet freedom, human rights, and the development of artificial intelligence.



ArmIGF 2025 partners



ArmIGF 2025 program

09:30 - 10:00- Registration

10:00 - 10:45 – Opening

- **Hakob Arshakyan** – Vice President of the Armenian National Assembly, Head of the Executive Committee of the Advisory Council for the Development of Science and Technology of Armenia under the Prime Minister, Chairman of the Board of Trustees of the “Armenian Innovation” Foundation
- **Nerses Yeritsyan** – Information systems agency of Armenia, director
- **Vahan Hovsepyan** – RIPE NCC, Senior Community and Public Policy Advisor
- **Albert Toneyan** – “Internet Society” NGO, Vice-Chair
- **Christopher Mondini** – ICANN, Managing Director, Europe, and Vice President for Stakeholder Engagement, IGFS Executive Committee member
- **Anja Gengo** – IGF secretariat, Internet governance and policy advisor (online)
- **10 years of ArmIGF**



10:45 - 12:00 - Digital Governance: International Experience and National Expertise

Moderator

Vahan Hovsepyan, Vice Chair, Internet Society NGO, RIPE NCC, Senior Community and Public Policy Advisor, Internet Governance Council of RA member

Speakers:

- **Nerses Yeritsyan** – ISAA director, Secretary of the Information Systems Council of Armenia
- **Kristina Hakobyan** – IGC, Secretary, ISOC Armenia, Board Vice-chair
- **Sargis Karapetyan** – UATE, CEO
- **Eduard Musayelyan** – Union of Employers of ICT, Executive Director
- **Armen Hunanyan** – PSRC of RA, Head of the Telecommunications Department



12:00 - 13:00 -Digital Infrastructure: Ensuring Security, Trust, and Effective Regulation

Moderator:

Lilit Khachikyan – ISAA, Cyber Project Coordination Manager

Speakers:

- **Artyom Mesropyan** – HTI ministry of RA, Head of the Legislation Division of the Legal Department
- **Kristine Gyonyan** – “Union of operators of Armenia” NGO, Director
- **Armen Hunanyan** – PSRC of RA, Head of the Telecommunications Department
- **Himmat Singh Sandhu** – Digital specialist, World Bank (online)



Report – Engineering Solutions for Data Processing Centers

Speaker: Narek Khachatryan – NAG.RU, presale manager (online)

Report – Global Governance of Artificial Intelligence: The Birth of a New Architecture

Speaker: Arevik Martirosyan – PhD in Law, Research Associate, Institute of Contemporary International Studies of Diplomatic Academy of the Russian Ministry of Foreign Affairs, head of International Information Security School

Report – Ideation Lab

Speakers:

- **Jessie Klzi** – AUA, Politics and Governance student
- **Lusine Mnatsakanyan** – Yerevan state University, International Relation student



15:00 - 16:00 - Connectivity Resilience: Challenges and Solutions

Moderator:

Kristine Gyonjyan – Union of operators of Armenia NGO, Director

Speakers:

- **Dmitriy Vetlugin** – Eutelsat, Director, Market Access and Sales, Central Asia.
- **Armen Avetisian** – Viva Armenia CJSC, General Director
- **Armen Hunanyan** – PSRC of RA, Head of the Telecommunications Department
- **Christopher Mondini** – ICANN, Managing Director, Europe, and Vice President for Stakeholder Engagement



VPNization - Content Regulation, Legal Framework and Security

Moderator:

Liana Doydoyan – Freedom of Information Center NGO co-Founder and Board member

Speakers:

- **Ruben Muradyan** – Hexens LLC, General Director of Information Security
- **Hayk Mkrтчhyan** – Head of The Cybercrime Department
- **Gevorg Hayrapetyan** – Personal Data Protection Expert
- **Olga Baskakova** – Coordination Center for TLD RU/PФ, project manager (online)



Wrap up and group photo



Opening



The event was moderated by Katarina Gevorgyan, Manager of External Relations at ISOC NGO, who opened the Forum by welcoming high-level guests, speakers, and participants joining both in person and online.

In her opening remarks, she highlighted the significance of the Forum marking its 10th anniversary, noting the role of the Armenian Internet Governance Forum as a sustained national multistakeholder platform for dialogue on Internet governance and digital policy issues.

She expressed appreciation to all stakeholders and partners for their continued engagement over the years and emphasized the importance of inclusive and constructive discussions in addressing emerging digital challenges. Ms. Gevorgyan wished participants a productive and impactful day of dialogue and collaboration, after which she formally gave the floor to the speakers of the opening ceremony.

Hakob Arshakyan, Vice President of the National Assembly of the Republic of Armenia and Chair of the Executive Committee of the Science and Technology Development Council under the Prime Minister, delivered opening remarks at the 10th Armenian Internet Governance Forum. He emphasized the critical role of the Internet and emerging technologies in Armenia's development, noting their transformative impact on the economy, society, and daily life since the 1990s.

Focusing on artificial intelligence, robotics, and aerospace technologies, he highlighted their growing influence on industries and social systems, stressing the importance of education and innovation-driven policies.

Mr. Arshakyan underlined that effective use of advanced technologies is closely linked to national development and resilience. He also noted the role of the Science and Technology Development Council and the Armenian Innovation Foundation in supporting long-term technological progress.





Nerses Yeritsyan emphasized that the Armenian Internet Governance Forum serves as a crucial multistakeholder platform where representatives of government, the private sector, civil society, the technical community, and academia can engage in inclusive dialogue on key issues related to internet access, security, and sustainable development.

He stressed that ensuring universal and affordable internet access is a fundamental priority, as it constitutes the backbone for delivering reliable, inclusive, and trust-based digital services to citizens.

In this context, he highlighted the strategic importance of strengthening digital infrastructure and enhancing cybersecurity, noting that these areas are essential for building public trust in the digital environment and ensuring the resilience of national digital systems. He underlined that emerging risks and challenges in cyberspace require a shared understanding and coordinated action, and that only through joint efforts among all stakeholders can these risks be effectively identified, managed, and mitigated.

Albert Tonoyan, Vice-Chair of the Board of the Internet Society NGO, emphasized the importance of strengthening Armenia's national digital autonomy and resilience. Drawing on ISOC NGO's role as the manager of the .am and .huy country-code top-level domains and as one of the early contributors to the development of the Internet in Armenia, he reaffirmed the organization's long-standing commitment to the sustainable growth and expansion of the national Internet ecosystem.

In his remarks, Mr. Tonoyan underlined that the Internet has become a critical resource for education, economic development, and innovation, and is increasingly linked to national security and long-term development. In this context, he stressed the need for Armenia to enhance its digital resilience by prioritizing the establishment of an alternative international Internet connectivity route, either toward Europe or Asia, in order to reduce reliance on a limited number of external connections.

He further noted that strengthening national connectivity also requires continued investment in the development of Internet exchange points (IXPs) and the expansion of broadband infrastructure, particularly to ensure reliable and affordable Internet access for remote and underserved communities across Armenia.



The Internet Corporation for Assigned Names and Numbers (ICANN) highlights the importance of platforms that foster Internet development, knowledge exchange, the identification of technological challenges, and the development of collaborative solutions, such as the Armenian Internet Governance Forum (ArmIGF).

Speaking at ArmIGF 2025 in Yerevan, Christopher Mondini, Managing Director for Europe at ICANN, Vice President for Stakeholder Engagement, and a member of the IGF Support Association (IGFSA) Executive Committee, emphasized the strength and potential of Armenia's Internet community.



He noted the high level of diversity, cooperation, and mutual trust among stakeholders, underscoring Armenia's growing and constructive role in global Internet governance processes.

In his remarks, Mr. Mondini described the Armenian Internet community as a rare example of genuine collaboration, highlighting the strong foundation of trust that supports meaningful multistakeholder engagement and contributes to effective participation in international Internet governance discussions.



Anja Gengo, IGF secretariat, Internet governance and policy advisor, expressed her sincere appreciation for the invitation and warmly congratulated the Armenian Internet Governance Forum on the occasion of its 10th anniversary.

She mentioned that reaching a decade is a notable achievement in any field, but in the rapidly evolving digital environment, it represents an especially meaningful milestone that reflects continuity, adaptability, and long-term commitment. She noted that these ten years symbolize a decade of sustained and inclusive dialogue on internet governance, during which ArmIGF has served as a trusted platform for exchanging ideas, sharing experiences, and building consensus among diverse stakeholder groups.

Throughout this period, the forum has played a key role in fostering cooperation, strengthening institutional relationships, and supporting evidence-based policy discussions at both national and regional levels.

Anja Gengo further emphasized that ArmIGF's journey over the past ten years clearly demonstrates the effectiveness of the multistakeholder approach. By bringing together representatives of government, the private sector, civil society, the technical community, and academia, the forum has shown how collaborative engagement can lead to more inclusive, resilient, and forward-looking digital policies.

She concluded by noting that such cooperation is essential for addressing emerging challenges and opportunities in the digital space and for collectively shaping a secure, open, and people-centered digital future.

Digital Governance: International Experience and National Expertise

Vahan Hovsepyan, Senior Advisor on Public Policy and Public Relations at RIPE NCC, moderated the panel discussion “Digital Governance: International Experience and National Expertise.” In his remarks he underscored the strategic importance of digital technologies:

“The development of Digital Armenia offers a real opportunity for us – and for small countries like ours – to reach the level of global leaders. It is crucial to manage this opportunity wisely, with clear accountability and coordinated participation,” said Hovsepyan.





According to **Nerses Yeritsyan**, Director of the Information Systems Agency of Armenia, this goal will be supported by the Government's new legislative package, which envisions the establishment of an independent regulatory authority to oversee digital services.

“The new regulator will introduce a fresh format of cooperation between the private sector and the state. It will ensure unified standards, a high level of cybersecurity and independent oversight. This platform will allow the state to regulate while the private sector operates within a competitive environment. The model is based on leading European practices,” Yeritsyan noted. He added that preparatory work has already begun to ensure the efficiency of this process.

Armen Hunanyan, Head of the Telecommunications Department at the Public Services Regulatory Commission, emphasized that one of the key preconditions for digitalization - access to reliable connectivity - is already in place. Thanks to regulatory policies implemented in recent years, all settlements in Armenia now have access to mobile 4G Internet from at least one operator.

“The role of the state goes beyond fostering competition; it must also ensure equal access to communication. Without mandatory coverage requirements, businesses would have limited their services to densely populated areas, covering only 30–50% of the country. Several measures have been taken - including the reduction of license fees, simplification of administrative procedures and introduction of technical incentive programs. Without balanced infrastructure development, we risk internal technological disparities. The economy itself must also be ready for digital transformation,” Hunanyan stressed.

Sargis Karapetyan, Executive Director of the Union of Advanced Technology Enterprises (UATE), highlighted the importance of developing a culture of cooperation:

“We’ve made significant progress over the past 25 years, but we still lack a systemic approach. Looking at the mandates of various institutions, it is clear that we still struggle to work effectively on a shared platform. Associations should not only express opinions - they must have a real voice in policymaking.”

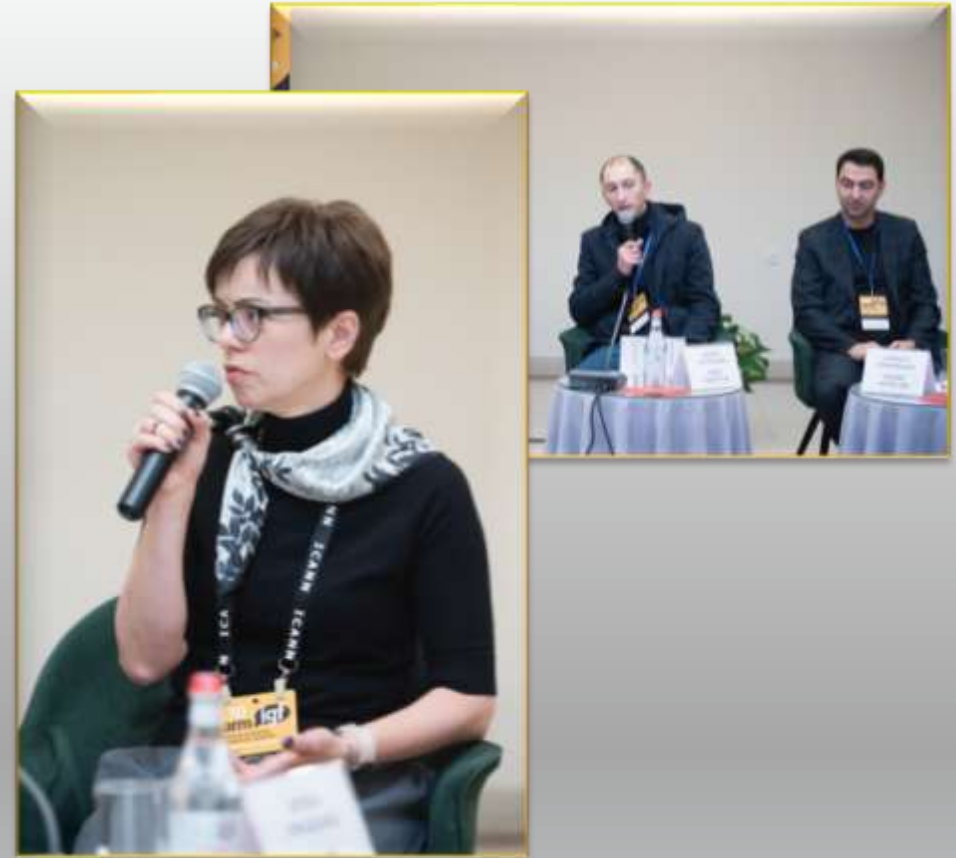
Eduard Musayelyan, Executive Director of the Union of Information and Communication Technology Employers, also stressed the role of trust and collaboration:

“We must be honest with ourselves. We are not yet a technological nation, but we have the potential. Without trust that potential will never materialize. We need to create a genuine environment of unity and cooperation.”

Kristina Hakobyan, Secretary of the Interdepartmental Group of the Armenian Internet Governance Forum, reaffirmed the importance of multi-stakeholder collaboration, noting that such a model is already being implemented within the group. She emphasized that greater individual accountability is essential for more effective work.

“The group can play a key role in shaping digital policies. It brings together representatives of all stakeholder groups and operates at a strong professional and expert level,” Hakobyan concluded.

The success of Digital Armenia depends not only on effective laws and advanced technologies, but also on fostering a culture of cooperation and responsibility - a key factor in ensuring the country’s digital sovereignty.



Digital Infrastructure at the Core of National Security and Economic Development

Work on a comprehensive legislative package for Armenia's IT sector began nearly three years ago, based on a set of recommendations spanning roughly 500 pages, even in summary form. Eighty percent of these recommendations have been incorporated into the draft now before the National Assembly. **Artyom Mesropyan**, Head of the Legislative Division of the Ministry of High-Tech Industry, highlighted that the proposed reforms aim to establish a stable, secure and trustworthy digital environment while reinforcing institutional governance across the sector.

“Digital infrastructure is a fundamental element in shaping our digital society and economy – a key component of national security. The government cannot carry out meaningful reforms without the involvement of the private sector. Building a Digital Armenia requires active cooperation,” Mesropyan noted.

Lilit Khachikyan, Cyber Project Coordination Manager, ISAA, reported that the cyber maturity assessments of communities – conducted in partnership with the World Bank – have been completed. The next phase will focus on evaluating the cyber maturity of telecommunications operators.





World Bank representative **Himmat Singh Sandhu** stressed the broader significance of cybersecurity:

“Cybersecurity today is not only a technical issue but also a matter of state resilience and citizen safety. Our goal is to support the government in adopting mechanisms that increase public trust and enhance regulatory performance.”

Armen Hunanyan, Head of the Telecommunications Department of the PSRC, underscored the pivotal role of telecommunications operators as architects of technological infrastructure and secure networks. Operators today are not merely competitors in the market; they are the government’s main partners in ensuring connectivity and security. The new legislative framework will establish equal rules for all, increasing the reliability of the entire system.

Kristine Gyonjyan, Director of the NGO “Union of Operators of Armenia,” emphasized the importance of cyber drills, workforce development, and updating educational programs.

“Telecommunication is no longer just a service – it is a pillar of national security and economic stability. Despite the long-term nature of returns in this sector, operators continue to invest in infrastructure. For sustained progress, state policy must remain predictable and supportive.”

These infrastructures are vital to Armenia’s development and their continued strengthening requires broad, multi-stakeholder cooperation.

Connectivity Resilience: Challenges and Solutions

Armen Avetisyan, Viva General Director, presented the company's strategy for ensuring robust and reliable connectivity:

“Viva's network strategy is based on redundancy, technological diversity and continuous innovation. We have built a highly diversified optical backbone connecting our European Points of Presence (PoPs) through fully independent terrestrial and submarine routes, forming a resilient global loop.

Our hybrid architecture – integrating terrestrial networks, cloud platforms, and Network Function Virtualization (NFV) – is preparing for the next stage: the introduction of satellite connectivity to ensure maximum accessibility of critical infrastructure. Our ultimate goal is to guarantee digital sovereignty and uninterrupted connectivity for Armenia, under any circumstances.”



All settlements in Armenia now have access to mobile 4G Internet provided by at least one operator. This was announced by **Armen Hunanyan**, Head of the Telecommunications Department at the Public Services Regulatory Commission (PSRC).

“Without the mandatory coverage requirements set by the state, businesses would have focused only on the most densely populated areas. Thanks to effective public policy and competitive mechanisms, Internet connectivity is now available even in 35 settlements that, according to official data, have no permanent residents,” Hunanyan stated.

Hunanyan also presented key statistics on Internet coverage across Armenia:

- 80% of settlements are served by at least one mobile Internet operator;
- 93% have coverage from two operators;

By the end of the year, three operators are expected to provide connectivity in areas where 80% of the population resides.



He emphasized that the role of the state goes beyond promoting competition – it must also ensure access to communication in areas where market forces alone are not sufficient. To that end, the government has implemented measures such as reducing license fees, simplifying administrative procedures and introducing technical incentive programs.

“Building infrastructure is one challenge; maintaining and continuously upgrading it is another. True progress in digitalization is possible only when this infrastructure is fully utilized through the development of digital tools and services,” Hunanyan added.

The Republican Telecommunications Center, operating under the Ministry of High-Tech Industry, has recently been modernized and now carries out spectrum monitoring and quality control of communication services.

Dmitriy Vetlugin – Eutelsat, Director, Market Access and Sales, Central Asia in his presentation highlighted the role of satellite connectivity in strengthening national network resilience. Eutelsat’s unique combination of GEO and LEO satellites enables reliable, high-performance connectivity across land, sea, and air.

While GEO satellites provide wide coverage and high throughput, LEO systems offer low latency and rapid deployment. A multi-orbit approach reduces single points of failure, supports emergency response, and ensures connectivity continuity during crises or terrestrial network outages. Satellite connectivity is increasingly a strategic asset for governments, operators, and humanitarian organizations.

Key points:

- Combination of GEO and LEO improves coverage, performance, and resilience.
- Multi-path and multi-orbit networks reduce dependency on terrestrial transit.
- Rapid deployment is critical for emergency and disaster response.
- Satellite connectivity supports national security, sovereignty, and continuity of services.





Christopher Mondini, Managing Director for Europe and Vice President for Stakeholder Engagement at ICANN, and a member of the IGFA Executive Committee, emphasized the strength of Armenia's internet community, its culture of collaboration, and the country's increasing role in global internet governance.

He noted that he had rarely encountered an internet community as diverse and cooperative, describing Armenia as a unique example of trust-based engagement within the digital ecosystem. According to Mondini, this spirit of mutual trust is clearly visible and plays a critical role in the development of a resilient and inclusive internet environment.

While acknowledging that the internet today connects more than five billion people worldwide, Mondini stressed that approximately 2.6 billion individuals still remain offline. He underlined that closing this digital divide continues to be one of the most pressing global challenges, stating that meaningful technological progress cannot be achieved while large segments of the global population are excluded from the digital space.

Highlighting Armenia's digital potential, Mondini observed that despite its relatively small size, the country possesses significant capacity to become a regional leader in digital innovation. He pointed out that Armenia is not only keeping pace with technological developments but is also actively contributing to shaping them.

Mondini also referred to the importance of linguistic diversity online, noting the significant progress Armenia has made in the inclusion of the Armenian script in domain name systems. He emphasized that these efforts contribute both to the preservation of cultural identity and to the broader goal of fostering a truly multilingual internet.



In addressing ICANN's ongoing initiatives, Mondini spoke about efforts to strengthen cybersecurity, prevent abuse within DNS systems, and enhance international cooperation. He concluded by highlighting the importance of his visit to Armenia, describing the country as open, globally engaged, and willing to cooperate. According to Mondini, the foundations for best practices are already in place, and further institutional support can help strengthen them, contributing to the development of a digital future built on trust.

Key points from Arevik Martirosyan's presentation on Global AI Governance:

- **Shift from principles to institutions:** Global AI governance is moving rapidly from voluntary principles toward an institutionalized, UN-centered architecture, marking a transition from expert-led initiatives to formal multilevel governance mechanisms.
- **Risk of fragmentation vs. global coordination:** Increasing regulatory competition among states and regions creates a risk of fragmented AI governance, reinforcing the need for inclusive global coordination to prevent technological inequality and geopolitical imbalance.
- **UN's central coordinating role:** The United Nations is emerging as the key global platform for AI governance, with new mechanisms such as the Independent International Scientific Panel on AI and the Global Dialogue on AI Governance strengthening evidence-based and multistakeholder policymaking.
- **Two-track governance model:** A clear distinction is forming between civil and military AI governance, allowing progress on ethical, sustainable, and developmental uses of AI while avoiding political deadlock related to military applications.
- **Opportunities for small and landlocked countries:** Countries like Armenia can play a meaningful role in global digital governance by actively engaging in UN-led AI and ICT security mechanisms, contributing expertise, and serving as bridges between regions.



Key points from Narek Khachatryan's presentation on engineering solutions for data centers and connectivity resilience:

- **Climate and energy pressures on digital infrastructure:** Extreme heat waves and rapidly growing energy consumption were identified as major risks for data centers and telecom infrastructure, directly affecting connectivity resilience.
- **Decentralization as a resilience strategy:** The decentralization of energy systems and digital infrastructure, including edge and micro data centers, was highlighted as a way to reduce single points of failure and improve service continuity.
- **Engineering solutions for high-temperature environments:** The use of liquid cooling, free-cooling systems, improved heat recovery, and high-temperature-tolerant equipment was presented as essential for operating data centers in challenging climate conditions.
- **Modular, scalable, and edge-based data centers:** Modular UPS systems, micro data centers, and containerized solutions enable rapid deployment, scalability, and resilience, particularly for remote or distributed network nodes.
- **Energy storage and efficiency innovations:** Advanced battery technologies (LiFePO₄, high-temperature AGM VRLA) and efficient power management systems were emphasized as key components for ensuring uninterrupted operation and long-term infrastructure sustainability.



VPNization - Content Regulation, Legal Framework and Security

Session moderator **Liana Doydoyan** explained that the discussion focused on the challenges related to the use of VPNs, taking into account global experience and current developments. The session also addressed issues of human rights and internet access, including regulatory frameworks and imposed restrictions.

She noted that leading experts in the field were invited to the session in order to examine existing practices in Armenia related to internet restrictions, understand the origins of these challenges, and identify which rights may be affected or violated.

Ruben Muradyan presented existing precedents in Armenia concerning restrictions on internet access and online content, as well as the justifications typically used for such measures.

He noted that the state often frames these restrictions in terms of national security; however, in practice, they can sometimes result in serious and disproportionate violations of human rights.



Gevorg Hayrapetyan addressed fundamental legal challenges, pointing to deficiencies in legislation that raise concerns from a constitutional perspective. He emphasized that state authorities have been granted the ability to restrict online content, often without judicial review, oversight, or examination by an independent or inter-agency body. It was noted that, as a result, many users have turned to VPNs as a means of bypassing restrictions, which in turn has generated additional legal, technical, and policy-related challenges.

Hayk Mkrtchyan stated that most restrictions are officially justified on the grounds of national security, combating online crime, protecting human rights, and safeguarding children. In most cases, legal regulations do exist; however, he emphasized that these frameworks remain insufficiently developed and lack comprehensive implementation.

Olga Baskakova presented the experience of the Russian Federation, focusing on cooperation between the state and the .ru country-code top-level domain registry, and highlighting how governance and regulatory mechanisms are implemented in that context.



Thank you!

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- To sponsors



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