



*This Framework was developed by the PNIF through iterative discussions in 2022 and 2023. The three ‘baskets’ are described below and explained in detail in the PNIF output reports ([PNIF 2023](#), [PNIF 2022](#)).*

*The PNIF is an IGF intersessional activity - [PNIF webpage](#).*

| Internet user experience  | Internet technical infrastructure   | Internet governance and coordination   |
|---|---|--|
| <p><b>Fragmentation of the user experience is the phenomenon by which different end-users of the Internet, when trying to perform the same action online, are presented with different content, options or interfaces.</b> This happens normally as the consequence of using different client-side instruments (devices, applications), different server-side platforms (search engines, social media), different languages and ways of expression, and also, as the consequence of being located in different parts of the world; moreover, this is often the result of per-user customizations applied by the services that are being used.</p> <p>Many of these differences are actually beneficial, facilitating the user's success by providing a more familiar and effective experience, and helping them avoid the many online pitfalls and dangers. However, <b>when such fragmentation is forced upon the end-user by other parties, or when it hampers the communication among end-users and their ability to access content and services, it can deny the advantages and the freedoms that the Internet is supposed to offer.</b> This is the kind of fragmentation that is detrimental to an open internet as a whole, which is harmful, and which must be addressed.</p> | <p>The Internet is made up of a technical infrastructure that collectively interoperates at a global scale so that data (information) is reachable and can be transported over the Internet. <b>Fragmentation of the Internet's technical infrastructure thus relates to a range of challenges to this interoperability</b> at the transport layer that makes the Internet work as a medium of communications globally.</p> | <p><b>Fragmentation of Internet governance primarily relates to the interactions between global Internet governance and standards bodies.</b> When these bodies do not coordinate or are not inclusive, it can and does result in fragmentation.</p> <p>This fragmentation can manifest in siloed or duplicative discussions and exclusion of specific groups from participation, resulting in decisions being taken without consensus from the global multistakeholder community. National governments can also contribute to fragmentation by introducing governance that conflicts with processes and policies agreed through multistakeholder Internet governance and standard bodies. Fragmentation at the governance level can also create knock-on effects for fragmentation at the technical and user experience layers.</p> |