

3. Each Member State shall encourage the use of alternative dispute resolution to facilitate the resolution of claims over e-commerce transactions.
4. Member States shall endeavour to recognise the importance of the principle of technology neutrality and recognise the need for alignment in policy and regulatory approaches among Member States to facilitate cross border e-commerce.

**ARTICLE 6
COOPERATION**

1. Each Member State shall cooperate in areas including:
 - (a) Information and Communication Technology (ICT) infrastructure;
 - (b) education and technology competency;
 - (c) online consumer protection;
 - (d) e-commerce legal and regulatory frameworks;
 - (e) electronic transaction security, including protection of online personal information;
 - (f) electronic payment and settlement;
 - (g) trade facilitation;
 - (h) intellectual property rights;
 - (i) competition;
 - (j) cybersecurity; and
 - (k) logistics to facilitate e-commerce.

3. 各成员国应鼓励使用替代性争议解决机制, 以促进电子商务交易索赔的解决。
4. 成员国应努力认识到技术中立原则的重要性, 并认识到成员国之间政策和监管方法协调一致对促进跨境电子商务的必要性。

第六条 合作

1. 各成员国应在以下领域开展合作:
 - (a) 信息和通信技术 (ICT) 基础设施; (b) 教育和技术能力; (c) 在线消费者保护; (d) 电子商务法律和监管框架; (e) 电子交易安全, 包括在线个人信息保护; (f) 电子支付和结算; (g) 贸易便利化; (h) 知识产权; (i) 竞争; (j) 网络安全; (k) 促进电子商务的物流。

2. Each Member State shall undertake the following cooperation initiatives, as appropriate:

- (a) sharing of information and experiences, and identifying best practices;
- (b) implementing programmes or projects to provide assistance to Member States to enhance their domestic regulatory frameworks in support of e-commerce and to promote broader application of e-commerce; and
- (c) establishing cooperation mechanisms among competent authorities to facilitate prompt investigation and resolution of fraudulent incidents related to e-commerce transactions and other matters agreed to by Member States.

ARTICLE 7 FACILITATING CROSS-BORDER E-COMMERCE

1. Paperless Trading

Each Member State shall expand the use of electronic versions of trade administration documents and facilitate the exchange of electronic documents through the use of ICT consistent with the provisions of the *ASEAN Agreement on Customs* signed on 30 March 2012 in Phnom Penh, Cambodia, and other international agreements on paperless trading to which Member States are parties.

2. Electronic Authentication and Electronic Signatures

- (a) Except in circumstances otherwise provided for under its laws and regulations, a Member State shall not deny the legal validity of a signature solely on the basis that the signature is in electronic form.

2. 各成员国应根据情况采取以下合作倡议：

- (a) 信息和经验共享，并确定最佳实践；(b) 实施计划或项目，为成员国提供援助，以加强其支持电子商务的国内监管框架，并促进电子商务的更广泛应用；以及(c) 在主管当局之间建立合作机制，以便利及时调查和解决与电子商务交易相关的欺诈事件以及成员国商定的其他事项。

第七条 促进跨境电子商务

1. 无纸化贸易

各成员国应扩大贸易管理文件的电子版本的使用，并通过使用信息和通信技术促进电子文件交换，同时遵守2012年3月30日在柬埔寨金边签署的东盟海关协定以及成员国加入的其他无纸化贸易国际协定的规定。

2. 电子认证和电子签名

- (a) 除非其法律法规另有规定，成员国不得仅以签名为电子形式为由否认其法律效力。