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BEIJING – ALAC and Regional Leaders Working Session
Sunday, April 07, 2013 – 09:00 to 18:30
ICANN – Beijing, People's Republic of China

SPEAKER: Literally you are [audio interference 00:00:03] could you please come forward and sit at the table. If you're not an ALAC Member could you take one of the rear seats? This is now a meeting of the At-Large Advisory. That means 15 people plus three Liaisons have to sit at this table. Spare chairs of course you are welcome to continue to occupy. But if a person comes up and says 'excuse me, I'm an ALAC Member', please seed the seat. And we can have that exchange of seating arrangements now. Hello Uncle Alan!

[background chatter]

SPEAKER: It is Sunday April 7th 2013 and this is the ALAC Meeting in Function Room 6.

[background chatter]

SPEAKER: Hello everyone. If you could please take your seats we're going to begin momentarily. Thank you very much. Hello everyone and welcome to

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the ALAC and Regional Leadership Meeting, Working Session 1. Today is Sunday, April 7th 2013. Please remember to speak into the microphones when you are speaking, to say your name before you speak and to please speak slowly and clearly. Thank you. Evan?

EVAN LEIBOVITCH: Good morning, good evening, good afternoon, wherever you are in the world. I'd like to welcome you to the ICANN Conference 46 in Beijing and to the At-Large Advisory Committee and Regional Leadership Meeting for Sunday. My name is Evan Leibovitch. I could have said something else [laughs] and I am acting as Chair for the meeting until Olivier Crépin-Leblond comes in. I'm Vice Chair of ALAC and so I will be managing the first part of the meeting until Olivier comes.

What I would like to do first is to go around the table and ask everybody to introduce themselves. If you are with ALAC state that you're with ALAC, which region you're from, which country you're from and any other greeting you'd like to give. So let's go around the table starting with Wolf at the end.

WOLF LUDWIG: Good morning everybody, my name is Wolf Ludwig. I am representing the European Regional At-Large Organization.

GARTH BRUEN: Good morning, this is Garth Bruen, Chair of NARALO.

JOSÉ ARCE:	My name is José Arce, I am from Argentina and I am current Chair of LACRALO; Latin American and Caribbean Region of At-Large.
NATALIA ENCISO:	Good morning, my name is Natalia Enciso, ALAC Member from LACRALO.
SYLVIA HERLEIN:	Good morning, my name is Sylvia Herlein, I am from Brussels. LACRALO Secretary.
OKSANA PRYKHODKO:	Good morning, I am Oksana Prykhodko. I am from Ukraine URALO Secretariat.
DEVID ANTILOXING:	Good morning, my name is [Devid Antiloxing? 00:09:30], ALAC Member selected from Latin American and Caribbean At-Large.
YJ PARK:	I'm not on the ALAC but I'm sitting here for my computer, but… YJ Park from APRALO, Vice Chair.
TIJANI BEN JEMAA:	My name is Tijani Ben Jemaa. I am an ALAC Member from AFRALO and also Vice Chair from AFRALO.
AZIZ HILALI:	My name is Aziz Hilali, I'm from Morocco. I am Secretary of AFRALO.

CHERYL LANGDON-ORR: My name is Cheryl Langdon-Orr.   I'm an Ex-Chair of the At-Large Advisory Committee and I'm the current liaison for the ALAC to the country-code Name Support Organization, the ccNSO, and I have the honor of being the Chair Elect for the 2014 Nominating Committee.

YRJÖ LÄNSIPURO: Yrjö Länsipuro, I'm a Finland Member of the EURALO Board and a Chair of the Nominating Committee for 2013.

DARLENE THOMPSON: My name is Darlene Thompson, I'm with the North American Regional At-Large Organization.   I'm the Secretariat.

JULIE HAMMER: My name is Julie HAmmer from Australia.   I'm on the SSAC and I'm the ALAC Liaison to the SSAC.

ALAN GREENBERG: I'm Alan Greenberg.   I'm from North America, appointed to the ALAC by the NomCom.   I'm also the ALAC Liaison to the gNSO and I'm currently on the Accountability and Transparency Review Team, so if anybody has any thoughts about why ICANN is or isn't accountable or transparent, or serving the public interest, find me or Olivier.

RINALIA ABDUL RAHIM: My name is Rinalia Abdul Rahim, I'm from Malaysia. I am an ICANN Nomitating Committee Appointee to the ALAC and I am representing the Asia Pacific Australasia Region in the Executive Committee and I, together with Holly Riesch, am Co-Chairing the APARALO Beijing Organizing Committee.

HOLLY RAICHE: I'm Holly Raiche, I'm an ALAC Member and Chair of APRALO.

IZUMI AIZU: My name is Izumi Aizu from Tokyo. I'm not an ALAC Member, [laughs] but I used to be. I've been missing the ICANN Meeting for about three years. [group aww's] My last one was for the Brussels but thanks to the money that came from ICANN I was able to come here. I have been heavily involved with the IGF activities. Thank you.

AIZHER RASHIF: My name is [Aizher Rashif? 00:12:24]. I am from Azerbaijan. I'm a Member of APRALO. Thank you.

EDUARDO DIAZ: Eduardo Diaz, I'm an ALAC Member from North America, Puerto Rico.

PAVRUM VIDRANI: [Pavrum Vidrani? 00:12:38], APRALO Secretary.

JOSH: I'm [Josh? 00:12:50] from ISOC Taipei Chapter. I'm the Chair. Thank you.

EVAN LEIBOVITCH: Okay, now that you all have experience now in saying your names, I'd like you to remember that because as we go through the day, as you speak please identify yourself. We have people in the back of this room who are working very hard to translate and interpret what we're doing into English, French, Spanish and Chinese. Have I missed a language?

So please, identify yourself for the record, speak slowly so the interpreters can understand and transcribe and interpret what you're saying and we'll all get along very well. In addition I would like the people who are Members of ICANN Staff please to identify yourselves for the record.

MATT ASHTIANI: This is Matt Ashtiani, Policy Specialist.

SILVIA VIVANCO: Hello, I am Silvia Vivanco, I'm a Member of the Regional [At-Large? 00:14:00] Organizations. Hello everyone.

HEIDI ULLRICH: I'm Heidi Ullrich, I'm Director of At-Large.

NIGEL HICKS:	I'm Nigel Hickson and I'm Regional Vice President for [E? 00:14:17] Europe. Thank you.
EVAN LEIBOVITCH:	And one more person that has just sat down at the table, to whom I'm more than happy to hand the Chair of this meeting over to [laughs] is our esteemed Chair… Oh, we have one Member of Staff who is roaming around frantically trying to keep everyone here informed.
SUSIE JOHNSON:	My name is Susie Johnson and I'm with the Policy Development Team. Thank you.
HEIDI ULLRICH:	Not yet, and for those of you… This is Heidi – for those of you who are wondering where our wonderful Gisella is, she's going to be taking care of us remotely from Bath, because she is expanding the youth of At-Large. [laughter and applause] And she will be delivering her child in September so she decided it was best not to be here in person.
EVEN LEIBOVITCH:	Okay, so now, without further ado, I'd like to have the one person who's just sat down to identify himself and immediately after that take control over this meeting.
OLIVIER CRÉPIN-LEBLOND:	Thank you very much Evan. It's Olivier Crépin-Leblond for the transcript record. I'm the ALAC Chair and I apologise for arriving a little bit late.

It's not because I remained a few more minutes in bed, it's because I did have to run for another meeting for a short while; specifically to present the At-Large Summit #2, which we will be speaking about later on this week.

But for all these things we do need to obtain cash, so I went over to the Public Participation Committee first to go and have a talk with them and see if they can convince the people to have the ICANN money bank… What do you call it? Piggy back, that's it, in their power. Anyway, welcome everybody. It's great to see you all here again for a wonderful week of fun, entertainment and work. It's been quite a few months since the last time that we met.

It's quite an extended period but I'm ever so glad to note the huge amount of work that has been done by this Community since the last time that we met in Toronto. It was a lot of work and the progress made by this Community is really something that is quite astounding. We're all volunteers. We all come here whilst leaving our significant others at home, or children or family or jobs for some of us. Well, maybe not for me, my job was lost a long time ago, but the jobs… [laughs]

Some of us have jobs and of course we come here and we devote our time, which is very important. We devote our time to the ICANN Policy process and to get this Organization to hear the voice of the people out there in the street; some of who don't even know that ICANN exists. In fact some of them think that the whole Internet runs just by itself and is a miracle.

Outline for the week – we've got a lot of meetings again. There are 27 meetings. But that includes a number of meetings for the Asia,

Australasia and Pacific Regional At-Large Organization. The ALSs from this part of the world have been convinced to come and join us here and experience first hand what an ICANN meeting is all about. Not just an At-Large meeting, not just this room, but there are quantities of work outside of this room that you need to go out to and explore.

Speaking here specifically to the At-Large structures that have come here from the region. They're going to have a general assembly that will take place here. They're going to have a capacity-building program. They're going to meet with the fellows early every morning. It's a huge amount of activities that they have for this week, and that of course has been made possible thanks to the unbelievable work that the Beijing Organizing Committee has done.

And I just wanted first to just give a quick round of applause. I don't have all the names in hand but I'm sure you… Well, there's Rinalia, there's Holly, I know that a number of other people were involved. I don't want to start naming names I just see two of them that are there. I don't want to name names because otherwise I'll forget someone and they'll be very annoyed at me and because I'm there. And we're in China and it's this land of Kung Fu and all this kind of stuff. I just don't want to end up in hospital.

So, thanks and a word of applause for the Beijing Organizing Committee. [Applause] And I just said a word of applause – a round of applause. Anyway. So yeah, they've done some amazing work and I hope that the ALS Members who are present here will enjoy the week and I really hope also that thanks to this week they will spend here, they will be able to be more effective in not only relaying the ICANN message to their users

back home, but also relaying the message of their users to ICANN and to us.

We can listen but the world is a very big place so we do need to have a lot of local people who listen and who can then send the input over. So the week is going to involve both these… What the Beijing Organizing Committee has put together but also our usual meetings. There is a page that I invite you to have a look at, and it's the At-Large meetings page which looks at each one of the days in detail.

Today I think we have something like eight hours of meetings. It's a full page, yeah. In your folders – I tend not to look at these things because this is antiquated and this kills trees. It's made out of paper – but in fact, yeah it is true, if you run out of battery then you've got this. My goodness, is that what we have to do? [laughter] Every time it is bigger, it's heavier. It's terrible. [clears throat] I really am sorry about this. We have pages and pages and pages…

Don't worry, it's translated in four different languages; it's in English, in French and in Spanish and in Chinese. So that's probably why there's a lot more. It's not really that much; it's a light schedule that we have for the week. And today the first person we're going to have joining us, in addition of course to Nigel Hickson, who is present at the table; the Regional VP for Europe. We shall have Fadi Chehadé, the CEO of ICANN, who is going to join us and I understand that our bloodhounds are currently looking for him. Send the geese! [laughter] Send the geese.

And then after that of course we're going to have a full day with… Well, we'll have Sally Costerton afterwards who will join us. She is the Senior Advisor to the President on Stakeholder affairs, and then there are a lot

more people; Jim Trengrove, Sebastian Bachollet who is the ALAC Selected Board Member for this Community, etc., etc. Today is one of the longest days. It's a working day. It doesn't mean that we don't work during the other days but it gives us the opportunity to touch on a lot of different issues and actually I wanted to take just a minute to mention how we built this Agenda.

Staff and I work and the Ex-Com and some Members of the ALAC work together to try and build an Agenda that's interesting for everyone. The problem is that sometimes it's very difficult to know what's interesting for everyone. So when we do send out a request and say please provide details of what you would like to hear, what you would like to talk about, I really ask that you do send your input in. We can't build an Agenda without knowing what you want to talk about. It really is your Agenda.

So you'll see what we have for this week. Hopefully it's not going to get any bigger than that. Any heavier I'll need to get a trolley for taking this along. But today we've got a full day. Monday we've got a full day as well, mixed with a lot of things that are taking place. Hello Fadi. How are you? Very good. I'll just finish one more minute and then I'll pass the floor over to you.

FADI CHEHADÉ: Very good. I'll just finish here one more minute and then I'll pass the floor over to you. So Monday we've got a full day as well with the opening ceremony of course, and the rest of the circus that will start moving. And then on Tuesday we've got a day which is the constituency day so we will be meting again in this room – most of our meetings are I think… All of our meetings will take place in this room and we will have

several sessions on Tuesday when we'll discuss Policy matters… A bit like today; we will spend most of the day in here.

Wednesday we have other meetings as well. Oh yes, on Tuesday we are going to meet with the Board, I believe, and we're also going to… There's several meetings that we'll have with other people, other parts of ICANN; it's all in that paperwork. That document by the way is the only document that is updated and the online version is even more up-to-day because if we do have to make changes during the week that thing will not automatically change. It's printed. Once it's printed, it remains like that. The online document is the one you should look at.

Do not base your week on the ICANN overall schedule, as far as we're concerned, as far as our activities are concerned. Some of the sessions have had to be moved and the overall schedule was frozen a while ago so we were not able to change it. So it's just sometimes a difference of a few minutes; 15, 20 minutes sometimes. A few things that we're shuffling around. That's a lot more updated.

And I don't want to ramble on too much. We've got in their the Guide to Participating to At-Large and we have these wonderful badges that I think most of you will have seen. Please wear them. If at all it makes people smile. I've experience this earlier; everyone's looking at it going 'oh, what did you win?' [laughter] I said 'first price for the best looking cow in town.' Because usually you put them on the side like that but anyway… But I didn't want to pierce my ears specifically just for one of these.

Anway, without any further ado… I know that there's someone who's even busier than we are who's just come in the room and that's Fadi

Chehadé the ICANN President and CEO. Welcome, it's really great for you to come in and see us here first thing in the day. This is our first meeting of the week and so well, I'll just hold the floor over to you. Fadi Chehadé.

FADI CHEHADÉ: Thank you Olivier. What a pleasure to be working with Olivier. I met him last week in LA or the week before. You have a great leader in him, I really appreciate his energy, his passion, how much he cares about this work. And I know all of you share that but it's really superb to work with him and I'm very glad that he's one of the toughest critics of my work. And I like that about him because frankly, few people come up and tell me exactly how they feel about things I've done; come up and tell me exactly how they feel about things I have done.

And Alan is not shy either and I like that. I keep telling folks if people do not feel free to come up and tell me and tell our Team when we're not doing what we should be doing, then something is really wrong. So I welcome that style and I welcome his input. And we had a three and a half hour chat just two days ago with the concerns of all the SO and AC Leaders, including Olivier's.   But that's the spirit, that's the spirit; continuous improvement, communications, doing things. It's okay if we make some mistakes, we accept them, we move on.

That's what differentiates us. That's what makes us an open body that understands and embraces change. And change is in the air. The winds of change are around us. Whether it's because of the world waking up and realizing the Internet is central to many things now. The Internet is no longer a place for my kids to play games at night. It's 20% of the GDP

of Kenya. It is bigger than mining in South Africa. It is $2 trillion of the US economy – bigger than all of the Indian GDP. It is massive. The impact is massive on the world right now.

And that's why when people say 'oh, you're making that up so that we can change' I tell them go out to the world, meet people and figure out how this impacts economics, it impacts politics, it impact society, it impacts everything right now.   And it's all, frankly, sitting on the shoulders of people like you who have to bring all of that clarity to how we do things at ICANN.   Fortress ICANN cannot continue.   It cannot continue.

The winds of change around us are huge and it's not only about governments.   People think all I talk about is that governments are coming at us. Yes, governments are paying attention to the Internet and it's now a central part of who they are, but it's not just governments, it's users. Users want a say in how this works. Their privacy, their access, their ability to build economic success. There's many may issues that attract users which you represent.

So we need to be very attentive. And we don't need to be reactive, necessarily, but attentive and thoughtful and the time is now for the evolution of how we work. And if we don't, if we don't break down the barriers and make it easier for users and people and countries to participate – governments included – we cannot exclude them, they have a role as well. Everybody has a role in how this thing operates. The biggest danger ICANN faces is to lose its magic.

What is the magic of ICANN? What is the magic of ICANN? When I go and meet with people who think that ITU should do all of this. What do I

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tell them about ICANN that makes them sit back and really think? Is it that we have nice meetings with great microphones and translation? They all have that. Is it because we have very smart people that are participating? They have that. Is it because we are transparent and we put everything out? Yeah, that's a degree of argument. Fine. They all [super? 00:31:05] out.

Our magic is you. It's the people that come to ICANN, that continue to have a voice and a true Multi-Stakeholder Model. That's our magic. Some people may argue that's our legitimacy as well. If we lose that, we've lost everything. Everything else can be replicated at the ITU or any other place. But if we continue to believe in the Multi-Stakeholder Model that we have and to invest it, we will protect this incredible enterprise that we have been handed. It's a big responsibility.

I'm delighted to meet also all the APRALO people here. I believe they're mostly here. Nice to meet all of you.

OLIVIER CRÉPIN-LEBLOND:	There's some behind you and there's some over… Well everywhere, they're scattered everywhere which is great.

FADI CHEHADÉ:	It's good to see all of you and I hope the APRALO will continue to lead in this area of growth. We have how many chapters now? 24? 25 from Asia? 38 in Asia? Wow.

CHERYL LANGDON-ORR:	38 and 37 aren't here.

OLIVIER CRÉPIN-LEBLOND: It's Asia, Australasia and Pacific Islands. It's a very, very large area. [laughter] I'm saying that because the Australians are behind me.

FADI CHEHADÉ: Sorry Australians. That's impressive huh? It's very good. Thank you for welcoming us. I'm glad to be here with you. It's good to be in Beijing, it's good to be in Asia. As I told Apricot, I'm after all born in Asia and I was raised in Asia until the age of 18 so this is my continent as well. So it's good to be here. I'm glad to be here. I'd like to save all of my time for interaction. I can talk about anything that you want me to talk about but I'd rather make this your time. So I'm going to stop talking and invite you to ask me questions, interact with me. I'm here at your disposal.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Fadi. And we have about half an hour in front of us for questions, that's going to be really great and without further ado I open the floor for questions to our President and CEO. Rinalia Abdul Rahim?

RINALIA ABDUL RAHIM: Thank you Mr. Chairman. Rinalia Abdul Rahim for the transcript record. Fadi, you've been CEO and President since Toronto in October and your trials and tribulations have been public because of the transparency of ICANN, to some degree. I wanted to know what you think you have

achieved since then, on a very personal level, that you think you have made significant change within ICANN. Thank you.

FADI CHEHADÉ: On Monday morning, tomorrow, I will talk a little bit about that, but let me give you the high-level view that I have. I think the most important personal achievement I've made in the last six months is to gain… To actively seek and gain an understanding of what makes ICANN what it is. It wasn't clear to me until I really got into the issues and I met… As you know I've been frankly seven days a week just meeting, meeting with a lot of people listening, engaging with governments and users.

And the process has been remarkably helpful to me so I feel at this meeting, which is my second meeting really, that I'm almost in the DNA of ICANN. I'm not quite. I probably still need another few months, because I know what I'm missing still, but in terms of understanding why people get very sensitive about certain things or people get very protective about other things – no one can tell you this. I had to live it and to get through it.

And so from a personal standpoint the last six months have been a process of me learning and understanding the nuances that are very hard to write but are there. And if I could use a blunt term, it was also a process of me falling in love with ICANN; becoming passionate about what many of you are passionate about. And it's a process, right? And so I'm in love right now with what we have built. What you have built. And that means a lot to me because what moves me is the passion that you all have for building and protecting this model.

From a practical standpoint, what we have achieved from an action standpoint is really in three areas. The first is enabling ICANN to actually be capable to scale and grow on a global level. ICANN was not instrumented to actually deal with the growth coming. The basis science of that is called people, processes and tools. And we had people but not sufficiently trained in some cases. We had very few processes outside of the PDP and we had very bad tools. We don't have systems and tools that are inline with where the world is today.

So we've been attacking people, processes and tools at all levels and tomorrow I'll show some examples of that in the morning session. That's what I call enabling ICANN to become a world-class Organization that can deal with the scale of what's coming. An example of that; today, if you are a new person just joining ICANN from, I don't know, the Phillipenes and you like this thing and you want to be involved and then the next day you have some questions, who do you call?

UM: Ghost-busters! [laughter]

FADI CHEHADÉ: I get 3,600 emails a month. That's the average in the last six weeks. Why do I get all these emails? I sat down and I looked at them and said it's because people don't know who to go to. So unless they're insiders in the fortress and they know to call Christine and say 'what's happening?' How are we engaging the planet when we don't have a mechanism when they arrive to treat them right to take care of them?

We don't have people, we don't have processes and we don't have tools to engage the planet when they come to us.

Now, Sally is building the Team to go to the world, but once they start coming god help us right now. We're not enabled to absorb their request. So what are we doing? We're building people, processes, and tools. We're deploying a CRM system, salesforce.com, we're deploying a global 800-number so anybody can call us 24 hours a day, seven days a week eventually. We'll be able to take their requests, log them into a system, track them. They'll be able to go online, see what happened to their request.

These are basic things that have been done at almost every multinational, that if we really believe that we're going to serve the world, we have to be prepared to take input. Another quick example, people send public comments, do they know what happened to these comments? They go into a big black hole called ICANN. People get very frustrated, why would I give a comment a second and a third and a fourth time if I haven't heard what happened to my first comment? This is Rule 101 of engagement – when somebody gives you input; they need to know what happened to that input. Now to do that, it may sound simple to you, but let me give you an example, Christine [Roulette's 00:39:26.07] office, which has only a handful of people receives 1,200 cases of issues per month to be solved. They have five people. They don't have systems. They're building all of this as we speak.

So that's the first area we're focusing on, enabling ICANN. If you remember my three pictures of getting the ground ready, and then going to planting it, and then hopefully one day having the fruit. We're

getting the ground ready, that's enabling. The second area is we're engaging - we're engaging at every level. I'm meeting with anyone who wants to talk to us and my team, and I'm asking them to do the same. The old mentality of 'let them come to us, we are ICANN' doesn't work.

So when 300 lawyers who represent the biggest brands in America, were going to congress, bludgeoning ICANN as being 'not careful about brands and corporate'. I went and met the 300 lawyers, and I spent time with them. Leaning into these communities is important. It's very important. We cannot shy away and build a fortress and say 'we're good, we know what we're doing, let them come to us'. So the second thing were doing a lot of is engagement, engagement, engagement and meeting people. In Africa we did an engagement effort in Addis. We had 200 people show up. Ministers of Telecommunications, who've never met us talked to us were there.

Both of them said Brumde and Uganda, right at the meeting, they're changing their position and they're starting to work with ICANN. These are people who have never talked to us before and voted against us at the WCIT. So engagement is very key, and the last area which I'm going to start working on – I haven't started working on it – and that's really evolving ICANN. We have to evolve ICANN to a new place that can deal with the new winds of change coming at us. We cannot hide and say we're just doing technical work in the corner, leave us alone. The world has changed.

Unfortunately or fortunately ICANN is in the bull's-eye of the world right now, and if you don't believe me, any of you are welcome to write me and I'll take you with me on a couple of trips. I've been doing this with

my Board by the way. So I'm taking Board Members with me on trips, you've seen that in Korea and Japan. Come watch what the world is telling us. How I got yelled at in Tokyo by the Vice Minister of Telecommunications. Literally, I mean the guy was trembling as he was talking to me, saying 'you guys are just not open enough for the world'. I needed Board Members to watch that, and maybe some of you should come along sometime and watch how the world is now looking at us and telling us – rise and deal with the change. You are at the fulcrum of the economies of the planet.

[Neally Crew? 00:42:21] says now, without the Internet, economy and the digital economy growing in Europe, we have no chance of regaining our labor market shortages. 25% of the GDP growth in France is all related to the Internet. These are big economies, these are big numbers. ICANN is now, whether we like it or not, this is not something I sought; e are at the heart of this. So that's kind of what we're trying to do and a little bit of my personal journey over the last six months. Did this help Rinalia?

RINALIA ABDUL RAHIM: Thank you Fadi, yes it does. Just a quick follow up; in terms of expansion on people, for the Asia Pacific Region I think you're carving it up a lot more, and I just wanted to know what are the dynamics and the rationale behind it?

FADI CHEHADÉ: So we are not making frankly any decisions on Asia until we get a leader for our Asian engagement work. We have put an ad in the Economist, and we received ten times the number of resumes we thought we

would.   So we've gone through all of them, we're down to three candidates, I met them for the first time last week.   We now have them in order.   We have picked the candidate that we preferred, and we entered yesterday into negotiations with them, to bring them on Board.

So once that leader of Asia is in place, and by the way I can make that announcement to you here.   I wasn't planning to do it until tomorrow but I can tell you – I actually signed this week, the papers for ICANN Singapore.   We are now an actual entity in Asia for the first time ever. That means we can now start building the Staff and the office and the Teams.   I'm signing the papers for Istanbul also next week.   So we're moving forward very quickly with the plan we're not wasting a minute. I'm going to Istanbul in a week also to meet with the Prime Minister because they're very, very keen that we're going to be building.

But in Asia all I can tell you Rinalia is, nothing will be done in some ICANN dark room.   Once we have a leader who can carry the ball, his or her first task, will be to sit with the community and figure out what is the strategy.   I wish Pierre was here to tell you this is what we did in Africa. And it's working marvelously, because it was all bottom-up, all bottom-up. He brought the community together; they put a strategy together and they came back, and guess what they said?

They said Pierre cannot cover Africa.   Hello?   I mean Africa is a billion people spread over a massive continent, so I immediately approved his request for seven new people on his Staff in Africa.   I can't wait for the Asia Leader to start, and we'll do the same, we'll build teams, we'll build people, we'll build programs and it will all be bottom-up, all bottom-up.

Nothing top-down. Especially in Asia.

RINALIA ABDUL RAHIM: Fadi is it a woman? [Laughter]

FADI CHEHADÉ: Can I duck this one? Okay one of the three is a woman.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Fadi. Well there's a queue in operation there I see a lot of people…

FADI CHEHADÉ: I will be shorter, my apologies and I hope this helped a little bit.

OLIVIER CRÉPIN-LEBLOND: We could keep you for a whole day and ask you questions I think we need to.

FADI CHEHADÉ: I have six registrars waiting in my office to negotiate the RAA so this is important.

OLIVIER CRÉPIN-LEBLOND: You pronounced the word that gets us to say, 'they can wait'. [laughter] Now there's a queue in operation now. Certainly, you mentioned being yelled at, and this is something that this community is well knowledgeable about. We also get yelled out when we tell other

people in other faura that we are involved in ICANN. And the other thing is to do with scaling up and this community is actually also scaling up. So we are also having discussions about how to continue scaling up. Questions can be asked in the French, English, Spanish, and in Chinese as well. We have interpretation in Chinese which is really, really great, so we have a queue in operation.

I actually see that Matt has put his hand up, no? He's trying to put his hand down but he can't. Okay, too much coffee. So next person on the list is Evan Leibovitch and then we'll have Tijani Ben Jemaa and then I saw Sandra… And someone has to leave soon, so I'll write it down, Evan you have the floor.

EVAN LEIBOVITCH: Thanks Olivier, and thanks for coming here Fadi As probably the very part of the beginning of your ICANN week, so I hope we don't make it to rough at the start. Given what your answer was to Rinalia, I would like you to spend a moment to put this in context of the audience you're talking to. Almost nothing of what you said, talked about the role of At-Large. You mentioned about tools such as salesforce.com and so on. It's actually within the ICANN bylaws that one of the things that At-Large is supposed to do is not just turn policy up, but bring ICANN into the level of the end user community.

I'm wondering what you can say about that kind of engagement? You talked about ICANN needing to evolve. Well we've had a white paper talking about how ICANN needs to evolve. We have yet to get any kind of commentary from Senior Staff on that. We've been trying already to

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engage in this kind of thing and the last thing that I want to hear is this kind of thing 'well we're evolving, well we're engaging, well we're using saleforce.com.' I'd like to think that we at At-Large are going to be an integral part of this. We want to help you do what you do, but in order to do that, there has to be some serious engagement.

So when you say 'well I'd love for some people to accompany me when I go and see...' Whatever. If the invitation is sent, I don't think you're going to get a shortage of people wanting to join you. It's simply a matter of putting a call out, rather than saying 'I wish you would come' just do the invitation, you'll be surprised who shows up. So when talking about tools for getting out there, salesforce and that kind of thing, and all the phone calls that you get, it's been a massive disappointment to some of the kinds of initiatives that At-Large has done. For things like applicant support, we had so few applicants. For things like trying to solicit objections, the gTLD process, we got so few to even consider.

When it came to things like, even more technical things, like in the IRTP, getting the word out so that people and end users and Registrants need to know what their abilities are, as oppose to just going through contracted parties. None of that is filtering through, and so what I want to try and do is get you to engage the kinds of things that you were talking about in your answer to Rinalia, but do this in a context of saying, we're here to help you do that, how are you going to enable that?

FADI CHEHADÉ: This is very helpful actually and I'm hearing that from other SO and AC groups. Let me just say this - we're just starting the process of opening up the ICANN fortress. And let me qualify what I mean by the ICANN fortress. I will actually show a drawing of that on Monday in my speech. It's not just that we are in a fortress, but within that fortress, we have fortresses. So Staff is in a fortress and I don't know who's in a fortress...

We have a lot of SILOs that are not talking to each other. So breaking these SILOs as you know Evan is a process. Honestly my focus in the last six months has been, quite frankly – is to break the SILOs within the Staff. Let me start, then I broke the SILOs between the Staff and the Board. This was actually very, very hard SILOs, serious SILOs. When I arrived the rule was 'you don't take any Board Member with you to any meeting' for example in the EU or in Washington DC, you don't take them. And I said 'Why? Why don't we open this up and allow Board Members input into what we are doing?'

So these are simple things that you may think, 'my goodness, why?' It was the SILOs, the walls were thick. Why do you think we are having problems right now in what is policy? What is implementation? Why do you think we are having these problems?. Because when these Policies were built, I don't know how close the Policy Team was with Implementation Team, within ICANN. So suddenly the Policy was logged over the wall, it arrived to the Implementation Team. Then the Implementation Team started all over again to decide what is implementations policy?. So walls are very dangerous.

We still have walls between what I just described, and you, and then the other communities. Yesterday I got an earful from the Registries and Registrants about why before the GAC makes advice, why don't they hear us? Before they make advice, why do we have to get advice, then fight with the advice? How about we get a chance to tell them our views? I don't know. Are these walls which should be removed can be removed? I must tell you there are a lot of walls within ICANN and you have me as someone running around with a big sledgehammer trying to remove these walls.

So far I've barely gotten through the walls within ICANN and the ICANN staff and the ICANN Board. Now next we have to do this with you, with all the communities. To remove the walls and listen. When you say you sent a paper, I don't know that you sent a paper. Maybe Heidi told me, but I mean I'm also dealing with a million things [laughs] because we have a lot of issues. But I'd like to see that paper, I'd like react to it, and I'd like my Team to be responsive to it. To include it in my thinking, I really would. But there is only so many hours in the day right now. I've been here for only six months, let me just remind myself and all of you. It's been six months.

When we arrived quite frankly there were not just thick walls of not listening, but there's also lack of trust between the SILOs. When you don't communicate you lose trust, you think everybody's plotting against you. So I go to meetings and people say, 'Oh, but you're trying to do this in order...' I said 'I don't have time to plot'. To have some ideas on how to build... I have to have time. I haven't seen my kids in months [laughs] I really haven't. They don't live with us, they moved

but they keep inviting, but I have no time. So all the time we have is being used to break the walls, to listen to each other.

And you, Evan, I met with you and Alan in my office, you guys have been bringing ideas from the user level to ICANN for a long time, that in my opinion, have not always been listened to sufficiently and embraced, I know that. I've had my talks with you Evan so we need to fix that and I'm prepared to do that. I think we are getting out of the phase right now, and when I say salesforce.com for example I know that Sally is putting a whole digital strategy that you'll hear. Is Sally here? Is she coming? [background talk] Please talk to her about the digital strategy.

It touches you and it touches your users and you need to participate in that, as best as you can. It's just happening now, we're just starting now. I will show you some new things on My ICANN tomorrow morning that you will really love. You will really love. For the first time you're going to be able to, real time, go to My ICANN and find out what projects are going on, what's their status, who's working on them? It's all live. We've tooled all of ICANN, so that what we do inside of ICANN is totally transparent to you. And then you can really scrutinize us even further and yell at us even further, because you'll now have visibility.

For example 'Why are you wasting your time on this?' you will ask, I know, but that's okay. So don't be frustrated, just keep telling me what you're telling me Evan just keep driving this message of engage us, involve us, I'm ready and happy to do it. But don't give up on us, don't give up on me, I need you to keep doing what you're doing for the next few months, and I hope that next time we meet, we can talk about

some things we achieved together.

EVAN LEIBOVITCH: Thanks Fadi, I really appreciate what you're saying and I think within At-Large you've got a very supportive group here that likes what you're doing, that likes the change your bringing. So don't take what I'm saying as a criticism, this is an encouragement to keep going with this. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you we have a queue in operation. Unfortunately the time is flying very quickly, it's Tijani and then Cheryl, however Tijani, is it possible that Cheryl goes before you she has to run.

CHERYL LANGDON-ORR: Thank you very Tijani it's Cheryl for the record.

OLIVIER CRÉPIN-LEBLOND: Short questions and short answers please.

CHERYL LANGDON-ORR: Cheryl for the transcript record, as ever it's always a delight to listen to your candor and particularly as we all look forward to this region to Asia. I'm going to ask you to listen very carefully, the Asia Pacific. Right? Because you keep doing it. Please, wristbands, snap, something. But we don't have the billions in the other 40 countries. Yes, get it right okay darling? Pacific. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you. Tijani Ben Jemaa.

TIJANI BEN JEMAA: Thank you. Following the advice of Olivier and for the diversity purpose I will speak French. So please put your headphones on, I know that Fadi will not use his but for those who don't understand French, please put your headphones on.

TIJANI BEN JEMAA: Since I sit for Dominican in the At-Large community, I've always struggled for ICANN to be present. For ICANN to be participate actively and to engage in Internet [fora? 00:57:17] and the main fora of course, particularly IGF. Also the World Summit on Information Society. This struggle only finished last year. ICANN actually took over participation at the IGF. It was good, it was a success.

Although it wasn't well coordinated and it should have been coordinated with more time. I hope this year, and this is my question, I hope this year ICANN's participation will be, unique, coordinated, and composed with several parties. I'd like communities, Staff, Board, everyone to participate together. We have to coordinate this for it to be effective, for it to have the necessary impact for ICANN to be more visible and more credible.

FADI CHEHADÉ: Thank you Tijani. You mentioned Bali Right? You speak about participation in Bali. I think you're right, it was my first IGF and I didn't understand what was going to happen. It was good to understand what was going to go on and it's true that the community and Staff and the Board weren't really coordinated. We all got there and we worked. We

did our best, and I think it went quite well, but it would have been much better, if we had coordinated our struggles in our efforts.

I'm looking at [Nora? 00:59:00] who's right behind you. I want us to consider better what we're going to do the next time before we get there. You know Nora right? I hope you've met her, she speaks French too. We need to get her a mic. Nora is responsible in our Engagement Group of all the work with International Government Organizations.

NORA: This is Nora speaking. I'm going to speak very, very fast because I have nothing accurate to say. We're trying to prepare a strategy to manage the great meetings such as the IGF. Not only to coordinate staff, volunteers, Board etc., but also to get funding etc., so we're preparing a strategy. When we get to Bali next time, we're going to be much bigger than last time. As Fadi said, we did not know what was going to go on, we didn't know what to expect and in fact we didn't know what was going to happen afterwards. That's what I wanted to say.

OLIVIER CRÉPIN-LEBLOND: Thank you Fadi the next person [inaudible 01:00:20] is Sandra Hoferichter.

SANDRA HOFERICHTER: Thank you Olivier it's Sandra speaking for the transcript record. Fadi, I know and you mentioned it many times, that you are putting much effort into outreach into the latest corner of the Global. I just want to invite you, when you're travelling or when some of your Staff Leadership Members are travelling to any country in the world, as At-Large are the feet of ICANN, I invite you to coordinate with At-Large to

meet the Local Internet Community in that Country or in the Region you or your Staff Leadership is visiting.

I know this is actually what you want to do and what you want to achieve to coordinate with At-Large, to meet the community. But it hasn't happened and it's not a criticism, it's just recognition of what has happened in the past; There was some confusion on At-Large list and they found out, 'by the way Fadi is just around the corner and we are not really aware of it.' There was a dinner invitation but the invitation was such short notice that we couldn't even have a chance to try, because sometimes there is some travelling necessary between the countries.

So I would really invite you to use our capacity and we will be more than happy to help. If you're travelling or your Staff Members are travelling to any country, coordinate with us and we will try to help you set your agenda and to meet, not the right people, but to meet the real Internet Community who would love to meet with you and discuss with you and your colleagues in person.

FADI CHEHADÉ: I welcome that, I made the commitment that I will do that. In 93% of the countries I visited I did met the local users. There were three occurrences where I didn't and that's because I was in the country for less than 24 hours and I was sleeping on planes between countries to keep the schedule going. But I'm committed to that, this is very important, I don't want to go and just have photo opportunities in countries. I want to meet the community, so I welcome that and I will do that. The one country, Japan, where I couldn't meet with anybody,

they were very upset.

I stayed up till 11 pm that night in the hotel to meet with them. I waited for them at night, so I will do my best. I'm committed to that, but please understand that sometimes I'm in countries for a very little time and I will do my best. In France, Sebastian did an amazing job getting me in front of the community in very little time. That day I showered in the bathroom of the hotel, front floor, because I didn't have time. They said 'well they need to meet you right now' so I cleaned up, after a 24 hour flight from Singapore that was delayed.

I'm committing to meet the community I want you to know that. Logistically sometimes it's very hard, but my commitment is there and your openness to actually make it happen because you did. Izumi did show up at 10 o'clock after a long day with Adam and others in Tokyo, to meet me. So they're committed as well and I deeply respect that. You have my full commitment to this and we will organize one thing that I think I haven't done well enough, and that is to publish my schedule. This is something I've been asking [Kassia? 01:03:54.01] to figure out how to do that.

Of course my schedule has so many details and is packed, but maybe we can take the key visits when I'm in a country and publish it publicly. So people know in case I miss it, or in case my Staff misses it, hopefully people will see where I am. Maybe we put it on the My ICANN calendar. Where's Fadi today? Or where's my Ream today? So people can react as well. My apologies again to the Japanese community, Izumi heard me apologies and I apologies again. I will do my best to allow

more time as I can in more countries to embrace that. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Fadi and I can confirm that At-Large Staff is regularly in contact with your office to provide you with details of our Local At-Large Structures and there are a few pictures also on the page at the moment, showing you with various illustrious people such as [inaudible 01:04:52] and our [immediate 01:04:53] ALSs. [Background chatter] One day and you meet [Vanda?], that's all?

FADI CHEHADÉ: I had breakfast with her and her husband.

OLIVIER CRÉPIN-LEBLOND: Fadi only has 5 more minutes and I've still got Alan and Izumi in the queue so we'll have Alan Greenburg.

ALAN GREENBERG: Other people have already said what I was going to say, I'll pass.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Alan. Izumi Aizu.

IZUMI AIZU: First of all I thank you for taking our words so seriously, and would like to continue this. Even so, I have still a little bit of following what Evan said; the interesting concern about ICANN being more leaning towards

the Registry / Registrar, trade over the Domain Name Businesses. I've been missing ICANN meetings for three years and only within a few hours yesterday, confirmed that.

Your personal effort is highly appreciated, but we are in a very complex situation, where of course the new gTLD Registries are trying to push more, and it's legitimate but then the end users have very different interesting views. You have to balance these. You mentioned about priority, but priority of whom is something very confusing. So I shouted against you 'what the priority of the registry is? Not the end users?' I'm sure we are in the same game so I'm not just leaving you there.

In that context my question is, what is your strategy about these external things, the WSIS, IGF and WCIT I'm the member of [MAC 01:06:39.28] of the IGF and I really appreciate your proposal to Tijani to have more coordination. Which has been missing. No applause was really engaged with ICANN's activities two years ago at the IGF that much, there's some but not enough, so that's my question.

FADI CHEHADÉ: I will let Nigel, when I leave, talk a little bit more about our strategy with the WTPF and the IGF and so on. And remember folks before Tara Campbell joined us and started building a team of people like Nora and others; we really didn't have a lot of firepower. We had people who got it like Nigel and many of them are in the room, they understand. But we just didn't have enough firepower to go after all these things globally. So we now have a lot more depth. We're not quite there yet but I think you will see a very different level in quality of engagement in

these fora, at very high level, that we didn't have before.

Izumi brought up something very important that I want to tell you before I leave. It is true that I'm having to work seven days a week and my Team is also working extremely hard, because we have something going on that was not my doing. That is called the new gTLD program. That new gTLD program is like, I only have two children, but I know families that have four or five children, and when one child is handicapped or has an issue, all the attention goes to that child.

The gTLD issue is sucking everything that is available at ICANN. If we could stop everything else, we'll still be busy seven days a week with that program. So our challenge has been to not stop everything. That's why I brought Tara and Sally on Board, who are both frankly more qualified or at least equally qualified if not more qualified to do my job. But I brought this high level, so that they can run with the engagement side and improve that, while I can get some of the internal things set up. It doesn't mean I don't travel, and I help them in their mission, so I'm trying to do all these things, but you have to realize, these six months we're in, if we don't get the gTLD baby born, the mother's going to start getting sick.

It's just eight years in the making and that program is absorbing a lot of our effort. Our focus on users, our focus on ccTLDs, our focus on SSAC, our focus on so many vital things for ICANN, is in my opinion reduced because the new gTLD program needs to be put together. As you know I'm very candid, the program was not in good shape. We needed to do a lot of things to get that program to stand up and actually happen. So

yes I am spending an inordinate amount of time with the Registries and the Registrars and my Operations People but I'm hoping that, that phase by midyear when I promised the first TLDs will get into mode of delegation.

I think after midyear I can step back from this intensity. Since I arrived in Beijing, which I arrived Friday at noon and my first meeting was at 1:00. But since I arrived Friday at noon more than 40% of my waking time has been on the RAA negotiations. That's not good from a balance standpoint, but you know what, if we don't get it done, how long have these negotiations been going? 20 months. The negotiators told us today just in the last three days we did more than the last 18 months. But that intensity we have to put it and finish so we can move to other business.

And by the way on the RAA I want to tell you. We have managed to put in the RAA for the first time, a clearly written single page called The Registrants Bill of Rights – actually they renamed it The Registrants Rights and Responsibilities. I am so proud of that document, especially because they came up with it. We challenged them, we told them you need to come up with this, and they did. And I hope they sign this agreement because it's also a part of the agreement. So this is not some nice little piece of paper they can hang on the wall. I can enforce it on the Contract, this is good, this is advance, this is getting people to understand that they have...

Now, of course Olivier, I think it was Olivier or Sebastian who challenged me 'okay, good, you got Registrants Rights written and enforceable,

now let's move to users. What are user's rights?' Right? And that's true. So this is the sensitivity I get from your leaders and that's important. I'm committed to do that and I'm hoping Izumi as we get out of this mold and we stop the bleeding that is going on at ICANN we can move to a place where we have time to engage with you a lot more in a balanced way, it's not balanced at all. You want to say one last thing Alan?

ALAN GREENBERG: It's delightful to hear you say how proud you are of the Registrants Rights Documented to the RAA. It would have been nice to see the public interest commitment enforced in a similar way to protect users as oppose to a very expensive, very convaluted process. Thank you.

FADI CHEHADÉ: I think this is a good comment by Alan. Let me say something about the PICs. We have 1,900 applications. I don't know when the next round will be. I hope it's far in the future, but it's not my decision to make, it's the community's decision to make. But anyway we have 1,900 applications. If I want a legal team to be enforcing 1,900 PICs and I become a bit of a policeman and an authority to do that. I'd need another 100 people at ICANN, because if somebody writes in their PIC that they're going to do ABC and now I need to be policing that, I don't think that's the ICANN we want to create.

However by what we did which believe me, we spent of Christmas figuring out how to do the PICs it was an intense process. The PICs allow all of us to participate in looking at somebody's commitment and

then if that process leads us to say, they're not standing by their commitments, to put them to the test and then I will enforce it. I just frankly didn't feel we're ready to build a massive staff and spend millions of dollars, day after day, checking that this applicant out of 2000, on his sixth commitment, will only allow applications of this kind has actually met that task, that would be a Policing Agency that has no end. I don't think we want ICANN to become a Policing Agency.

All of us, if we see somebody not, and the PICs are online and the PICs are public and if you care about a certain set of applications, I'm happy to even support you in tracking them and then let's go after them. Let's put them into a process and if they break it, I will go after them, that's my job. But I couldn't be constantly policing them, that was my fear.

ALAN GREENBERG: Fadi we'll follow up. If the document said what you just said, nobody would be complaining. We don't want an extra 100 people doing policing – but they don't say that.

FADI CHEHADÉ: They don't. Okay. That's the truth, that's why I came to that conclusion to be honest. You don't want ICANN to look now like some kind of an authority that is policing contracts, that's not really where we want to be. Okay? No, I'm policing the contract but tracking 1,900 PICs, that's a massive amount of effort. Now of course if they break the contract, I'm all over that. I f the PICs come back through the process we've created as broken, we'll go after them, but policing them is a whole different thing, that's the monitoring process. And maybe you could help?

ALAN GREENBERG:

Sadly the document says you're not allowed to do what you just said you want to do so. [laughter]

FADI CHEHADÉ:

Okay we'll I'll look into that, but that's exactly what we went for. If it doesn't then let's talk of [flying? 01:15:28] because I could use some help on that, I promise to you. So let's do that before I leave Beijing.

OLIVIER CRÉPIN-LEBLOND:

Thank you very much Fadi. T here is a public comment process going on at the moment about this and the ALAC will be producing a statement on this. I have to thank you very much for being very candid with us. This is a community here that I think absolutely supports the changes that are going on at ICANN. At the same time, it will probably be one of the first communities that might tell you when things are turning in the wrong way and they don't agree with it.

In fact throughout history the ALAC has actually pointed things out at ICANN, which were then pointed out maybe six to eight months or maybe a year later by the US Department of Commerce because those very people who tell us things are not working well, effectively use the fast-track to tell ICANN that things weren't working well, but they also wrote to their Congressman and they wrote to their Politicians and your getting it the long way.

So take us a little bit like an early warning device, but a very friendly

early warning device. I'm glad that now you and your Team seem to be listening whilst in the past we were speaking, and no one was listening so thank you very much for spending the time with us.

FADI CHEHADÉ: Thank you for giving me the time. [applause]

OLIVIER CRÉPIN-LEBLOND: Whilst we have our usual dancing chairs routine, I just wanted to introduce you to a few of the Regional Vice President for Stakeholders Relations that have all come to see us. So we have Nigel Hickson and I'll ask them to put their hand up, just so you can recognize them. It's good to put faces to their names. We've got Nigel Hickson who's here. Actually there's only one of the two who's Nigel.   The next one is Rodrigo de la Parra. We have Pierre Dandjinou who's sitting at the back. Save Vocea. Have I missed anyone? Oh, [Vani Muchowski? 01:17:26.02] who doesn't know Vani? [laughs]

Any other VP's, Stake Holder Relations? I do see Andrea Beccalli who I saw a short while ago, who seems to have joined the ICANN crew so that's really great. Welcome. We also have, not a Regional Vice President but we have our Board Member who is in the room, Sebastian Bachollet. [applause] Who will be speaking to us a little bit later on today. In the meantime we have Sally Costerton and Jim Trengrove who have joined us. Sally is Senior… Oh and there's also Chris Gift well, sorry Chris it's just I can't see all the way down, it's terrible.

So Chris Gift is VP of Online Communities Services.   Sally is Senior

Advisory to the President on the Global Stakeholder. GFC isn't it Global Stakeholder Engagement. And Jim Trengrove is the Senior Director of Communications. Sorry about the short delay, blame it on the Chair of this meeting who doesn't know how to keep time, I'll hand the floor directly over to you Sally.

SALLY COSTERTON: Thank you Olivier. It's very good to be with you again. It seems in many ways such a long time since I last saw you in Toronto and yet it's only six months. It feels like many lifetimes and a lot of years on my ICANN clock since I last saw you. It's lovely to be back here and I see you all looking fresh and energized at the start of this week, perhaps not everybody. It feels like I've been here for a while. So what we're going to try and do in the next little while is really just bring you up to date with what's been going on in the engagements sphere, which is a pretty high growth area of ICANN.

It's great to have my colleagues here with me. It's one of the areas that we've been growing in probably since we last saw you in Toronto. As part of that process we'll focus in on two specific areas, which I think are based on my limited experience of working with you and I think we'll be the most relevant for you specifically around Capacity Building, particularly Online Capacity Building and Tools, and also content itself. So content to my left, the lovely Mr. Trengrove, and Capacity Building and Tools platform, to my right the lovely Mr. Gift.

So you can see our gender diversity's going really well, not for the record. Okay so I just want to cover a couple of very high-level comments and if I'm saying the same thing Fadi did I do apologize, I

wasn't here for his comments. Since we met six months ago the demand for what we need to at ICANN to engage and communicate with the external world just keeps accelerating. That is not going to slow down. It's going to it put a couple of demands on us that we have to try and address and they often contradict each other.

The first one is that we have to internationalize as fast as we can. Now, that seems crazy talking to this group because you are as far as I can see, way out there in front in terms of being a highly internationalized group already. So you can teach us a lot about that. But from the Staff perspective we've been doing several things in parallel to achieve that. The first thing is adding some more resources of the human kind to get closer to our stakeholders, so that first one of Fadi's goals on the plan that you saw in Toronto, getting closer to our Stakeholders.

So we've been doing some recruiting and we've added to the Teams in Latin America and as Fadi probably told you we will open an Engagement Office in [Monteverde? 01:21:25.11] under Rodrigo's leadership, very soon now, probably in the next two months, maybe less. We are adding very rapidly to Pierre Dandjinou's Team in Africa. He made the enormously smart decision to invite Fadi to visit early on in Pierre's tenure which made Fadi realize just precisely how big physically, and how diverse Africa is. And that having one man, however brilliant, in one country, was really not going to cut it.

So we're in the process of helping Pierre add some capability, so that he has representation are a little bit more comprehensively across Africa. Even with five or six new hires, this is still 54 countries. Everyone in this

room can tell me more about this than I already know, but I know that even six is stretching it. The third area, we're adding resource in, as you know is here in Asia. I've been spending sometime here, specifically interviewing for our new VP Xiaodong Lee who many of you will know. The extremely able Dr. Li is now transitioning into his new role leading the CNIC and our generous sponsors.

He will stay very close to my Team I'm very happy to say, but we need to replace him. We've been doing some extensive interviewing, which I must say and I think you should know this, the interest levels from really superb candidates to want to come and work in this community has astounded me. It's really inspiring, to the point where we now have three candidates who are very, very strong and all of whom I think can do the job. So we're down into the nitty-gritty of that selection process which I hope will be completed very soon. We're also adding resources in Veni's region, because he's trying to catch my eye here in case I forget to tell you this. [laughs]

A complex region. A very challenging region, and a region in which it's extremely difficult. We cannot apply cookie-cutter approach, we can't anywhere, but it's particularly difficult in Russia and in Central Europe. He also has Israel in his region, so he has an interesting diversity in his portfolio. The final area of course we talked about Andrea joining Nigel's team. Nigel of course looking after our major European Region bringing with it a lot of policy challenges… Particularly Nigel is also steering with great skill our ITU Agenda. This is the other side of my team. It's not just about regional representation, but it's also - each and every one of them comes from a specialist background and they bring

their specific subject matter expertise to the broader group to share best practice.

Now, the other point I wanted to make on the people front and I hope very much that you will help us to deliver on this, is the following: we will not continue to add enormous quantities of Staff, this is not the goal. We're not trying to set up an internal consultancy inside ICANN, trust me. What we need to do rather is to build community groups in the broader sense 'mini ICANN's' at a regional level. So as I'm asking Veni and Rodrigo and Pierre and Baher and Savi to step up to lead their regions.

It's not just about managing the process, it's about delivering genuine leadership in that region to encourage and coax and find individuals, volunteers and groups who want to form a closer knit, a working group which we've been establishing as you know, and is moving quite fast now. One in Africa is really well established. The one in Latin America we're going to see more of this week. The Middle Eastern one is on the launch pad and the next one is the new VP who comes on board, of course will be Asia. So this is really important to leave this thought with you and we never tried to do it this way before.

So this partnership between the ICANN staff, all parts of the ICANN community the job of the staff, [into lease? 01:25:47.07] enable that group to be successful. Sharing best practices, sharing common understanding, but recognizing that in every region priorities are different. Resource and requirements are different. So that's really... I anticipate that once the people are in place from the Staff which we're

quite well advanced with. Not quite there but were getting close – that is phase two. So when you see Fadi talking about the new season at ICANN, the season of preparing the ground, this is about putting the Staff in place.

The next stage is about how do we actually implement the process of evolution and change and this group in particular I hope will be very influential in terms of working at an regional level.   So that's the regions. Let's go up to the global level. So let's think of the regions as being, in my old world, in the agency word, we would have called these guys our clients. So what do they need? What does Veni…? Veni will send his orders through to these guys – these guys are in Global Functions. So what does he need from them? Now he knows because you've told him. So the real clients are you, the guys on the ground in the country.

So what do we need in Africa? What do we need in Russia? What do we need in Spain? And how can Veni make sure that he gets that for you? Then when we come from the Global Position – how do we make sure that we can deliver things in a way that is scalable?   That is efficient? That is very high quality in its inception? And then it's then made available on the right platforms at the right time in the right languages. This is much harder than it sounds, as I have found out in the last six months my hair is much greyer, I have far more lines on my face, I sleep less.

So the process of putting this, very ICANN, this bottom-up model – very important it's a bottom-up process – so the requests are coming in from

the community, up through the Regional Advisor Presidents into the Departments which are Global, which will increase, and which will be positioned in three global hubs; you've heard this from Fadi, you know how it's going to work.

These guys are quality guys, they're product managers if you like, they're like the manufactures, they're like department that creates the products, and they also have to make sure that they get distributed. It's a two-way process through the matrix. So what I'm going to do now is I'm going to ask Chris in particular and Jim I'd love you to add some specific comments if you have them on the constant side to explain how were doing that. Before I do that I'm going to do one little commercial piece of promotion for you.

For anybody that doesn't know and I'm sure Olivier has told you because he's been very good about this, we are trying for the first time at an ICANN Meeting we're going to have a completely open Community Interactive Session on Thursday. We are going to divide into four groups, which we will facilitate. These lovely gentlemen will facilitate two groups and we'll have two others, on looking at the four key areas that some of you have helped us understand the Community Outreach Group that began under Kurt – many of you have been part of that – it's the continuation of that work, bringing it together with what we're doing in Stakeholder Engagement, so that we come out of that session with a very clear agreed set of priorities.

These are the things that we must do and we must resource them well and we must do them to the highest quality. These are the things that

we'd like to do, so that as we leave that session on Thursday morning it will help my Team understand what the priorities should be. Then as we go through the year we're managing by acceptation rather than always coming back and asking the same question, which must be frustrating for you and it's not the most efficient way for us to deliver high quality services.

So please come to that session, please encourage others to come if they have any interest in this. I hope we'll be lively but most of all I hope it will be satisfying and we will feel as Olivier said as Fadi went, that you're being heard. This is a very important place for the community to be listened to and to understand what actions will be taken. So I'd like to hand over now to Chris just to take you through the highlights of the developments we've had online because they really are substantial, particularly since we last met.

OLIVIER CRÉPIN-LEBLOND: We might need to have to share mics. or could we hold the...?   Is that okay?

CHRIS GIFT: This will work. First of all thank you very much for having me apart of this meeting I appreciate it and I appreciate the opportunity to update everyone. So my role at ICANN is I'm responsible for Online Community Services that is a new group and a new role at ICANN. Fadi had created this group and this role with the purpose of bringing together all the externally facing online services. When he looked around at what we offered, he saw a disparate numbers of services, the user experienced

was not unified between the services, and there really wasn't somebody ensuring that there was a user centric design in terms of rolling out services to people.

So he created this team and come onboard to start implementing this, and to ensure that the community gets what it needs from an online perspective. Because while we can do a fair amount of work in person and we must do this, a lot of it must happen online. Just by the very nature of the work we do and the global dispersion of this community. So with that in mind, I will update you on what's rolling out with my ICANN, which is one of the initiatives of this group, it is the notion that's going forward. Anytime anyone is engaging with ICANN, and by that I mean not just simply seeking out information or trying to understand what ICANN is or what it does – but for somebody who is involved in the community.

Whenever they do that, whenever they have something that must get done they will come to My ICANN, which is actually up on the screen right now for those of you who have not seen it before. What's there right now is really a newsreader which simply aggregates information across ICANN because that was one of the problems that people had initially talked about was ICANN has so much information, that's published and there is no means to get it out of the central place. But really that was just a Stakeholder, well not a Stakeholder, a start for My ICANN, don't think for a minute that this is the end. Or this is the end state for myICANN, this is really just the beginning, and this functionality that you see here, this capability, when we were finished, well actually we will never be finished with My ICANN, but at some later stage, this

will be just a very small portion of it.

We will be rolling out some new capabilities tomorrow and I actually think that Fadi will be doing an unveil about some of those things, so I don't want to steal his thunder, but I think this should be very interesting to everybody and they should be provide more information on to the community about more visibility, greater visibility and transparency into what we do.

The other thing I do want to talk about though at this point in time is also… I want to talk about a little bit about how I would like to move forward with you on creating these services. These services that we're going to work on are not for me, they're for you. So I want to make sure that you understand that that's how we're going to move forward. We're really going to have a user-first design and mentality and approach to how we do these things. But to do that I obviously need to hear from you and I need to talk to you and that's obviously one of the reasons I'm here.

So if you see me in the hallway please approach me with anything that you see or ideas that you have. But more than anything, approach me with your problems.   Approaching me with a solution is always interesting but really what I want to understand is the problem you're facing and when you're working with ICANN in the community so that we can then work together on a solution. I also want to make sure that you understand that this is a process My ICANN and other online services are never going to be at an end state, where we can wash our hands and say, 'okay, we're done now let's move on to another thing'.

No. This is something that is constantly evolving.

The other thing I want to guarantee is that we will have transparence iteration. What I want to avoid is the Staff is just us. The community as a whole working on a problem or working on defining a problem and defining a solution in terms of online services, and then working on that problem the definition for some period of time and then moving to an iteration stage where we develop. Basically a waterfall process we just you know and each step of the waterfall we spend some months. As much as possible I want to move to one where it is far more interactive and far more transparent to the communities.

Some similar tools that were going to be working on are not just services for you to use, but are services for you to communicate back to us are these tools appropriate, are they working for you. So there's definitely something were going to be working on as well. Lastly I wanted to talk about the desired state about where we want to end up. You know we really want to end up some place where we provide we fulfill all the three main things at least what I perceived or we perceived to be three main needs which are around information, engagement, and services collaborations services.

I do want to ensure that we are going to be working on them so that they are in multiple languages and localized as much as we can. I know that that is an ongoing concern especially as we go increasingly diverse in terms of the people participating in the community and one that is actually near and dear to my heart I they be fully accessible for everybody to participate, and I don't mean simply a question of

bandwidth or language but anyone who may have any kind of challenges in terms of participation we really want to reach out to those people as well so that is the commitment from us to ensure that the service we roll out in the future will be that way.

And lastly, that we have constant iteration. We will roll out some small little services they may not always succeed, they may fail some of these and we would need from you that they failed that they're not quite working for you but what I will guarantee is that we will turn around and fix that right away. I don't want roll out and deploy huge services all at once. It's just not, that not a method for success, we want to continually, constantly roll out small things and get feedback and then fix it and roll out a new small one and fix that and that's how I'd like to move forward.

Sally just reminded me that we are also working on an online learning platform and this is another very fundamental project that we have ongoing right now. We're still on the planning stages and the learning platform will be someplace where various members as well as staff can come to learn about ICANN and Internet governance, but specifically Internet governance from ICANN's perspective to have a better understanding of what that means, and also how to participate. One of the big barriers people is they're interested in this topic, they're interested in ICANN but how do they engage?

And even if they do engage there is such a big barrier in terms of education on what they need to learn to be effective not just to come in to these meetings, so the online learning platform is exactly that, it's

going to be a vehicle for ICANN and the community – I mean not just Staff but for ICANN to create content and then to put that into structured curriculum for people to go ahead and follow and then achieve a certain end in terms of their education, how they can participate.

And you can see that playing out in many ways and how that can benefit, for group membership, for effectiveness in group membership and so on. We do have, were working towards and we're trying to get a first beta version up an running by Durban – no promises – [laughs] and that first version, that beta version will be basically beta trialing the platform itself and then were going to use existing content, because we have very rich content already within ICANN. But also I want to make very clear I just remembered something; that what we also want to do is not just ICANN content we also want to partner with other IT governance organizations out there.

I saw guys had some fanatic content [01:38:52] does exactly there's quite a few organizations that are fantastic, very relevant content and we don't want to re create the wheel necessarily so we want to partner with these other organizations and see if we can share content and so on.

SALLY COSTERTON: Thank you this is a big project it's very overdue I think, and I think certainly when I met you in Toronto I recall there being quite allot of requests from you that we should try to get our heads around this from a capacity building point of view if you're going to bring new people in,

many of them will come in through your structures as Chris put it extremely eloquently; if they don't understand what it is that we do, it's not going to be a lot of capacity building. It's an absolutely primary part of how we address the next billion Internet users and how we bring them into our community. So it's a really important part of our overall engagement strategy to make sure that we can get over that hurdle.

Now the other thing that I just wanted Jim to particularly focus on although he has one or two other things too, but I just wanted to give you a couple of comments. Communications in ICANN is done through a communications team but it's becoming increasingly clear and Jim and the Team are becoming closer and closer organization intentionally with our regional first presidents the people that are involved in engagement on the ground and the reason for that primarily ironically is the Internet.

Because it is now where the world goes to understand what to think what to do and how to react, it's frequently the way we the first place most… Many people round the world go particularly here in china we have over half a billion Internet users in china which is a truly staggering number, truly staggering number, who are trying to pile in to use the Internet to understand and educate themselves so as we move forward as ICANN and rethink into the future this is becoming a much more integrated approach so when you see us separately don't think of us as separately we're becoming a much more fluid integrated group that are trying to deal with these issues strategically so that we're not [SILOd? 01:41:!5] and we're trying to do the right thing the first time, and to do that with you as much as we can.

Now, one of those things that is becoming increasingly dominant and Jim has been really innovative and a great driver of this is our use of video. And we have been experimenting with this, I going to ask Jim to talk to you about this now. The reason we started, Jim had been doing it for a long time, but the reason I wanted to do more of it from a communication standpoint was because I wanted to make it clear to the community that we're being very transparent and very authentic and I hope that many of you would of seen the increase blogs and the use of video. We are using Fadi, we'd like to move on to use more people, I think Fadi is getting very sick of having film crews in his office [laughs] but I'm going to hand over to Jim but the reason to talk about video is to set in a context of that Internet access and the sort of primacy and the overtaking of visual images in terms of how we communicate in the hands of the average. Jim.

JIM TRENGROVE: Thank you. Sally's right, I've been working in producing videos and telling stories for 35 years. I'm a journalist and I think once you are a journalist you keep that. I like to tell stories about people, I saw a photo up here a short while ago reminded me my wife and I were in Georgia and Armenia and turkey in September for two and a half weeks on vacation but I called Heidi ahead of time I said look I'm going to be in Yerevan, is there anybody from the Internet society or the ICANN community that I can meet with.

And Heidi set me up and had a wonderful brunch, Sunday brunch with three members including Igor who was the father of the Armenian Internet, and it was fabulous and that was just a slice of a story of the

Internet and I would dare say there's a story like that all around this table, but we need to partner to develop these stories and I have, on several occasion.

And the Regional Vice Presidencts know that I bug them all the times when they're down in their regions, write a blog, let us know what's going on in your area that are tell us stories of what's going on. Savi's done it, Peter's done it, Rodriguez has done it and Nigel's done it and I think it really… Fadi is not ICANN you guys are ICANN and this is the bottom-up process and the Multi Stakeholder model, the policy development, the politics and the people which is why I joined ICANN four years ago, was to tell these stories, it's because that's what I was doing covering the US Congress for 20 something years.

The best times were when I could get out of Washington and do stories about issues that affected the people and I went all over the United States and I learned allot and I went to Yerevan and I met with these folks there just because I was interested and I'm still interested. So what we need to do is… And I've got a commitment from Sally and I got a commitment from Fadi that were going to expand to video behind Fadi's office and as Sally said he'd be the first to tell you get the cameras out. And we can do it in many ways, you know with technology these days we can do it cheaply we can do it high definition, we could do it through Skype, we could do podcasts, but I want to tell the stories.

I want to tell the stories of where there generating of where the Multi-Stakeholder Model is, about the interest of where the Internet is working, where it's not working, where it could work, and build that up

and they've given me the commitment that we'll be able to move in that direction more and more. Fadi is right, the New gTLDs have really taken over, but I refuse just to concentrate on that and you know members of the community won't let me either and I appreciate that. There's a story online on our website now about Chris LeHatte, the Ombudsman that we did in Toronto wanted to get that up and get it published before Beijing here.

We're doing a story about NomCom, we did stories about SSAC were doing ID and variants stories and these are, it reminded me of when I was I Washington and they had an impeachment of Bill Clinton and we had to cover that story every day for almost 18 months and it was hard to get anything else on the air and when that was so... And when that was over, finally we got to do other stories that weren't top headline stories but were none the less interesting and stories that people cared about.

So I'm looking for a partnership here. I see you all as reporters and producers and we just have to develop the structure and when we meet later this week as sally said and we were going to talk about content and the platforms for producing and issuing and distributing the content. I'm going to be very happy to reemerge and work in these areas and I hope you'll all support me and Chris said if you've got a problem come up and talk to me, if you've got an idea come up and talk to me okay so and I sincerely mean it. And a few of you have but I wish all of you would. Thank you. Any questions?

OLIVIER CRÉPIN-LEBLOND: Thank you very much Jim, and thank you Sally and Chris. Certainly

there's been actually a long history of work with podcast and video in this community some community members have engaged in putting together videos for further engagement further out for outreach and we've also been interviewed in podcast etc., by some people that were there historically and so on, so it's good to see that you're re engaging in that way and that you're going back and spending more time…

JIM TRENGROVE: Share them with me, you know any of those things could be just dropped in an email file or in a Drop Box and then we can create a vehicle for distributing these and certainly through our social media networks now through Twitter and Facebook. We built our Twitter followers from 8,000 and I think it's over 70,000 now in the last year so we have a lot of followers out there and I think I'm not the only one who's interested in your stories I think a lot of people want to listen.

OLIVIER CRÉPIN-LEBLOND: Okay thank you Jim. Can I ask as an action at my At-Large Staff to share what we already have in our community so that you can build on that and I know there is a demand, there is real demand to do a lot more and a lot of requests. And Heidi is thinking that I can read her lips unfortunately I'm unable to.

HEIDI ULLRICH: This is Heidi. A lot of the information that Olivier was just speaking about is actually on the ICANN website it's on the e learning page if you do a search for e learning you'll see a lot of the podcasts the beginners guide Jim that your team have been great working with At-Large. We

try to get those beginners guides on once every meeting let's see what else. Well we'll put the link into the chat so you can take a look at that.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you Heidi. Now, we already have a queue, people who have queued before the queue started a bit like those people that sleep overnight for 3 days before the Harrods sale opens. So we have Evan Leibovitch who has been camping for a while and then after him we'll have Tijani Ben Jemaa. I see more people adding to the queue. Evan?

EVAN LEIBOVITCH: Thanks very much. I removed the arm band but I needed that to get in the queue. Olivier has dealt with some of the issues I wanted to… I was going to bring up about institutional memory that his is a real issue ICANN has done podcasts, ICANN and At-Large members have done a number of videos I recall [vibrenlui 01:49:26] doing a number of them at recent meetings Glenn McKnight has been doing a number of them. You may or may not have access but some things like for instance a whole series of podcasts that were done by ICANN I don't know of your aware of them, some of them are still relevant now they have basic information on them.

This is all part of the package I'm just saying when you say we're doing podcast well you're continuing to do podcast some of this has already been started. But I want to spend the bulk of my question talking about something that My ICANN is not going to touch and it's something that has been of very, very big relevance to At-Large and those are the people that are out there that don't know ICANN exists and yet are directly impacted by it. At-Large has had a number of initiatives

recently where we have needed the general public to be aware of things to allow us to act on it and that hasn't happened.

On issues of applicant support for gTLD applicants around the world, especially in developing economies, who should of known about this problem's existence, and yet we received so few applications that the basic issue was the word didn't get out. This problem was repeated during the objection process when At-Large was empowered to be able to object on behalf of the general public to gTLDs, we got a handful of objections and most of them came from industry groups as opposed to end user and community groups.

One of the only things that's possible to do from this is that the word didn't get out. Not to people who know what ICANN is to come to a site like icann, org or myicann. That's going to be great for the usual suspects. What we need is to increase the kind of communications to people that don't know ICANN exists and yet are impacted by it every day. Things like people who ought to be doing objectives to gTLDs but have no idea even that a process exists let alone how to do it. That's the kind of thing where I think the ball has really been dropped.

In terms of engagement, the last time we talked to you folks was in Toronto. That can't continue, there has to be a very specific channel that is more than, well just talk to us and offline I'd like to engage in figuring out how we can have an ongoing engagement in real time with people within At-Large. So it's not just a matter of coming back to the next ICANN meeting, coming back to us in Durban and saying 'well we've been here all along'. I don't think that cuts it and I think we need to come up with some channels that will address that so it's not just

'come to meetings and give us feedback.' Thanks.

SALLY COSTERNTON: Okay let me responD that last point. Sorry for the record yes I apologize thank you Olivier. Just let me be really clear on this issue, all of the regional vice presidents have in their KPIs on an ongoing basis against which they are paid real money or not in their plans as a priority to be engaging with those At-Large communities on the ground. And in each case it is very important that if for some reason that dialogue is not happening in the region where you live, that we raise that issue obviously ideally with the relevant regional vice president to start with but if not, up to me directly. Okay?

Because that is the most efficient of having an ongoing dialogue between ALAC which is a very large groups, at a global level and the Staff. So that's the first thing. The second thing is as I'm sure Olivier will endorse, I don't want to leave on the table the idea that there haven't been discussions between ALAC and the Staff in the last six months. The ALAC organizations at the Staff level but also at the SOSC level are in very regular dialogue. Now, that said, that sounds a bit defensive, it's just meant to be a perspective on the record really. There is no doubt the bigger question about how do we make more people out there in the world aware that ICANN exist and that they might want to care about it.

This is something that none of us have cracked yet. I would be the first person to agree with that analysis. And we are engaging, we are collectively engaging at Staff, community, Board [SOSC 01:54:23] that

we had a discussion about it earlier on this week in how are we going to evolve or engagement strategy – particularly our digital engagement category which gives a scale, real scale – to the point where we can start to crack that problem. It is a very difficult question, by the way.

We can't do typically broadcast awareness raising as television advertising. That's how it used to be in the past. That's not going to work for ICANN, that's not going to work for ICANN. So we have to invent our own future tools and platforms as to how we do this, and there are certain organizations that we can take best practice from but we know from our own research that we can't find another global organization that has the level of complexity in the way the Stakeholder group is structured and the specific bottom-up engagement model that ICANN has. We are in that sense unique.

And facing the challenges of globalization, and what you're describing here is a challenge of globalization, because in theory we could say that every citizen on the planet should have an opinion about ICANN. We could say that. So don't want to get into a big executional debate now, I just wanted to respond to the comment because I do want to make sure that the group feels understands how very importantly firstly, how to engage with the Staff at a regional level, Who to engage with and then giving you my commitment that we will continue to dig into this issue about how do we reach the wider world, out beyond the ALS structures right out into the communities that don't even know we exist. Thank you.

EVAN LEIBOVITCH:	Thanks Sally, this is Evan. I just wanted to respond to that in one thing and that is to pick up on that very last sentence you said; it is in the ICANN by laws that At-Large is charged not just with turning policy up but in turning information down. We are a resource to help you do this – please engage us, this isn't a matter to ask you to go off in a corner and do this, this is an open invitation of almost a begging to say use… You've got people here that want to do this, that want to help. The better you can engage this the better we'll help you out.
SALLY COSTERTON:	Okay, I'll just say one mre thing. Sally for the record. I'm obviously just being stupid about this but I want to be very clear, it is the role of the RVPs to do exactly that, at the regional level. That's how we get around the world excuse me [clears throat] and for anybody who for whatever reason feels that they want to make an additional contribution this week, please come to the session on Thursday, please come to the session on Thursday. This is one of the reasons why we've set it up and if it works, if we think this model is a good model, then we will commit to do them at future ICANN meetings, and it will give us an opportunity to plan in advance for that and for it to be more… This one is an experiment. This has not been tried before. But if it is successful then we will do it again. Thank you.
OLIVIER CRÉPIN-LEBLOND:	Thank you very much Sally, I'm mindful of the time. We still have four people I the queue and we're just going to take short questions and short answers. So next is Tijani Ben Jemaa.

TIJANI BEN JEMAA: Thank you Olivier. Sally as you know the reason a lot of effort, and a lot of initiatives in ICANN regarding learning regarding capacity building, regarding outreach. I know that outreach is different from capacity building but it's not far from it, it's very close. And for some outreach operations we need some education. And for the education sometimes it is more outreach than knowledge transfer. So they are close together. And all those initiatives, you are now preparing a new strategy for that. And this is very good, but I know that for the outreach you are engaging with the community – that's very good – but I think that we need to see the whole education, capacity building together and communicate with the community so you build your new strategy on the views of the community.

I am seeing that in ICANN there is a lot of capacity building Working Groups, there is an ICANN academy project, there are outreach groups working and right now people don't know how all these interact together. So I propose that you organize an interaction session with the community regarding this, so that your new strategy will be built on something that everyone agrees on, and so that you have the input of the community to build your strategy. Thank you.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Tijani. Any response or…?

SALLY COSTERTON: I think it's absolutely right, it's a sequence in question of putting together the moment we're getting the input from the community on a

project by project basis. We're also trying to engage with what we already know, to the point about podcasts. And then absolutely, I think at that point it makes sense to join it all together and engage with it. And actually, if we have a good session on Thursday, it may be that the Durban meeting is a good opportunity to try and do that. I would certainly be very interested in looking at that as a way of doing precisely that. But I completely agree with you Tijani.

OLIVIER CRÉPIN-LEBLOND: Next in line is Fouad Bajwa.

FOUAD BAJWA: Fouad Bajwa from Pakistan, for the record. I had the opportunity to be invited by Baher to work on the Middle Eastern strategy for ICANN. And throughout the process I was sort of coordinating the Internet governance record Sub-Group and we have the document out right now, it is available for public comment and there's two sessions which we are going to publicly present it and then we have our own meeting on that. When I was in Dubai earlier last month there was a comment, which really when I heard it, it really inspired me; that finally ICANN has gone multilingual.

And when that was said, that was said because there was a ICANN CEO President who was not speaking the traditional perceived of the Internet which was beyond the remit of English language. And why do I say? This because right now we're sitting in the region which a majority of that would not be accustomed to the English language. The presentation of multimedia whatever, information in their language.

Okay, ICANN is producing documents, but the size and scope of those documents is very large.

It becomes really hard to translate even when I was interviewed by the Pakistani media on the new fTLD program, I tried to make it as concise as possible even down to the level of one page. It was near to impossible doing that, but then there was another thing – Jim would be able to relate on this – that when you did the who is ICANN radios from the US meeting and so forth, people actually had asked me, it would have been really nice if we could have heard you in Urdu language. Now, Urdu is a language with a scale of nearly a billion people speaking that language, where you would not find a single document online which has that language content in that language.

So there a sensitivity issue over here which we need to accept in terms of diversity; we have to go down to that level that even your radios are in languages which are beyond the official languages of ICANN, because the larger community… For example we were working with a middle eastern group the middle eastern group was working with nearly 23 countries or 22 countries; parts of northern Africa speaking French, down to the middle east speaking Arabic and then you have Iran for Farsi and [inaudible 02:02:42.14] for Farsi language and then you have Pakistan for Urdu.

So the challenge is how do we create localized content in terms of viewed video material. Second thing, looking at the ICANN website. At one time on the ICANN website renovation was being done, I was sort of… ICANN was keeping communication even with me, and at that

stage I felt that there's still not sensitized to the general person. You g to the ICANN front-page and you still get lost, and that will remain the challenge; there needs to be constant communication between ICANN – and again what Evan shared earlier we need to be consulted on a regular basis.

Number two, ICANN ideas, still missing, when I was with the Operations Studying Committee for the gNSO website, I was continuously saying this: you're not collecting all the information that goes out there about ICANN. There's not a single page that has a plan running, with all the blogging, with all the news, all the information. And there's tons of information which is been put to use in local languages and that needs to be there.

Number three – for the first time when that documented was distributed in Dubai, an Arabic one-pager about the Internet eco system that was beautiful. I tell you for the first time people could actually understand that where is ICANN? What is the different issue? Where is ICANN? And then coming down in to the little nitty-gritty of things I can assure, you make any promise but in the New gTLD awareness activity in regards to community and to applications and so forth was a disaster, it was a disaster because the outreach did not work, it did not go to that level where we could actually get the governments, the industry involved in that.

We also have the… Even now with regional organizations we have that interest, to stimulate the industry so that people participate from our regions, we only have like 100 staff from Pakistan so you can just

imagine how much work here needs to be done and that's the KPI for the ICANN outreach activity. That is work that has to be ticked off. I would love to see an ICANN ideas page which lists all these ideas, and someone responding to those ideas, someone actually digging them out that done, not done whatever reason you should have to open this. To share with the community why couldn't it be done? What were the weaknesses? These are the risks, and risk evaluation is an important component of all the strategies you're developing in the regions.

I will like to see ongoing monitoring of this, why? Because of the communities engaged to that level, and we can help respond and we can help give you ideas because I would be your biggest advocate in Pakistan, frankly speaking and the Multi-Stakeholder model it is beyond the ICANN you have the IGF going on you have the ISOC Chapters and so forth and there's a lot of other ways we're intervening in Pakistan and the ones from the policies issues but the point is this, that you need to register those ideas coming from us, we would like to see some sort of monitoring going on and response going on. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you for that, and I'm glad I asked for short questions [laughs] but could we have a short answer please?

SALLY COSTERTON: I think you raise an enormous amount of important issues that are very complex there were quite a few of them. They are by and large things you should know, things that are on our radar and solving them are quite hard, being aware of them is the first step Chris said he wants you

to bring him problems and I think you just did that, so thank you genuinely very much for that because these are all critical issues that we do have to address and I'm not going to sit here and say we have instant answers for them but some of them are much easier to solve than others, but thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Sally. Jim.

JIM TRENGROVE: Yes, thank you Fouad. You mentioned the one page in Arabic, we're doing it slowly but we're getting there and we realize it. And we just talked yesterday about we need to make a commitment to do certainly the six UN languages and as many documents and videos as we can. We're producing materials now for the Speakers Bureau which we've launched and we're doing it in as many different languages as we can. We can't wave a magic wand and have everything translated. It costs money, that's not the problem it's the manpower and it's the time it going to take, but we're determined to get there.

FOUAD BAJWA: I'll give you support for Pakistan and the Urdu language, I have the translators, I have people who can help to put the terminology right for you and we can get you rolling for a language which is spoken across Pakistan all the way down a bit to Bangladesh.

JIM TRENGROVE: Okay, there has to be some control over because we've run into

problems where somebody does the translation, somebody says well that's not right, so I appreciate that but we still have to have some control but we want to get there.

OLIVIER CRÉPIN-LEBLOND: Thank you very much.   I'm mindful of the time and that Sally needs to leave in a moment.   We still have two people who have been waiting for a very long time in the queue. One is Sandra Hoferichter and then we have Victor Ndonnang afterwards. First Sandra Hoferichter; very short question please or comment.

SALLY HOFERICHTER: Thank you Olivier, and yes I can promise to be very brief because Tijani has mentioned already many things I had on my agenda I just want to go very precisely to this online education platform which is under development. As you know we have initiated the ICANN Academy Working Group and we were looking into all the capacity building provision within ICANN which are existing and which are going to be developed and I just want to invite you here again to use our capacity… The Working Group, the capacity working group within ALAC and also the ICANN Academy Working Group.

The things which have been developed there, the survey which has been undertaken recently after Toronto and all the result we were producing not only within At-Large but inviting all the contingencies within ICANN and I invite you to join our meeting on Monday where Matthew Shears who is actually responsible for developing the online platform, so that we can coordinate our efforts and that the work which

has done within the past two years is not done again so that we don't reinvent the bicycle twice. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Sandra and finally we have Victor Ndonnang.

VICTOR NDONNANG: Thank you Olivier. My name is Victor Ndonnang, Internet Society Community Chapter. So my question is simple so where are talking about ICANN coming to community, coming to us, and there is a upcoming forum organized by the [commonwealth? 02:09:56.00] Communication Organization in [inaudible 02:09:59.14]. And I discovered in the Agenda that ICANN will have a slot in the program and I wonder it's, let's say two weeks from now till the forum and we local ALSs we are not involved, we don't have any information about what ICANN will talk about during that forum.

And it is important you are talking completely [inaudible ALSs 02:10:34.12] community we want to help and ICANN have to make or involve and [02:10:41.01] ICANN be more open and transparent so if our Vice President for Africa can say more about that. Thank you.

OLIVIER CRÉPIN-LEBLOND: Do you want to hand the microphone to Pierre [laughs]?

VICTOR NDONNANG: Okay let me say it again, it's about the upcoming cyber security forum organizing Cameroon and ICANN will speak and we local ALSs we are

not even informed, I didn't get any emails saying that ICANN is coming to your country, how we can help, we are able help but we can we just want you to call us. Thank you

SALLY COSTERTON: Okay,, now I know when you said the word cyber security the penny dropped, I'm going to suggest we take this off out of this meeting I think I know what it is and we'll join the dots immediately afterwards, so thank you for raising it.

JIM TRENGROVE: Yeah I just wanted to say that in designing the Speakers Bureau, which we have I worked with a woman [Violet? 02:12:19] and we went down the checklist of things that we need to do and one thing that we need to do is figure out a system as if were speaking in an area whether it or participating whether it's an ICANN forum or not we need to develop a process for alerting the community in that region that this is happening so your right and so hopefully you will be able to receive an email at that point we have everything up on the ICANN Wiki, there's a calendar Stakeholder Engagement has all the events that were participating in. We need to figure out a way of getting it out to you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much I heard that Garth had his hand up for 20 minutes, is that correct? I didn't see you I'm really sorry Garth but…

GARTH BRUEN: It's okay, I don't want to hold Sally up. She can go.

OLIVIER CRÉPIN-LEBLOND: Okay, well thank you very much Sally, thanks Chris and than you Jim for having spent that much time with us. I'm sure we will have more opportunity to talk to you.

RINALIA ABDUL RAHIM: Olivier, sorry, it's Rinalia. Can I just ask a quick confirmation question for Sally? Sally, over here. There is a meeting on the schedule for Monday and it lists Asia Pacific Regional Strategy High-Level meeting and I wanted to know who is organizing that and who is being invited and is it invited?

SALLY COSTERTON: I don't know if it's open I think that section of the Agenda has been organized by [Jadon? 02:13:54]. But I should know whether it's open or not and I don't know off the top of my head but I do know that Jadon has been organizing that side of the meeting so perhaps you could drop him a quick email? I know I should know the answer to that question but I don't and I don't want to say the wrong thing, so could I ask you to just check with the Meetings Team and/or Jadon and they will be able to tell you. Okay.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Sally. And it's all not just negative, we've also had some very positive comments online from Alejandro Pisante who unfortunately is unable to make it here in person but is following us remotely. So thank you very much for visiting us for that long. [applause] And just before you go Nigel Hickson, who is the regional VP

for stakeholder engagement for Europe wanted to just make a quick announcement, Nigel, whilst we have Sebastian Bachollet taking position and Veni as well. So Nigel?

NIGEL HICKSON: Yes, thank you very much. Good afternoon or good morning even and I certainly wouldn't like to hold up the appearance of Sebastian. Let me just say a couple of words and it's good to talk to you again. I just wanted to mention the ITU and some upcoming forthcoming events, but first of all I wanted to thank you for the participation of several people here indeed in the wider At-Large community for the help that you gave during the WCIT discussions in Dubai. it seems a long time ago doesn't it, it's cause our last ICANN meeting was back in Toronto but many of us were in Dubai for the WCIT and of course your Chairman played a very outstanding role in that as part of the UK delegation but I know other people were involved in other delegations and I think we had a good result due to a really good community effort. So I think everyone is to be thanked for that.

But of course the circus doesn't stop there. I think that's probably the wrong metaphor but the circus keeps on going and later this month – sorry later this spring so to speak – we have the World Telecommunications Policy Forum in Geneva discussing Internet governance in general and I know that some of you will be involved in governmental delegations for that as well. That's important, it's not treaty or anything like that but it touches on the whole emphasis of what ICANN does, it will come out with opinions on issues like in enhanced cooperation on IPv4 or IPv6 and on the Multi-Stakeholder

approach so that's something that I think is worth looking. And then looking just further ahead – and this is where it involves you in the various regional areas – we have the regional preparations that will be taking place for the WTDC, this is the development conference which is the world telecommunications development conference which the actual conference itself takes place in Sharm El Sheikh in Egypt, in April 2014.

But before that there's the regional preparation phases, which are all important, and I know we haven't got much time today but what I could commit to do is through Heidi is whatever the appropriate way of doing this is, is to get information about the various regional preparation events so if anyone is on the ground for these events, I mean, we'll try and cover it as much as we can through the Staff but as you know we can't do everything. So the WTDC regional preparation events, and then of course we're going to the regional preparation for the petitionary 2014 and we'll do that as well in the same way.

And then finally let me just say about the [lyundai 02:17:59.14] and I've pronounced that wrong of course the CGO conference in Cameroon in a couple of weeks time, please have a word with me about this or Pierre; we haven't been invited to take part so we can discuss that. Thank you very much.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Nigel, so Viktor if you can't get hold of Pierre then there's Nigel also who's also in there. This is not going to be a discussion here I'm sorry Siva but I'm just giving I think these are two

additional people who've just slotted in the thing. Veni Markovski.

VENI MARKSOVSKI: Thank you Olivier. And I also have to give a thank you Sebastian for giving us a couple of minutes, although there were I mean I though Nigel would be much shorter but you know he took the floor for about two words and said about 340, I was counting. The engagement that we're planning in the region besides having Oksana who is sitting here and she… I shared with her this plan that we are drafting and we strongly encourage people from the region, which is Russia, Eastern Europe and the Former Soviet Union to really be part of this because we cannot forcefully give anything to the region to the community, we can only take by force we can never give by force.

So if you Olivier and Sebastian and everyone else who is talking to people from the region just tell them – tell them to be more proactive. I mean we heard what Sally said. We are also we are proactive, like I have hardly turned any invitation to go there I have my schedule basically until the end of the year with invitations coming from the region to go and speak at some event but we are also as Sally mention I'm going to have at least three people from the region. I want one from Russia, one from [CIS countries 02:19:58.29] and one on the Balkans speaking different languages, being able to communicate with the community but also being able to be present, whether we have an Engagement Officer or not that's something which we're still discussing – maybe not, due to a number of reasons but Istanbul is right there.

Sso it's very continent because Turkey has three visa regimes with every country in the region that I am responsible for. So people can go and

communicate and to use the opportunity that there is online participation. We are going to be in Moscow on April 25th and 26th and we're going to be meeting with the community there but we also will be meeting with the whole region on ccTLDs, who are going to come to the Russian IGF and we'll stay an extra day so that we can discuss issues. Sebastian will be there, so we count on his participation. We have Steve Crocker, [02:20:57.03], [02:20:58.15] will come for the DNS operation to explain how these copies of the old server are working, and you'll be hearing allot in the coming weeks because we are at the point where we're signing a number of… I mean we'll sign some agreements with some local entities and we'll provide opportunities for the communities from the whole region to be more actively involved, not only with ICANN but also between themselves.

I mean I'm hopeful that we'll be able to do whatever we can and to answer… There was a comment here during when Fadi was here and I don't want to compare, it's pointless, but there is one thing which you need to know. Two things – first I emailed Fadi at some point in like three to four months ago and he just responded very straight forward saying Veni, you're the one who should be dealing with this, if you make a mistake just come and tell me, I'm not the one to tell you what to do. So same thing goes for you guys here, you don't need to go to Fadi to have your problems solved or to raise an issue. Come to us, we're the ones to do it.

And the second point is related to that, the communication between the region and ICANN can be done in a number of different ways but if you really want to do something, to change something, to solve

something you should6 come to the VPs because we're the ones that know who to contact and it's much easier than trying to reach out – and by the way there was a funny case I'm not going to mention names but there was somebody who is well know; he knows a lot of people… He or she in the ICANN Board so here she tried to communicate something directly something with the Board, and then was suddenly surprised that I came back with a response saying 'hey by the way this is something you should be talking to me about' and it was like ' oh wait but I do know these guys, yes I know them too' but that's not the proper channel of communication.

If you want things solved, go to the VPs because we are the ones the best path there is. And of course use the public forums and go and speak direct. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Veni, and of course this is all part of your job description and if everyone in ICANN wants to send their emails to Fadi it's not 2,000 emails that he'd receive, it's 20,000. I see a lot of people putting their hands up. You know we are late, I've got Sebastian Bachollet next to me. There's no response possible, these are just announcements. Rinalia go ahead. I know you'd kill me if I don't give you the mic.

RINALIA ABDUL RAHIM: Thank you Mr. Chairman.

OLIVIER CRÉPIN-LEBLOND: You've got 30 seconds.

RINALIA ABDUL RAHIM: In a direct response to what Veni said, and it would be nice if the Vice Presidents were really as responsive because I have tried to connect with the Asia Pacific one and there was no response about what we were planning for Beijing. Now I understand there are extraneous circumstances related to that but, it would be nice that this commitment is shared across the Board at a very professional level. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Rinalia. So next we have Sebastian Bachollet who is going to give us a brief intro into what he does apart from being on the Board… No sorry what he does on the Board. Sebastian, our Board Member.

SEBASTIAN BACHOLLET: Thank you, I'm not sure we're all forced to speak English all the time but I have no problem in speaking English. I also speak Spanish if you'd prefer that but that's much harder. I didn't get enough subjects to be able to do that. I'm just trying to delay a bit so that everyone can get their receivers for interpretation. I'm not just trying to provoke you by speaking French but I think that at some given point it's not a matter of excuses but I think at a certain point you'll come find me as you came to find the Former Chair of the PPC that was the Public Participation Committee Chair and everyone told him we've set up plenty of tools but nobody uses them.

How much is it costing us and what is the revenue we're getting out of this? So Jean-Jacques I'd like to thank you for having created that committee and trying to follow this track that you've established and I hope we manage to work and to address certain points, we've managed to do quite a lot to date, we've spent more and more money which is good but there comes a time when we have to give our accounts and we have to be reliable and transparent and these tools have not been implemented.

I'd say in two seconds I just told you what I do in the Board. So I tried to explain how we need to address the whole world in plain terms in an English language, which is comprehensible to most of the world without technical jargon, without legal jargon. But I'll say we need to use between inverted karmas the capacities of everyone in particularly those which haven't been developed within At-Large to address users throughout the world.

I wouldn't say how many times in the past two days we've been meeting here I've already spoken and addressed the Board to say for instance there's no problem in engaging more Staff, but if it effects our liaisons and our link with you, the representatives are At-Large structures then id question as I'd challenge this engagement of Staff, I think were only to grasp the fact that when we speak at ICANN it's not Staff and it's not the Board. ICANN is the whole of participants and it's not just the people here in this room but it's everyone who is accountable for At-Large structures, everyone who represents a company, a company that's present, wherever in the world and who

engage in one manner or other.

And every Register and Registry whether local or global, and so I'd like to stress what Evan said a while ago. He said we're here to help you, I'm going to rephrase that and I'll say you are here to help us. You, Staff is here to help us because ICANN is us and you are here to serve us so that the message that ICANN wants to convey to the whole world gets transmitted and it's not the other way around, it's not us who serves Staff, Staff serves us. I know it's a bit hard to take on I know I'm being hard on Staff but being honest I think if we all shared these ideas and we said we're ICANN.

Of course for ICANN to work we need people who will work for ICANN permanently, who work hard for ICANN and from time to time we'll work as hard as them and we need them to help us instead of hampering our work, instead of asking us to explain for the same thing three times or to prepare the same budget three times. So I'd say and be grateful of my work with the Board, is not very visible, I know it's not visible. It's not a simple message to convey but I think we're evolving.

I recently appointed CEO and the different people he has engaged and the people he promoted and his reorganization I think will have its roots – it will bear its roots, and I understand you are impatient, I understand Rinalia is not happy because she hasn't got a reply while [Jadong? 02:30:38.06] was on holidays, and you know that from what I know [02:30:43.16] is finishing his contract with ICANN. It wasn't really timely I know but I hope your impatience will be positively implemented so that we can progress that's just a couple of ideas I know I'll address you

and discuss with you further when we meet with the future… When ICANN's future meetings… Working group.

I just had a few things to say about this Working Group, which was created particularly because after you made your comments on our evolution proposal for the Organization on the number meetings in each region, we didn't think it was a good proposal in fact and so instead of going back to a proposal by the Staff and instead of going over before we open the public comment period, we tried to create a working group to represent the whole community. I'm not sure whether you noticed, but we tried to have an Agenda balance, that is a balanced agenda with the amount of men and women in this group.

We wanted a Supporting Organization to be multi gender that is – if it were only men it wouldn't be fair on woman so we tried for it to be balanced and we almost managed, we also wanted it to be balanced at the regional level so I hope everyone who's been here for a while and everyone whose just joined us can understand, that you can all understand regardless on how long you've been with us, and we hope also that everyone can contribute with new ideas. And I know I'll go back to this aspects later on, so that's what I wanted to say this is a brief introduction. I hope I can answer to some of your questions of course if we dealt them with them more we'd spend all day here but anyway please.

OLIVIER CRÉPIN-LEBLOND: Okay, Olivier speaking. Thank you Sebastian. We have very little time. We have two people in the queue to ask questions to Sebastian. Our

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first person is Jean-Jacques Subrenat and the second person is quite far from here that's Alejandro Pisente and I hope we'll be able to hear him. I cannot take any other questions I'm sorry because my [inaudible 02:33:34.28] is already waiting. She's been waiting for 15 minutes already and we know how much work she has. We wouldn't want to keep her here all day because she has other engagements, she has to do some compliance elsewhere. So Jean-Jacques Subrenat?

JEAN-JACQUES SUBRENAT: Thank you Olivier, this is Jean-Jacques Subrenat speaking. I've a question that is also a comment on the linguistic dimension of ICANN. I see that we done great progress for the past two years and I'd like to congratulate everyone; so the Board of directors, the Staff and the interpreters and translators who have been engaged by ICANN. My question and my comment is that in the future – and I think this will be the case even more as we advance – apart of linguistic services can be provided by automatic systems and as a member of ALAC I'd like to know where you stand.

And when I say you it's not simply the Board of Directors I also mean the Staff. And I'd like to you know so where you stand as regards to the anticipation of these future reform which will impose because of technical and economic matters. So I'd like to know whether part of the translation is already being done automatically with people controlling it of course or not at all. I think it is our duty at ICANN to anticipate what's coming and to know what the consequence is and what the command we can back up these technological transformations will be in the next years. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Jean-Jacques. We have a question from Alejandro Pisente online and Matt Ashtiani will read it. In Chinese I think.

MATT ASHTIANI: Of course, this is Matt Ashtiani for the record. We have a question from Alejandro Pisente. Alejandro writes 'Sebastian please give us a brief report of the activities that you have performed as a Director elected by he ALAC since the Toronto meeting omitting the linguistic part.'

SEBASTIAN BACHOLLET: I'd like to reply to Jean-Jacques question first. I don't think were completely ready to work with automatic tools, the last experiments we carried out on [inaudible 02:36:24.00] lists were quite unsuccessful and there were many problems with comprehension in both ways and it created lots of confusion. I'm not the best person to say this but I think we could ask the Staff who are working with this matter every day. But I think there are some tools, which are not automatic, but we have created tools through databases which allow us to use and to sort of learn a number of words and translations of words and even phrases and sentences sometimes, which are used by ICANN. Not using tools which are completely automatic.

The answer from Staff to this day is that the time it takes to use these tools and to get it corrected by human beings is longer than to simply just correct, translate these texts with humans. It doesn't mean that as

Jean-Jacques said this won't evolve, but I think Staff is open to these new ventures and I'm sure that his staff didn't know what new tools may come or what new ways of working would be here of course to say this to them, to give them this information. Alejandro since, though it's been very hard to work ,much when I was in Toronto it was decided that we would interpret all meetings all public meetings in the big room, into the six UN languages. It's a bit complicated to go further than that. In fact it's the six UN languages plus the local language when it's a country that doesn't speak one of the six UN languages.

So it's a Chinese in fact here but Chinese is one of the six UN languages. I did have a number of meetings with the Teams who worked on these matters and there is a current reorganization going on and we didn't have enough Staff to work on each of these questions, not simply translation and interpretation but every linguistic tool, which of course includes transcriptions and this involves reorganization with the Staff. But Alejandro this is invisible, I know, so I can say that I've worked a lot on these matters since Toronto and thank you for participating and remotely and thank you for asking this question because these tools such as interpretation, of course, is a very important tool, which is their fro you to be used so thank you Alejandro.

OLIVIER CRÉPIN-LEBLOND: I'm back speaking in English because I can probably speak faster in English than in French, which is a bit strange, but thank you for coming to see us. Of course in the meantime you're going to be here the whole week if any of you have any further questions you are very welcome as Sebastian is a very approachable person and he does spend a lot of time

in our community as well which is really great. We have to move on, we really have to move on. I have asked for the next persons to come to the table but they seem to have plenty of time, please take your position. Thank you very much Sebastian. [applause]

Ok so joining us now next is Maggie Cerrard, Vice President of Contractual Compliance and she is joined by Owen Smigelski – is that correct? – who works with her in Compliance. This is a particularly important function of ICANN and, my goodness, have we have some complaints about compliance work in the past. Let's see if we have some reasons to feel a bit better or whether if we should still be annoyed. Well, anyway, sorry let's start with Maggie.

MAGGIE CERRARD: Hello everybody, I'm going to do it as Sebastian, I'm going to speak in French. What do you think about that? Or if you prefer I can speak in Arabic? [Laughs]

No, thank you. Chinese I have not picked up that skill yet Evan. I promise I will work on it. Good morning everyone. Thank you Olivier for the beautiful introduction. As Olivier said we always present at ALAC and at many Stakeholders. Today in the audience with me I have Owen Smigelski but I also have Carlos Alverez, and we hope to be able to address your questions.   The items on the Agenda…   Okay, uploading? Okay. The Items on the Agenda today we hope to present to you in about 15 minutes and then have a Q & A for the remaining of the session.

The items were discussed and agreed upon when Olivier and Alan Greenberg visited us in the office, about how we can make our ICANN meeting and engagement with ALAC more effective to bring you the appropriate updates so thank you in advance for your meeting.

OLIVIER CRÉPIN-LEBLOND: You see and this is how we lose the seconds and then it becomes five minutes and then ten minutes and then we're 20 minutes over time. Blame it on the computer. So we had a grey screen now we have a black screen. Can we have a blue screen?

MAGGIE CERRARD: So we have a lot of audience on the conference on Adobe? Good, Alejandro, Buenos dias. I heard you were on that earlier. Just keep going please. Next please. All right. On this slide here we have been communicating. We put a three year plan and shared it with the community, this is the third year that we are reporting on and one of the biggest items on the plan is to consolidate all of the fragmented tools and systems that existed and still we have some of them that still exist. So the link provided here – you don't need to go there yet Matt – what I will do is just to save us time is basically to support the bullets on the slide.

How have we improved the user experience which is the front end of the customer facing or the user experience with ICANN, as it relates to filing complaints. The first side I'm on the bullets is that the complaints submission you use to exist on internic.net, we are in the process of moving that to icann.org. We have moved the first initiative which is

who is in our [accuracy? 02:44:43.22] complaints submission?   That rolled out on the 25th march.

It brought forward, based on the community input, and Father Christmas from this meeting, more user friendly and easier navigation. And please go to the website and you will see it. What we've add it is frequently asked questions and guidance in all six UN languages, hoping to address different questions that were coming our way on what is this, how do I do this and so all that has been already published and it's on the submission in the six UN languages.

Filing a complaint is in English. We will be converting to the different languages in the future but for now it's in English.   Part of this consolidated system is another improvement for the front-end, which is an email correspondent to the complainant or the reporter but in addition to that is also an email follow up with a Registrar and Registry as we progress through the complaints. We added a follow-up poll survey for the reporter and the contracted parties to collect feedback on how we're doing as it relates to complaints submission. Next slide please Matt.

Our next steps in this area we commit to by ICANN 47, we have a very aggressive schedule ahead of us.   As I said we rolled up who is [02:46:20.18] we still have a lot of remaining complaints that exist on Internic, we will continue rolling up the remaining complaints and shutting down the old tools bringing more FAQs and more information. Once that completes we will add capability to submit multiple complaints.   Today it's a single threat complaint based on the community feedback we will be adding the capability to enter multiple

complaints at a time. Immediately after that we are also going to be finalizing and implementing what we call a robust bulk complaint submission. That's going to be open to different areas but it's going to have a structure and a standard so we ensure that the bulk submission is being done properly. By ICANN 48 of course we will continue our plan by rolling up – today as you know if you have registered complaints you cannot log a complaint you send an email – so our next step after ICANN 47 is to automate that process built also build in new GTLD an additional metrics.

Contractual compliance, improve transparency – we have the published annual report and we also generate monthly updates. I don't want to call them newsletters – monthly updates provides a very quick view of what happened during the month. These reports are published and are published in the six UN languages. In addition we had shared with the community in Toronto the definite business metrics we have built, that tool is now available on My ICANN , it is not real time yet but we are working within My ICANN group part of once we've finished the consolidated systems that will roll up into a real time access to the tool.

But it's available now and it provides a lot of visibility to the metrics in compliance. Next slide Matt please. Update on our Organization. Since Toronto everybody was asking we do report to the CEO, and as Veni said and many of you have seen and gotten to know Fadi since his arrival, Fadi supports the contractual compliance team and many of the ICANN executives support it, it's not a question of support but he trusts the contributions and the collaboration we have working towards. We have done a structural reorganization of the team, we still have what

we call Prevention and Enforcement Team, focusing on both aspects but we have put together an Operational Team who is truly focused on the day to day operational activities of complaint processing.

Carlos is one of the Senior Managers… Is the Senior Manager who is overseeing this activity and I have a Director who is also responsible for that area in addition to the performance measurement. So we also have the Risk and Audit Manager whom you've know and you will hear more about audit on Wednesday. With the Staff we have we can cover the languages on the screen here, which has helped us tremendously. We have increased staff and the different languages and we have launched what we call prevention activities in the different languages in across the globe with specific Registrars to help us collaborate and address questions.

This side Matt if you don't mind, click on the link. We were requested, it's always been a question by the ALAC community about – click on the informal resolution please Matt – this is published on the ICANN website and based on the meeting we had in LA this process map, the informal resolution, is the process that happens directly between the Contractual Compliance Team and the contracted parties. This process I think what I need to highlight the question that was asked of compliance is; what is the role of other ICANN staff and the compliance process?

We receive complaints, we analyze them, we review them. If they are within the contractual obligations we proceed through the one two three process map that you are all familiar with, the time that we reach

out to other ICANN Staff Members is by the third notice. The third notice is the last and final notice in the process map and as you see in the swim lane ICANN Staff is consulted or informed that 'hey, we have reached the third notice'. What does this mean? Very much so to the Registrar and Registry Liaison Team. It's a heads up. It's about them working through their relationship with the contracted party saying 'hey, you know you are on the third notice with compliance'. We want to clearly separate the function of relationship from compliance.

We focus on the compliance activity, the relationship engages with their customers to address any questions they may have to get them on track to address their issues. Can you click on the formal resolution one please? So when we refer to ICANN Staff here we involve everyone from the ICANN that is relevant to the topic. We have the Registrar and Registry Liaison Team we work with. We also do work with Legal Staff, especially when it comes to the formal resolution. When we have a formal resolution – meaning we have to issue a breach – the Team and the Operations, within usually 48 business hours, submits from the third notice we close it.

If an issues they pass the facts to the enforcement team and say this Registrar or this contracted party needs to be issued a breach of notice so within 48 business hours the notice is prepared the facts are put together and transitioned to enforcement. Sometimes we take more than 48 hours it depends on the complexity and the level of a breach notice. But the item I want to highlight here to address your question about the process and enforcement is the swim lane to ICANN staff. We do engage with the relationship team and with the legal staff to make

sure that we inform them of the breach and also consult with them as needed, because we all know breach is very critical phase of the enforcement and it will be published.

So we communicate internally and then publish and proceed with the process as you are all familiar with it. The next few slides were by request also; you wanted an update on the audit plan. We encourage you please to join us on Wednesday morning – we will discuss the audit plan in much more depth. And I want to thank some of the ALAC members specifically Holly who joined us in Toronto, because we were able to leverage your voice into that meeting instead of compliance just speaking what needs to happen. I leverage on the different ICANN Stakeholders in the room to address some of the questions that we were getting it pushed back on or questioned about.

But the point that I want to make clear here that everyone understands is year one is under way and the sample… The random selection was for 370 registrars, and once we complete this phase we will move to year two followed by year three. This process here is an overview of where we are and the phases and I'm going to the audit communications to date just to keep you informed on how we're progressing on this. And like I said, we have formal session on Wednesday if you want to learn more about it in detail. What I want to highlight here is that multiple reminders and collaborations or efforts or outreach were done directly with the contracted parties to make sure they understood every step of the way what we are doing and how we're doing it, but we have also kept the community up to date through our monthly update on the progress of the audit.

We process… Because of the volume of the information we are requesting, we are processing them in batches and what I mean by that is the Registrars or Registries they submit volumes of information based on the request and – next slide please Matt – and once we receive that information, this slide is showing you what was in scope for this year. Year one audit this is the top ten selected registrar countries that were in scope and ICANN to see this far to tell you – but you can read it and the presentation will be made available – so as you see we had about the different languages that we received documentation in, because a lot of the Registration Agreements or the documentation or the communication that we ask for, were in that local language.

So we have processed tons of documentation and reviews for this batch of year one that we're currently still under way. We have covered these countries and across the different continents and you see the number of Registrars and the scope also for the Registries. Next slide Matt please. As you know we will follow the process that you all helped build but your also our the whole community knows about. When we issued the request for information we did not have total collaboration, some… We still had some audience who did not take this seriously, so we followed the one two three process, and by the third notice we still had a couple of registrars who did not acknowledge the audit request so we proceeded to a breach notice, which was published, followed by the next tool in the enforcement box which was termination.

If there was any sign of collaboration we could of referred to a suspension but there was no sign of collaboration and the enforcement

proceeded here was termination. We wanted to provide, again for year one, you'll see the stats, when we started through the process the first set of the batch one and batch two, look at the blue column, it speaks to a March 8th date. We highlight for you the different provisions, how they were looked at from deficiencies. And look, by March 27th as we progressed through the one two three process, we issued the first notice, we said you have these deficiencies and you have until date X to cure these deficiencies.

March 27th shows you how much effort was put by the responses and the collaboration from the contracted party to come into compliance – next slide please Matt. We wanted to share with you the top four areas that did not show any deficiencies out of the 317 registrars for this year. An important topic that everybody is interested in, public, ICANN and for the contracted parties, is the reporting. By the closure of year one when we finish going through all the audit, we will publish a list of the registrars and registries that were in scope and we will publish statistical reports as it relates to the remediations and the phases that we went through.

The non public reports are the reports that – that if you're familiar with audits – these are very specific reports sent to every audit that contracted party to indicate to them their deficiencies and they work through with it. These will not be published. This is directly to a registrar a or b or c. You will have though access to the full list that will be on the website. Next slide please Matt. This slide speaks to the 97 Registrars that were in scope and you can see that through the one, two, three process about you know we have about almost 80% that had

no deficiencies so you'll see that the collaboration and the seriousness of this audit has really been looked at. And we've shown you a little bit of a percentage of how many deficiencies between one and to three deficiencies how many percentage of different Registrars fell within these – next slide please Matt.

Next phase after this audit closes this audit phase on 12th April we will finish reviewing all the documents we would have issued all the reports, the next phase is going to be what we call the remediation phase. The remediation phase is the phase where the contracted parties who still have deficiencies will have to communicate clearly to ICANN what is the plan to correct these deficiencies. Some of those deficiencies can be more complicated and require a plan, we leave it to the contracted party to tell us what they're going to do by when, and we will follow according to that plan to make sure it's being done.

If it's not being done then we follow the process and we issue notices and we reach through the process to the next phase. That might require an escalated enforcement it may not. But due to some other finding some registrars may not be able to address their deficiencies immediately. Those who complete with no deficiencies you will see it on the report. With that I'm going to open it for Q&A facilitated by Olivier and I just want to please extend the invite to this team to join us Wednesday from 11:00 to 12:30.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Maggie for this update. We're going to structure the questions along four main lines, the first one is the front end issues, because I realize there are issues at various different levels.

So there's front end issues, there is processors, there's enforcement, and there is audit. I think you've touched on all four. I know that Garth is in the queue; I've seen his hand up. I don't know on what of the different issues he wants to touch on first. I wanted to touch on the front end issue because as you provided us with your intro and with your… I thought well let me be instead of being Father Christmas let me be Mr. X or your average Internet user and I've just had a huge problem with my Domain Name and I want to talk to someone about this so I go over to the ICANN frontend front-page and I see two things:

I see contact on one side so I click on contact and once I go on contact I see here, oh, 'if you have questions comments or complaints about a credited Registrar' – yeah the bastards – 'click here fill the complaint form' so I click here to fill the complaint form I see I'm on Internic. That's great and I thought… I know you moving things from Internic but were still on Internic on that and I don't understand what the heck is on that page so that's one. So I go back and I think maybe I can get something else 'WHOIS data correction?' Aha that's what I want so I click on this under My ICANN, inaccurate WHOIS data – 'if you have an enquiry regarding incorrect WHOIS data please submit a WHOIS data problem report'.

I don't want to submit a report I just want to say something is wrong, but to inform at WDPRS what the…? What's that? Insert your favorite expletives in your language in Spanish in French and in Chinese, that must be interesting to see in Chinese, anyway but I click on it you know what actually that works for some reason it sends me to the ICANN page but the page just before that shows me exactly the wrong link.

These are things that have to be fixed. They're simple things that have to be fixed. Open, sigh, you know the… [breathes out]

Anyway the floor is open for questions on the front-end issues. Any other front end questions, and… Yes go ahead please Owen.

OWEN SMIGELSKI: Sure yes this is Owen Smigelski for the record. Let me just… Sorry… Just address first the link for WDPRS.internic.net… We did a redirect for that because that link is everywhere and we didn't want that just disappearing so that is there. The priority for us was standing up that complaint form and now we're in the process of going back and cleaning up the links.

OLIVIER CRÉPIN-LEBLOND: But what does [mumbles] which is WDPRS, what does that mean?

OWEN SMIGELSKI: it was formally known as the WHOIS data reporting system. [laughter] We call it… I've stopped calling it that because it's now WHOIS inaccuracy complaint and so that link if you could let me know which link that is we can be sure to correct that. And then that other one the link to Internic those are the complaint types that have not yet been transitioned over to the new system, and so we do have those links there until those ones are stood up and put… We can't [piece meal? 03:04:15.20] or remove some of the complaints from Internic and move them, it would have to be done all at once. Those other ones, we call those… So that will be done.

MAGGIE CERRARD: So if I may Olivier? Many of you can see the room. Matt is sitting on the… If you go to the ICANN website, under 'resources', you will go down to 'submit a complaint submission' And this is where you will see all the FAQ's and how to be able to submit. This is that user friendly face and as Owen said it's going to take a little bit of time to clean up everything else around it.

OWEN SMIGELSKI: And just to add, some of what you were saying 'oh you have a problem with your domain name', that was kind of the… Our test was if a grandma wants to have a problem to submit could we take it to that level and boil it down? So we've tried to be a simple with the language and to spell it out for not necessarily the words that we would use but words that consumers might use.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Owen, maybe your choosing the wrong person. Grandma might not hurt you, your mother-in-law might, your wife might, even worse and your kids. [laughs]

OWEN SMIGELSKI: We were talking about somebody who might not know anything about the Internet so that was a why did we use grandma.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you, any other questions on the front-end? Don't see

anyone. Okay, so the next thing is on processors. Garth was yours on processors or…?

GARTH BRUEN: Olivier what were the other categories again?

OLIVIER CRÉPIN-LEBLOND: We have front-end issues, processors, enforcement, and audit.

GARTH BRUEN: I guess it could be processes, it could be the third one.

OLIVIER CRÉPIN-LEBLOND: Go ahead.

GARTH BRUEN: Okay, thank you, this is Garth Bruen for the transcript record. In terms of process, what may be an informal process, at the Prague meeting during a meeting with the Registrars Stakeholder Group, Compliance accepted a list of Registrars that the Registrars Stakeholder Group felt were out of compliance or not conforming to accepted standards, and I'm wondering what compliance has done with that list and who was actually on that list? Thank you.

MAGGIE CERRARD: So I'm not sure how is that a process question but let me for the record make a minor correction – compliance passed the Post It notes around the room requesting names of what they think are bad actors. So to

address your question Garth, internally we work in the prevention phase, and we took some of those names on the list to pursue to see where are some of the contractual obligation failures.

GARTH BRUEN: And so where can we find this list and what was being investigated?

MAGGIE CERRARD: The list is on a Post It note. The reason I passed it around is because I know people had some heartburns and wantED to put names with it so whoever wrote a list of a Registrar they started putting the check mark, building how many, we took the top three or top five on the list and we investigated. It is not published and we followed it through the prevention and it's something that if there is a need for it to be published because it reaches a breach we will publish that.

OLIVIER CRÉPIN-LEBLOND: Thank you. Alan Greenburg.

ALAN GREENBERG: A follow on to that. Let me phrase the question that Gareth asked in a somewhat different way. Can you confirm that for the ones that showed up three times or whatever the criteria was for blatancy, you have investigated them and that if there are problems you are taking appropriate action?

MAGGIE CERRARD: Yes I can, not the company, I can confirm. [laughs] I love the name

ICANN.

OLIVIER CRÉPIN-LEBLOND: We had to fall into this one today, on the first day. Okay, any other questions or follow-ups on this? Evan Leibovitch?

EVAN LEIBOVITCH: Hi there, unfortunately I think in terms of the categories mine falls into none of the above, and is somewhat forward thinking concerning the gTLD expansion.   One of the things that At-Large and other constituencies have had a problem with has been the public interest commitments resolution process and in fact there is a belief in some circles that this should be an issue of compliance as opposed to a third-party arms-length dispute resolution mechanism.

     Although I guess it's not in your position to take sides on whether this is legitimate or not, could you possibly talk about if this did become a ICANN priority that the community believe that this is not something that should be done by third parties, that this is something that whether or not a TLD applicant upholds their commitment is a compliance issue, could you comment on the logistics of whether that's doable whether it's been contemplated and whether or not this is actually an option that is reasonable to consider?

MAGGIE CERRARD: Thank you Evan, I have to ask Rinalia and Holly's permission – they're stealing the thunder for tomorrow's roundtable. [laughs] I think Evan to

be fair with you and completely transparent like we commit to, the PIC has been I think a positive because it is something that can't be enforced versus referring to an application. As far as the dispute resolutions, the way they exist today and they're being looked at for the New gTLD it's very similar to how we address UDRPs today, so complaints are fired and we follow-up on the obligation to implement that.

EVAN LEIBOVITCH: Right, and part of the problem with that is that when a name owner goes to the UDRP they have to bear some of the cost of actually doing that, the third-party dispute resolution provider doesn't work for free and so the complainant actually has to pay towards that, this offers a chilling effect and a disincentive for an end user or a community member to say that a TLD application or a TLD Registry is not meeting their obligation, since an end user does not have a financial incentive to do so if they're faced with the obstacle of either having to pay for a UDRP intervention of having to go through some very bureaucratic mechanism in order to do that.

That provides a substantial disincentive for communities and individuals to actually be about to indicate that this is happening. If somebody has to pay for the privilege of launching a complaint, that Is going to put a massive obstacle in the ability of ICANN to be accountable to the public by putting these obstacles in its place. That's my biggest concern is that comparing it to the UDRP means that the complainant pays; the complainant has to go through a bureaucratic process in order to do this and that's where the comparison falls down, because of its community

members and end users that are potentially the biggest complainants in this, they don't have a financial stake, the way a trademark owner does, and outing a bureaucratic and especially a financial disincentive an obstacle in front of them is going to severely make this process to be [polite sub optimal? 03:12:30].

OLIVIER CRÉPIN-LEBLOND: Okay thank you. I know that Alejandro Pisente has put his hand up in the chat, I wonder whether he'd be able to speak. He did write to me he wouldn't be able to type but he typed that he was not able to type so I'm a bit confused? Is it possible technically speaking that Alejandro can speak? We are not hearing you Alejandro, I see that on the chat when you're speaking your microphone was showing that you were speaking but obviously there is a technical problem somewhere along the line and we can't hear you. I don't know… No, he is on the Adobe Connect. Does that work, the Adobe Connect? Yes, it should work but it doesn't. Okay. In the mean time we've got other people in the list; there's Alan Greenburg?

ALAN GREENBERG: Thank you. Maggie, with regards to the PIC and we did discuss this with Fadi earlier today and there seems to be a disconnect somewhere along the way. We understand Fadi's position that ICANN is not likely to have the resources to try to police 1,500 PICs and verify whether there meeting them or not.   No quibble there.   The question is does compliance have any part to play in the process associated with PICs? As you understand it?

MAGGIE CERRARD:	As I understand it yes we do, but we have taken notes of Evan's question and concern which relates specifically to what your stating here Alan, and if I may just come back to the audience and just have a better answer for you, I don't want to just speak for the sake of taking the time. I don't have a very… I like to speak fact-based. I know PIC will be enforceable because I know one of the appendices on obligation but it is not final, as you know nothing is final until we have some more clear direction where everything is going to be finalized, I cannot speak to it. But I hear the concern and we've noted it, Evan and Alan.
ALAN GREENBERG:	Okay, but I just wanted to make clear that having a UDRP-like DRP is not optimal from a user's perspective, and that was the point Evan was making, but it is not clear at which stage compliance will, if ever, get involved and that we need some clarity and need it quickly.
MAGGIE CERRARD:	We'll do that and like I said based on my understanding and Knowledge of it, it is the same involvement where we ensure that a decision is being implemented but let me take that action item and get back to you.
OLIVIER CRÉPIN-LEBLOND:	Thank you very much Maggie. Alan for the benefit of the majority of people in the room, what is a PIC?

ALAN GREENBERG: A PIC is a new voluntary Public Interest Commitment that a Registry – a potential registry applicant – to this point makes to say that they will undertake…   They promise to do something that's either in the applications or over and above in the applications.   The dispute resolution process that has been announced allows someone who is materially harmed by the applicant not following whatever is in their PIC, and that includes ICANN, if ICANN is materially harmed, to go to a dispute resolution provider and for whatever money it will cost and we don't know what it is, have that adjudicator decide whether indeed there is a problem or not.

And that is problematic from our point of view. I think I've said enough at this point. I will add one thing that is in a statement that we're about to publish or about to vote on this week that saying ICANN can complain only if they are materially harmed goes back to the work where the only people only registrars that ICANN took any action against were those who hadn't paid their bills, sad.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Alan, now we going to have Matt Ashtiani who will read Alejandro's question or comment for the record and then we'll have Garth Bruen.

MATT ASHTIANI: This is Matt Ashtiani for the record.   This comment comes from Alejandro Pisente. Alejandro writes 'I want to commend the work of the compliance team for good project management and for picking up many unsolved problems. Regarding the comment that Olivier made I

would like to suggest that as the systems are put in place and reviewed, the Compliance Team develop use cases and use stories.' A small team from the RALOs can help develop these in a realistic, usable way.

MAGGIE CERRARD: Thank you Alejandro, we'll take that into consideration, but if we want to follow that matter who do we talk to, you? Or Heidi? If we want to follow up on the used cases that...? Heidi? Okay.

OLIVIER CRÉPIN-LEBLOND: Thank you very much. Next is Garth Bruen.

GARTH BRUEN: Thank you, this is Garth Bruen for the transcript record. Starting at the Dakar meeting, began working with [Collel Rashid 03:18:34.10] on a number of very specific issues and we were actually making some good progress and then [Collel's 03:18:40.18] participation sort of vanished and then [Collel 03:18:44.00] himself sort of vanished, I guess his work with him. And a the Toronto meeting Pam Little approached us about creating some sort of an ad hoc Working Group between At-Large and Compliance.

Now Pam Little and her office have vanished also with no notice or real explanation and I'm just wondering how the community can really secure its faith in Compliance knowing that these vanishings seem to happen with regular frequency. Thank you.

MAGGIE CERRARD: I don't know how to answer the question. Staff discussions are not for this public forum but as I stated in my previous slide the concern and the back-fill for the resources we have 15 of these, we have and can cover Chinese. We already started being in the Asia Pacific region, we arrived earlier this week and we've already conducted multiple sessions with direct Chinese Registrars face-to-face, whe're we are sitting looking at what we call a report card. Through the dashboard we have now what we call… I don't want to say problematic because really you have to give people benefit of the doubt, but we have met with Registrars from the Asia Pacific and are addressing their discussions and clarification per process, per issues. So from a Staff perspective we are at capacity as we had committed to the community, and I don't… Olivier, I think I've addressed the question. Is there anything specific?

GARTH BRUEN: No, sorry, the question was about working with the community, not working with Registrars, and the individuals that I spoke about were working with At-Large.

MAGGIE CERRARD: So we continue and we are here to work with all community members and I think Garth, you of all people know that it initiated the contact upon my arrival to [inaudible 03:21:02] on the side and worked and collaborated with you by assigning Staff Members. Today I have Owen Smigelski who's also very knowledgeable and who is in [accuracy? 03:21:02] and has been working with different community members so for the record when we speak of communities, it's not just ALAC or IPC or Registrars or Registries. We also work with other organizations that

come to ICANN with specific concerns, we work with law enforcement agencies and we work with agencies similar to the new [gion? 03:21:35.] agency. They bring either pharmaceutical concerns or something. The most important consistent message across all of the work we do; we follow the process that we all know about. We do not disclose certain reports because it's not for us to disclose those, unless it reaches an enforcement and we publish. Our scope is very specific to the contract and to the process we manage.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Maggie, and I think that one of the points that Garth was making is he was in touch with people in compliance and then they left. But there is a general factor in any company that you will have some Staff turnover and some people arriving and some people leaving. I don't think that you can read anything into Staff that speaks specifically to At-Large leaving, and I wonder if we can continue having an interaction with… Now we've got Owen, who's there.

I know that when we were in Toronto we met other people as well were there who are there, and Garth and other members of the community actually because I know that others also have concerns about compliance, who can they speak to? Channeling everything through you is a bit of a concern sometimes because we know you've got a lot of things to do. If you want your mailbox to fill up to the brim, that's up to you but…

MAGGIE CERRARD: I do want my mailbox to fill up to the brim. I'm very passionate about

this rule, I think everybody knows it. Actually this is my two-year anniversary with ICANN, two days ago, so if it is any prediction that you know, I'm here, I'm here to stay. We do encourage complaints to go through the complaints system for many reason, for tracking, for follow-up, follow through. Do not bombard my email or anyone's email with complaints. We have a structure and a discipline that we expect the community to respect. You want to work with compliance, send me specifically what your need is. Actually, I'm currently working with Rinalia. Carlton reached out to us about different Working Groups. Another Working Group reached out for data.

You reach to me, I oversee the resources and assign them based on the capacity and the knowledge and the subject matter expertise that is needed. So nothing has changed – bombard my email, but please send me things we can work with. Whether you like us or not it's not a discussion point – send me specifics and we'll work with you. Rinalia and Holly, they sent a specific request and we're working towards that. Carlton sent a specific request through Silvia, we are providing data. So nothing has changed Olivier.

OLIVIER CRÉPIN-LEBLOND: Okay, great I understand you do have to go, one thing that I would like to see and I think that I could have thoughts of a number of other people in At-Large, is perhaps to be shown next time a run down in what kind of data you collect and have, and things on the bad actors and whatever. There's a genuine concern in this community that if you are still struggling with getting a small number of Registrars and Registries to comply, you might be totally submerged when we've got

the floods gate open, especially with some people that we have absolutely no clue about.

And if the machine is not running by then and well oiled and well proven by then, then we've got a problem. We don't want that to happen because that will reflect badly on ICANN, and if it reflects badly on ICANN we might all just take holidays instead of coming here, because another organization will be taking the world's DNS, and that's something we want to avoid. So you're a key integral part of ICANN's accountability to the rest of the world and this is often why this community is very hard on you, because we want you to succeed.

MAGGIE CERRARD: So the only thing I like to add to this is you've seen an increased effort in audits and those efforts again will be more shared and addressed to that level of detail on Wednesday, but that's one of the activities we were doing because we would never done something like this. We didn't have the subject matter expertise to run those audits and the audits are running very smoothly and will help us baseline and be ready for what's coming our way, so the commitment is there to deliver to those expectations. But to your point, Olivier, we all have a lot coming our way, we just need to see how, and we are going to be prepared to address them.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very Maggie and thanks to everyone who's submitted questions at this session and of course, no doubt we will be seeing you again in the course of the next few days, and of course in the next

ICANN meeting, hopefully.

MAGGIE CERRARD: Thank you ALAC.

OLIVIER CRÉPIN-LEBLOND: And now we're a little bit late on our schedule, but we caught up a little bit. Thank you Owen as well for coming to see us. We now have a working lunch I see here, now this is an interesting one because it's working lunch with the APRALO ALSs. I am aware that we've been here since very early on this morning, in fact the APRALO ALSs have been here since 8 o'clock this morning. The working lunch is going to be run jointly or singularly? I don't know actually. Jointly? Jointly by whom?

Ah the ladies are taking over, well, there we are, so we have Holly Raiche and Rinalia Abdul Rahim, who are on my left and on my right. Yes, I'm being attacked on both sides. [laughs] there's Heidi Ullrich whom you all know, and so they're all wearing their badges – I hope you're all going to wear those by the way. These. Have they been given to everyone? They're in each one of your representative packs, I know that they look like a bit strange, but they're big.

UF: What do you mean 'strange'?

OLIVIER CRÉPIN-LEBLOND: They're big, you just can't go unnoticed with those.

UM: It looks like a cattle contest. [laughter]

OLIVIER CRÉPIN-LEBLOND: Heidi, you have the floor.

HEIDI ULLRICH: It's the best in show. So this is Heidi, just very quickly, the housekeeping aspects of this lunch; first the interpreters have been working extremely hard as have you, so thank you to them [applause] and the technical Staff as well, and just for this lunch this goes until 1:15, 13:15; it's not going to be interpreted primarily to give the interpreters a lunch break as well. So again, interpreters be back at 13.15 that would be great, thank you. Soo 45 minutes for this lunch, so this again… Your box lunches are immediately outside. I would suggest that you go ahead and get those now and then when everyone's back then Holly and Rinalia are going to explain how this working lunch is going to take place. Thank you.

SPEAKER: This is Part Two, continuation of the ALAC Meeting in Function Room 6, on Sunday April 7th 2013.

HOLLY RAICHE[?]:   All right, everybody should have their lunch by now and hopefully you're enjoying at least part of it. Jean-Jacques is going to award the cow prize soon I think. But before he does, what Izumi pointed out,

which I suppose those of us who've been sitting here right in the thick of PICs suddenly realized is that there has been allot of acronyms used, a lot of stuff was actually gone through this morning, which may or may not have been familiar territory but certainly, probably, is open to questions of comments, so right now the floor is open if anybody would like to make a comment or questions on all of the issues that were covered this morning and there were many of them – please feel free. And Izumi go ahead.

IZUMI AIZU: Well, depending on how we want to make full use of this time, while I appreciate that you'd give us some opportunity to ask questions, but I'd like to know who we are. What are we doing? Do we know each other that well?   Other than that talking about some abstract take and go jargons of the ICANN's businesses but things ALSs, what are we doing? Why are we here? That's much more important to me thank you.

HOLLY RAICHE[?]:   Excellent idea, now is there anybody that does not want to put their hand up and say this is not only my name because I did go through everyone's name, but your organization and maybe a little bit about why you are here, what you think you can contribute to ICANN and maybe that's a different view to what you had when everything started this morning, so I don't think we're going to start at Sandra's end, because I think Sandra knows why she's here, let's start at the other end.

Ed, do you want to start? And then just come right down and let's all

have a discussion about the people we don't know very well... No, no you're not escaping. Okay.

ED: My name is Ed [inaudible 03:37:18], Committee [J? 03:37:20], from Taiwan. Actually, I'm the first time to attend ICANN and I'm on this position only from this month so basically I'm here for learning, Ookay? Like the new kid on the block, so thank you.

HOLLY RAICHE: Wait a minute, I have a question. Is there anything you'd like any of us to explain maybe not now but later; any issues that you heard this morning that you think are really relevant to your constituency?

ED: Yes, basically I'm still as I say I'm still learning and I listen mainly of the issue and I'm really interested and maybe I will join the discussion in the afternoon. Thank you.

HOLLY RAICHE: Now Izumi, you're not allowed to dominate this. [laughs] You can ask one question and then you can ask no more because we want to hear from other people.

IZUMI AIZU: I'm asking [inaudible? 03:38:39] first of all, Madame Chair. I'd like to hear why you are here, as I said, in addition to just studying or learning, why do you want to learn or what are your original professional

interests that brought you to ICANN, or how the ICANN related activities will benefit to you. That's more important to me. Thank you.

ED: Actually I am the Secretary in [JONO? 03:39:15] in this position from this month, only this month, so I'm learning a lot of things. I hope that I can learn some new things, new issues in ICANN and I can take these issues back so I can discuss with my Chairman or head of this organization. Yeah, thank you.

HOLLY RAICHE: Go ahead, next.

YAOVI ATOHOUN: Good afternoon my name is Yaovi, I'm sorry I came late this morning because I just came out from the flight and I joined the meeting, so I may talk about something that was not part of the meeting. But from what the part I attended this morning, there was some information about planning of meetings and also having ICANN information in more languages. Particularly I want to maybe point out there is [special? 03:40:30] parts. I think if I'm correct, if people want to get an invitation later from ICANN, I think it's only in English, I don't know if I'm correct.

So it is very important that when people want to get an invitation letter from ICANN, people should be able to select the language depending on where they are going to apply.   I think in some countries people working at embassy sometimes they want to make a fault to read

English so sometimes if they see the document is in English, they just maybe throw away the application, so I think it is very important in that process so that when people maybe from the next meeting, Durban meeting, maybe when people want to get invitation letter, people should be able to tell ICANN I would like to have my letter French, Russian, in Arabic.

HOLLY RAICHE: Yes, Yoavi, that's fine. I think though that what I'd like to do is just pass on to people and why they're interested in ICANN rather than that process thing, we can pass that on to Heidi, okay? Next.

FOUAD BAJWA: I'm Fouad Bajwa from the Internet research project in Pakistan. I believe that the first thing that actually brought me into ICANN in 2009 through the Fellowship Program was because of the Internet Governance Forum. And when it comes down to Internet issues I come from a country which has a very liberal as well as in parallel, a very oppressive regime as far as Internet is concerned, because we come from a region where there are millions of websites which are blocked; you must of heard about the Facebook blocks, and YouTube is permanently blocked in Pakistan, so the decision making processes, people who are involved in the policy process, how that policy process works, and the end result on the users of the Internet.

The individuals, the citizens of the countries, it remains a challenge of them to be involved in these processes at the national level. Provision level – we have a federal government then we have provisional

governments. And moving beyond that context, Pakistan was missing from a lot of international settings and activities with regards to Internet public policy or Internet governance. So we sort of bridge in to that, we bridge in from various ways. We sort of provide the imperative information for the country, the government. We make regular interventions to media, we use and we try to explain these acronyms for the user, and when I came to ICANN my intention was to be clarified about this organizations and that clarification was made by…

Someone told me in the IGF to actually go to an ICANN meeting and learn for myself what the ICANN Multi-Stakeholder bottom-up, and talk what those processors are, and then to make a statement with regards to transparency and accountability, and that's how I ended up in ICANN at the end of the day and that's where, I guess, the motivation came in; to continue with being part of this process to continue to engaging people from my part of the world, and you'll be happy to learn there are like four fellows this time in the Fellowship Program from Pakistan. One from regulator, one from government, one for ISOC and another person participating from the technical community. Thank you.

HOLLY RAICHE: Okay, thank you. Pavrum?

UF: I think Izumi is going to find out about all of us and we're going to hopefully find about each other at the same time.

PAVRUM VIDRANI: All right, Pavrum Vidrani, Secretariat, I've been Secretariat for five years now, mainly at the Beijing meeting, to try to engage with all the ALSs, trying to see some issues like maybe the monthly meetings, how they can participate in that, how we can facilitate the communication from them over to our side in drafting statements and so on so, trying to get to the ALSs at a more personal level.

HOLLY RAICHE: Thank you, and Jean-Jacques?

JEAN-JACQUES SURENAT: Good morning, why I'm interested in ICANN. When I left my previous profession out of which I was kicked out because I attained the age of retirement, I really wanted to do something – there were two criteria, one was really international and two was aimed at the future generations. It could have been education, it could have been public health – things like that – and so I became interested in Internet governance and I sent in my application to become a Member of the Board of ICANN – just imagine how foolish I was – because I was not one of the inventors of the ICANN so people told me, you know your completely off track.

                          And the first year I was not taken and the second year I was integrated as a Member of the Board. Why? Well apparently because my tack, which I had been defending then was valid. I thought that the first years of ICANN it was very much a question of engineers and later, lawyers. And to begin with of course military people with their academics, but that more and more the ICANN would become a

question of Internet and of balance and of respected rights.

So it is the governance dimension which really attracted me and for which I'm continuing to work in this area because I believe this is the real big challenge. Of course, we all need security, we all need broadband access, we need all that, but I'm sure that that's going to be done by millions of people. What we in ICANN, for instance in the ALAC, should do even more, is concentrate on the public benefit, on the global public interest, and that's why I'm still in ICANN. Thanks.

HOLLY RAICHE: That's very interesting thank you. Next.

AIZHER RASHIF: I'm Aizher Rashif from Azerbaijan. Why am I interested in ICANN? I have engaged within a group of consulting with a group on administration of Nation Domain ccTLD and about FIVE years ago it was a very hot topic in our country how to administrate, because their history of their Nation Domain it belongs to… Is their private company, that's why they're there for some [strength? 03:48:18] between Minister of Communication and private company, and those times we have a long discussion how to administrate this domain.

So unfortunately we are were unable to solve this problem and we have some form of agreement, and based on this agreement we have the moral, nice advance to their approach to the administration of the domain. So that's the result of that; we have one of the cheapest registrations and they're supporting for price for National Government;

about $11 per year, and it looks like the situation is quiet right now, but we're thinking about the next applying… Applying for next Domain Names and I'm very enthusiastic to encourage the company, telecommunication company in my country to apply it for domain names and to open up for them the [inaudible 03:49:43] related with that.

And sometimes such kinds of intentions is dealing with a not clear understanding of their privileges, of their benefits of the problem; your Domain Names. So I'm thinking my mission is to clear up the situation, to bring explanation to bring consultants here and to open up to the big perspective related to the application upon your domain names. That's why I'm here. Thank you.

HOLLY RAICHE: Thank you very much. Izumi?

IZUMI AIZU: Thank you, my name is Izumi Aizu, I'm here under the ALS, I have Internet user's network. Why I came here? Because ICANN pay the money. I lost that money three years ago or I made a real serious hard decision to continue to come to ICANN meetings, from the first meeting and I stopped there in 2010 in Brussels. And then somehow I was contacted by the Staff that if we prepare the money can you come, and I said yes. Well, more seriously I have several questions for myself that I'd like to get answered by attending this meeting and I made decide again whether I keep continuing to be engaged or not – the assumption is more negative than positive.

Firstly I'll make a very naughty comment. Public interest in my country or maybe some other countries are not that high, huge on the Internet governance related issues. Nor the domain names, nor the ccTLD issues. All of them seem to be very important for me and my community folks. I try to challenge the monopoly status of the ccTLD in Japan, I failed, or we failed. I tried to do this ALS thing to mobilize more interest, we failed. And those are to reveal the At-Large last time, they did not apply the certification of the ALSs.

Firstly you claim something, I was expecting the real status of the ALS activities scrutinized myself, didn't happen. It doesn't make much difference if you act alone or with ten people or 10,000 people in this set up. Whether this is right or not we better discuss about this, so I have a serious question about three-layer model; ALS, RALO or RALOs in the ALAC – yes, we claim bottom-up but do they really work? I appreciate your hard work, no question, but if at the end of the day this hard work doesn't produce something then that will give you a lot of reflection perhaps.

So with that I really like to share all the time, the rest of this week, to find out how… And I really appreciated that you build your work of the white paper will… Three hours to question ICANN's overall structure [inaudible 03:52:53] or public interest, but if we are serious to take that challenge then we have to challenge ourselves. Thank you.

MAHMOUD LATOUF: Hello this is [Mahmoud Latouf? 03:53:05] representing [Tagi? 03:53:09],

which is a group of companies in the Middle East serving on the RPC and the BC. Why I'm here in this room because we recently established a non-profit organization in order to raise awareness of the importance of Internet and spreading the Internet in the Arab region, and I'm here to learn about ALSs in other regions and other countries and learn from their experiences and try to somehow learn and transfer this knowledge of our region of the world. Thank you.

HOLLY RAICHE: Just a question, how much have you…? I was going to say how much have you learned. Do you feel as though you're starting to learn and do you have at least the questions that you may have at the end of four days?

MAHMOUD LATOUF: Well, this is my first meeting as an ALS, and I'm familiar with the ICANN structure from different backgrounds because we own a Registrar business, a Domain Name Registrar, so I'm familiar with domain name field but ALS is something new and I need to learn but I've managed to learn a lot during those few hours but I'm sure that become a few days will be rich with more experience to learn from other ALSs.

HOLLY RAICHE: Thank you. Julie, do you want to tell us a little about why you joined? [laughs] and why you're still here?

JULIE HAMMER: Why I'm in this room? I could probably summarize in three words,

Cheryl Langdon-Orr. [laughs] No, seriously, in my previous career before I retired I was involved at the technical oversight management governance level of very large-scale communications and computing systems and after I retired I was invited to be a Director on the Board of .au, the ccTLD, so I've been on the .au Board for about six years now, and so I came to some ICANN meetings in that capacity and I was encouraged by Cheryl to become more involved in the SSAC… Sorry in the ALAC and indeed I was been accepted as an SSAC Member and have now been serving as the SSAC Liaison for the last year and a bit, so that's why I'm here.

HOLLY RAICHE: Thank you now for everybody who has not been here before today, Who knows what SSAC stands for? [inaudible 03:56:09] do you count? Thank you. I was just hoping that someone from today, SSAC… This sort of proves my point this morning; we all talk in a language and we don't necessarily hear that that's what we're doing. We talked about PICs and we forgot we didn't know what it meant. SSAC is… Is it stability and security?

Security and Stability Advisory Committee and they are what they say they are, they publish a range of documents which were on the website, so when you look at the main page of the website there's a thing called groups and you might start exploring what's there. One of the groups is SSAC and that's all of the advice they give in terms of the issues relating to the sort of safety and security of the Internet. Siva?

SIVA MUTHASAMY:	I'm Sivasubramanian from India. I joined the Internet society first so my thinking was that Internet is important to the world, and the Internet society's important for the Internet, and so we formed a Chapter in Chennai and [Karashnia inadudible 03:57:35], who was the Chair of APRALO in 2009, he wrote to me and suggested that the India Chennai structure becomes an At-Large structure. At that point of time I did not know much about At-Large and we formed the ALS with several interested members from the Chapter becoming At-Large members and after.
	And then I started learning quite a lot about At-Large by participation and several ICANN meetings now we are… I mean I'm all the more motivated to take a much greater part in ICANN, and ALS structure is doing some programs in Chennai and we are also in the process of forming… Encouraging formation of other ALSs.
ANUPA MAVRAL:	Hello everyone this is [Anupa Mavral 03:58:50], I represent Internet society Calcutta Chapter, which is an ALS. But I'm really… Two things which we do in Calcutta Chapter is capacity development and outreach, so as part of that every month we target either one SME, where we go and talk about Internet society or ICANN or IPF. Or we target a university college where we go and talk, so as part of this ALS meeting today I wanted to understand that what are other ALSs doing in terms of capacity development or outreach, which can be replicated, so that was one.
	Second, as part of being visible now in terms of a local place in Calcutta,

there are a lot of questions which are coming in terms of dispute resolutions, so I was particularly in today's morning sessions of how a dispute is resolved, so that is I think what I need to take back, so that when people approach being in ICANN ALS, that what should be the process. If there is a dispute with a service provider, How to take it forward. Is there an escalation mechanism which a normal user can follow? So these are some of the questions which are of interest and which I would like to take back. Thank you.

HOLLY RAICHE: Maybe that's something we could explore in a lot more detail because it sounds as if you're reaching out into community. I think Izumi's point was what difference are we making both in terms of our connection to our community and then bringing that connection back here, which is essentially if you remember the objects I read out this morning, that's what they are. So that's important and I think some of the questions that Evan asked of Maggie, would you say we now understand have a better handle on the complaints process so that we can have a… He can take back an explanation.

EVAN LEIBOVITCH: Yes Holly, this is Evan, and as matter of fact I was outside with Maggie for about a good 15 minutes after the meeting was over, making sure that any possible remaining ambiguities were no longer. A little bit of background is, the issue with the dispute resolution has its roots in the ALAC objection procedures, to New gTLD's where we went through a process that evaluated community objections to TLD applicants that allowed us to vet them, which ones were legitimately in scope of what we were allowed to do – and then having did that, the ALAC voted on

some – and some had been put through as formal objections.

But the idea is carrying this through, is once the strings are delegated, once these are in operation, if an end user says, this TLD promised they were going to do this as part of their application, whether it was in the core application, whether it was a community designation, whether it was a public interest commitment lodged afterwards, if they don't uphold to that, what is the accountability?

We already have right now existing registries, .pro originally said when they came out that everyone under .pro had to be professionally accredited in order to be able to have something that TLD, then they found they weren't making enough money, they threw that open and now anybody can register under .pro. There's a public interest problem with that, having established trust that a TLD meant something, and if it no longer means that what is the public interest, what is the public harm? So part of what my conversation with Maggie was about is how do you bring that accountability forward? It hasn't work until now, how are they going to do it from here o now with so many TLDs coming out?

The ICANN approach so far was to treat community complaints about TLDs in almost the same way as trademark owner complaints against TLDs. With the big difference that a trademark owner has a financial interest in protecting a reputation, protecting a brand, protecting a name. A community member that says this TLD did not do what they promised. This TLD has violated a current component of community trust. There's not a financial incentive in there, and if you say like a brand owner who has to come and pay to be part of a dispute

resolution process, if you or me wants to complain about a TLD that's not meeting it's community commitment, we shouldn't be asked to spend $5,000 so we can pay a dispute resolution provider in order to make that judgment on our behalf. So that's the gist of what that conversation was about.

ANUPA MAVRAL: I think I completely agree that if there is an obstacle created by in the form of paying money, then if there are original complaints it will not come through.

EVAN LEIBOVITCH: Sorry, and as Alan Greenburg noted afterwards, it's even worse than that, because the wording of the process right now says there has to be material harm demonstrated by the person complaining. Well, again if you have a trademark that's damaged, you can demonstrate material harm. If you're saying this group reported to be about dogs, and now it's about monkeys, it's a trust issue. But I don't have a vested interest in that and if I need to have material harm in order to complain then I'm not going to complain and it's simply another erosion of public trust, by putting in these obstacles for the public to say, 'the TLD system isn't doing what it promised.'

HOLLY RAICHE: Thanks. Did that answer your question?

RINALIA ABDUL RAHIM: Hello everyone, my name is Rinalia Abdul Rahim. My story in ICANN is a

rather strange one because it's not really mainstream. In the roll call this morning was listed as my ALS was listed as Internet society Malaysia. I applied to be a member of the Internet Society Malaysia only recently to test the Internet society system because I'm on the Nominating Committee but for the Internet Societies Board of Rrustee election this year, and there was some issues that had come to my attention that I felt like I needed to understand what's going on from the bottom-up to complete my understanding of what going on in the Internet Society. And in the process of course I became a Member and now I am somehow branded as Internet Society Representative [laughter].

But I'm on the ALAC in my own personal capacity and I was appointed by the ICANN Nominating Committee and that's because primarily like Jean-Jacque, I believe that Internet governance is the most important issue of my generation and the next generations to come, and I think that the Internet is definitely the most important global infrastructure that we have, and will continue to be so for a very long time. Adam Peake who is chair of the NomCom for a while back kept asking me 'would you consider applying for ICANN?', 'Would you consider applying?' and I said no every year because I was busy.

But what caught my attention was not only the Internet governance issue but the launch of the New gTLD Program. And at that time not really knowing what was happening inside the ICANN fortress I thought this was going to be trouble, and I needed to find out what's going on and perhaps influence the direction of that in whatever way that I can. In the past when I started working in 1997 I was working with the

Malaysian government on national ICT policy, and even at that time we were forced to specialize; if you were working on Internet policy you had to really focus on that and you are working in a particular technical SILO.

The rest of us were working in ICT for development, that included issues of access, issues of empowerment and issues of governance, and that was what I worked on at the national level policy development for about three years before I went international and became Executive Director of the Global Knowledge Partnership which was a global multi stake holder network or organizations working on sharing knowledge, and building partnerships on various issues in ICT for development, that included education, health, communication, and poverty reduction and many, many more. So coming into the technical side of Internet policy is just completing my view of ICT for development, in my mind, and that's why I'm here. Thank you.

HOLLY RAICHE: I think we'll start on this side. Do we want to start with Wolf? No I'm not going to be asked. [laughs]   If you have the chair you get a…? [laughs] Olivier, don't you exercise the right of the chair? Wolf.

WOLF LUDWIG: Well, as you may have realized it's a dangerous corner over here, there are always things going up and down. Well, good question. How I got involved. It's about bit more than ten years back when I got involved into the first phase of the World Summit on the Information Society, being asked by the Swiss, being invited by the Swiss government to

become a member of the Swiss Governmental Delegation. As a civil society member I was a trade unionist at the time most people can't imagine this anymore, and while it was a turning point in my life, so to say, because until my involvement in the first visa discussion, I was a friend of governmental regulation, in terms of traditional telecom regulation, in terms of traditional media regulation – I'm a journalist by profession.

I was a strong friend of public broadcasting and everything that was in the hand of governance – and I had this kind of innocent belief in the good intentions behind governmental regulation – and all my traditional understanding was disturbed with my visa involvement that I realize that Internet governance – and it was the start of the discussion on Internet governance – was a completely different approach and Internet cannot be treated with the old instruments, and with the old mechanisms like traditional regulation.

So visas one in Geneva 2003, visas two in Tunis 2005, and afterwards I had to ask myself, what now? One of the first consequences I left my job because of trade unions, became an independent media professional and consultant. And there was a friend of mine who was involved already at ICANN At-Large [inaudible 04:10:40], a previous At-Large Chair, she tried to push me in the ICANN direction by demanding my support for creating EURALO.

And I couldn't resist, and I helped to create EURALO, that afterwards became sort of my baby and I got involved like this in At-Large and it was and still is sometimes a painful learning process. That's it.

HOLLY RAICHE: That's fabulous, I don't believe you were a trade unionist, though I'm sorry, I don't. But that's okay. [laughs]

WOLF LUDWIG: I was.

HOLLY RAICHE: Sandra?

SANDRA HOFERICHTER: Thank you, Sandra speaking. Well, I'm coming from a totally different direction, I'm by profession an architect. But I stopped working I would say like two years ago and this was actually a time when I got involved in ICANN so in my guess those things are somehow depending on each other. And the thing what I am interested in ICANN is I think it has pretty much to do with what I was doing, in terms of Internet governance, facilitating Internet governance and multi stakeholder processors.

My two major projects are the European dialogue on Internet Governance, which is called known as the European IGF and the other one is the European summer school and I know some of you have attended that one, where we provide capacity building in terms of Internet governance. And I think this was the reason why I was appointed in 2010 and that's what I'm trying to do also for ICANN; facilitating multi stakeholder processors and I think I can do it the best way in pushing for the most sustainable capacity building which is

educational capacity building and which is the most sustainable outreach program in my point of view, and this is what I see as my duty here in ICANN. Thank you.

HOLLY RAICHE: Thank you that's fascinating, I'm actually fascinated the fact that Izumi wanted to hear everything and he's not here but I'm fascinated. [laughs] Garth has a fabulous story, fellow Bostonian I might add.

GARTH BRUEN: Thank you, Garth Bruen, Chair of NARALO since August. And my own ALS is involved in automation from the consumers' side, from the Internet users' side of ICANN procedures. Now my background is actually in workflow development and in automation. And in workflow and automation we not only look to make things paperless but we also look to fix the process. Like most Americans I'm infected with the delusion that we can fix anything. And this is what we do, at least what we try to do when we automate things.

And what my ALS has done is attempt to automate from the users' side, the compliance process within ICANN, and right now we're at a point where we have documented where it doesn't work, it doesn't work, it does not produce the professed results and we're sort of spinning our wheels, and as we saw in the last presentation, the Compliance Department is talking about buying a faster car so they can drive further in circles and never reach their destination [laughs]. Thank you.

HOLLY RAICHE: We've got about 15 more minutes so if people can be… We don't? You know, the wonderful thing about ICANN is that every so often you think you've got free will, and then Heidi comes along. I'm not in control, don't kid yourself. Oksana?

OKSANA PRYKJODKO: Thank you, I'm Oksana Prykjodoko, I'm from Ukraine, I also was a journalist and then I was invited to the first Internet Governance Forum as a journalist advisor council of Europe, and it was an extremely fantastic experience for me and for me Internet governance it's not about Internet at all, it's about absolutely new principals over decision making of engagement of democracy and such principals can dramatically change our life of such countries as Ukraine.

That is why it's so important for me to bring this experience from ICANN to Ukraine and in this way I feel just now in myself very disappointed because of ongoing problem with [inaudible 04:16:17]. Their decision making process is absolutely untransparent, unpredictable, and involvement and really I would like to change it. I was happy to hear today that you have now regional strategies for different regions, it's really great.

Because we really need a lot of materials in different languages but also for different cultures and for different traditions and for different political systems. And we have to develop this approach and we also have to enrich ICANN with experience from different regions also. Thank you.

HOLLY RAICHE: Thank you very much, I think we've still got time. Dev?

DEVID ANTILOXING: Thanks Holly, [Devid Antiloxing? 04:17:22] speaking. Well, the reason why I got involved with ICANN was… Well, I created a computer user group, and one of the things that I've always been fascinated with was whenever there was an ICT related policy put out by the government or a telecom authority, I always tried to comment on it from the end users perspective and always tried to give… Well, hold on this policy's impacting the end user in this manner and you need to rethink this, or here, consider some alternatives.

So when the when there was LACRALO was being formed, I was invited to be in 2006, total culture shock because I never heard about ICANN, I didn't really understand it and but of course coming to the first meeting was very much a culture shock for a person who has never travelled much or anything like that. And I'd have to confess if after LACRALO was formed, I still didn't really understand what this whole Multi-Stakeholder Model was about, but it was because of the At-Large Summit in 2009 where I was involved in a Working Group and several persons here, Evan, Tijani, were in that working group.

And then being able to give my input, have it being heard having being discussed – wow this is interesting and then so when the opportunity presented itself I became a Secretariat and someway I still kept involved in ICANN and I guess the biggest reason why I continue to do it is from the Caribbean perspective, most of the Caribbean users tend to use

generic TLDs so all of our… So practically everything that's been done, decided in ICANN impacts the end users, here we are not aware of it but that's the reality of it. I've also been interested in ccTLDs and I'm now currently on an Advisory Committee for our ccTLD. That's it.

HOLLY RAICHE: Thanks Dev. YJ?

YJ PARK: Okay, thank you for organizing this interesting session because I start to get to know more of the background of the people here. In my case I started my career with Asia Pacific Top-Level Domain Names, when that was set up back in 1999 so it was very accidental. At that time I didn't know what ICANN was I didn't know what a TLD was I didn't know anything about this the DNS, but just by happening to get involved with ICANN process and the ccTLD constituency, I was kindly asked to get more engaged with, back then, the Non-Commercial Domain Name Holders Constituency so I was on the council for the NSO for 3 years.

 It was a very exciting, you may have heard of all those the old days when the rules were not that much set up strictly, and then after that I sort of experienced, like some of you, the World Summit on the Information Society and then the Internet governance forum. So after that all kinds of the different experiments in terms of Internet governance I really sort of like felt the importance of the users the more I got involved with this kind of debate, because as some of you brought up, the role of the users in terms of public Internet policy making.

Whenever we talk about this Internet governance the key debate and sound more like who is responsible for public Internet policy making process, and traditionally it has been the role for the government and now that's the debatable and one of the Stakeholders sort of like support more roles for those, share the responsibility in terms of the setting of the public policy on the Internet is users. But as Izumi brought up, we also have lots of those challenges, who are representing users in this space and do we have the [inaudible 04:21:54.] right to represent all those users.

So it's still very controversial and so I think it's a very worthwhile for us to just discuss further about these challenges and lastly the institution I'm representing here, the Open Standard Internet Association in Korea, that was set up back in 1987 when ITU and ISO set up these OSI standards, rather than the TCPIP so, yes. At that time the community from the academia and also research community and also the industry but together to work on that kind of standards and then later we moved on, more kind of the open standard.

So some of us attend those ITF meetings and ICANN and… But I have to sort of share the situation that not many actually the engineers and the academia are not quite participating win this the ICANN meetings and the circle, so that will be the challenge for that OCL, which I'm representing here at At-Large.

HOLLY RAICHE: Thank you YJ. Now, the fact that Savi just had a little chat with Tijani and Tijani about to leave so we're not going to hear from him at all but

we are about to… Heidi? Thank you. Here we go. Olivier, you give your…? All right, you give your background, I'll give mine.

OLIVIER CRÉPIN-LEBLOND: How did I get involved? We're not starting, we've got three minutes whilst Tijani can… Yeah, I was just going to give my quick background of how I got involved. I've been an Internet user since 1988, and I've been following the whole Internet thing for a very long time, ever since that time in fact the growth of the net through the 90s, all the domain names I should have purchased in the early 90s and that I did not because I was a poor student then and $100 was a lot of money and probably better spent on pizza, beer and other things.

Past that then ICANN was created, and actually prior to ICANN being created I was part of the Internet Ad Hoc Committee which was sort of a rival view. I participated in some of the elections for the first At-Large elections that used to take place back in those days and with some strange results that took place actually that we'll probably discuss this later on during the week, and then afterwards ICANN I was just not interested in ICANN because it looked exactly like filth; filled with lawyers and filled with people that would fight each other and just not getting anywhere.

Until 2009 I think, was 2008 when Paris meeting… And that's the interesting thing when ICANN meets in different countries and involves the local population and local governments and local stakeholders and that's the time when I went to my first At-Large meeting. I looked at the whole list of what was on offer in ICANN. I went from room to room and found oh, there's is a session on IPv6 and that's taking place in the

At-Large room. I saw Izumi the first person that I saw was speaking about IPv6; Izumi Aizu whom you've heard about earlier and Cheryl Langdon-Orr, who turned around and said hey I'd like to hear what people in the audience think.

And that's how I ended up with a microphone and put on the spot, I was pretty terrible at the time, I didn't really know what to say but from that point onwards I joined the EURALO Board specifically to work on IPv6 issues and from that point onward, I just got involved with Working Groups and I think that's when I think that you can all do, get involved, just with one Working Group, it wasn't really taking much of my time. And then beyond that after a while I was asked whether I might be interested in the future to become the Chair.

That was I had about 8 to 9 months to think about this and I think I lost a number of nights sleep thinking oh should I, should I not? Seeing how much of an excellent job that Cheryl Langdon-Orr was doing and how much of a commitment it was, but then one day I don't know what happened I said yes. And I ended up in this position and I must say it's been very, very… It's been difficult on one side because it does take a lot of work but on the other side it's really been very enjoyable because of the variety of people that this has allowed me to meet in this community.

And the constant amazement about how people end up being here and taking part and you know the diversity is just really, really great. So anyway I think I've taken more time than I should have, back to you Holly.

HOLLY RAICHE: Tijani, you're okay to start, and I get away without saying anything.

TIJANI BEN JEMAA: Okay you want my story Holly? I think that it is some of the small pieces of the story of Wolf, of YJ,of Izumi etc., people who've participated in… First phase, second phase the WSIS Group, the fight about Internet governance, the resolution of the WSIS about the Internet governance that made everyone sign it but made everyone, all people not happy with it [laughs] and then I was one of those people who wasn't happy. I wasn't happy with the resolution, that's why I didn't approach ICANN, until the Paris meeting in which it happened that I was in Paris and I attended it and I was fascinated by the discussion about the New gTLD Program.

I attended all the gNSO meetings and I saw how the interaction with the community was real. But I had a doubt about the result, until the Cairo meeting where the first [inaudible 04:29:18] was issued, and I saw that the remarks of the communities was reflected in this issue. So from this time I began to think that ICANN is a very interesting and very real Multi-Stakeholder Model. The summit also of Mexico was a real important point of my life in ICANN because I was in the New gTLD program group with Dev and I think that At-Large impacted more or less the applicant guidebook, by the report of our group.

So I think that for the newcomer, for people who want to join At-Large, if they want to join for an interest, a personal interest or a business

interest, they don't have to join... At-Large is about public interest. That's all. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Tijani. Evan is the last person to give us a quick background; how you got involved and then we'll move on. We do need to start our afternoon sessions.

EVAN LEIBOVITCH: I honestly thought I was going to escape this. [laughter] My background actually has very little to do with Internet governance and we got drawn in, I've been heavily involved in promoting open-source use of Linux and other open-source, not only software but open source-development techniques and things such as peer review of books. I was the leader of an organization that actually had a 15-member delegation at WSIS. We had a booth at the Geneva conference that distributed 9,000 open-source CDs on the floor of the ICT for developing conference.

We did not participate very much in the WSIS conference itself, we were actually quite disgusted at the way it was done and especially at some of the things civil society did; a really good job at getting the word open-source purged from the documents, hoping to put in free software instead and got distracted to the point where, both terms got rejected from most of the WSIS documents. Not a very good outcome, but thankfully over the decade that since has transpired, open-source has become mainstream, and it's not become a contentious issue anymore.

However the participation at WSIS lead to participation in some UNESCO things in Canada and as a result of that I appeared to have

gotten on some mailing list that got the attention of a fellow named [Jacob Maltose 04:32:15] who was an ICANN employee who was employed at the time to actually recruit ALSs. And so myself, Darlene and a couple of other people who were involved, got involved at that time, we signed on as ALSs, my first ICANN meeting was in [inaudible 04:32:34] meeting, where we created NARALO. I became its first Chair and I'm quite happy with the way that went – since then I've gotten on ALAC.

OLIVIER CRÉPIN-LEBLOND: Okay thank you very much Evan and this concludes our little lunchtime session so welcome to everyone. Get the recording started.

MATT ASHTIANI: Hello everyone, welcome back to the ALAC and Regional Leadership Working Session 1. Please remember to say your name before speaking. This is Matt Ashtiani for the record. [laughter] Please remember to speak slowly and into the microphone and over to you Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Matt, it's Olivier Crépin-Leblond for the record and right we've got a great afternoon, we've got to wake up! We've got Xavier Calvez who has joined us, he is the ICANN Chief Financial Officer, the person who holds the strings to the purse, the strings of the purse. And next to him we also have Tijani Ben Jemaa who is the Vice Chair of AFRALO and he is also the Vice Chair of the Finance and Budgets Sub-Committee of ICANN… Not ICANN, of the ALAC. So over to you, Tijani.

Let's get going.

TIJANI BEN JEMAA: Thank you Olivier I'm going to speak in French so please wear your receivers, your headphones. This afternoon we have the pleasure of having Xavier Calvez with us, he is the Chief Financial Officer of ICANN, and he will be explaining the work his department does and the first place I'd like to point out that our relationships with that Department have changed in the past years, I think they have changed regarding what they were three years ago. At the time we were the only At-Large group and we put in exceptional financing request for our activities and unfortunately our requests always rejected for different reasons, different administrative reasons in general.

And these last two or three years they started to receive our requests differently. In fact they were in drafted form for us to put in our requests. That form was very well prepared. It was not accepted in the first year but as of last year we started to have resources granted through this system of additional requests. The Finance Department has changed their way of working ever since Xavier arrived and it's changed even more since Fadi was appointed because Fadi, being a new CEO, he changed the way this department works as regards to the way they prepared the budget. Now I'll give the floor to Xavier for him to explain and the way they work. Thank you.

XAVIER CALVEZ: Hello I'm Xavier Calvez. I will also be speaking French. Thank you Tijani for allowing me to speak in front of you, as Tijani was indicating. Thank

you for the reminder. I was just trying to check if everyone was awake [laughs]. Now you are. [laughs] Ever since a new CEO was appointed we launched a project to implement a management system within the Organization which consists essentially of documenting all the activities that are carried out by the whole Organization, the whole of ICANN that is in a quite detailed way. And in fact it covers all the time spent that's passed and how much time each Member of ICANN Staff has put in to each of the subjects of which he is responsible.

So when I see my activity today, within ICANN the whole of my activities whether they regard participating in meetings or supervising my Team or developing projects, each of these activities is described in management system, which was implemented over the last three or four months. And this system contains all of the activities of each Staff Member. The goal of this tool is to allow each person to manage their progresses and the accomplishment of the different tasks which fall within the responsibilities on the one hand and then also to allow the whole team to get a global view of the progress… Of the advance and of the problems which could arise of course regarding certain matters.

Whether we have problems delivering within our deadlines, or to conclude, or to submit reports etc., whenever these activities reporting documents have to be reported within a given deadline. So these activities are detailed in the system, and they allow us to work together in a better way. So these projects which are described in this managemental, our projects which could entail having different Team Members within the Staff. And that also enable us to work together as oppose to working in SILOs.

That is to say that we can work on a given subject while collaborating with other different Staff Members, so that each of us can know precisely what is the contribution we have to do within which deadline and so on, so it's a very interesting tool which allows us to work better. It was a very heavy task, and it was hard to implement it. It represents a lot of information that we have to create within this system but the results are that all our activities are entered into this system and we use all by day-by-day basis or maybe weekly, but it's a daily work tool.

Tijani mentioned these and I presented it in greater detail in fact because we're going to use this tool to be able to document differently from what we did in the past; what our budget would look like. So now we're going to be able to relate to our budget and be financial instruments to the activities, which are documented in that system. We asked that the people accountable for the department in the organization throughout this budget-forming process to formulate their needs for budget and to do so while specifically seeing what those resources correspond to, what projects they correspond to within the system for managing projects that I just explained.

So our ultimate goal is to permanently have the budget and the amounts that they correspond to associated to activate and not only according to disbursement categories. So now were going to be able to say this amount of dollars correspond to this activity, which falls within this project. And so in the frame of this collective efforts we all make together to be more transparent, to be more accountable, and to better explain how we use our resources and also to enable the whole

community to contribute with their opinions and their views on the way we spend these resources or regard in the way we don't in fact spend this resources.

This is what makes us advance, this is greatly important for us in order to be more transparent and it also gives us greater responsibility on the way we spend our resources so this is accountability and transparency as I was saying. From where I stand this is one of the greatest breakthroughs from the financial viewpoint because this could lead the most remarkable progresses in terms of transparent on the budgetary process. So I'm greatly satisfied about having implemented this system and as regards to the capacity [inaudible 04:43:01] as also. This is all I have to say regarding that subject.

Now, as regards to the budgetary process [laughs] we are at the end of the process in which we have recovered all of the budgetary submissions of ICANN Members, and from Department Chairs also, which in an ordinary process would submit information which wouldn't be consolidated financially and then we will have to review all of this information to establish a global process for the Organization. And we have shared on our mailing list what the list of programs that I was mentioning and the programs that we manage through this tool, and we will now be able to associate these programs with the financial values that arise from this consolidation of all budgets in each department.

So over the next four or five weeks, we're going to analyze those informations and we're going to consolidate them in order to review them without the Management Team, ICANN's Management Team of

course, and develop documents which we're going to be able to submit for public comments, so that it will be reviewed in detail as regards to the budget's financial information of whoever is interested. And the public comment process will be open between the beginning of May, May or end of June. Have you any questions regarding these subjects?

TIJANI BEN JEMAA: It is Tijani Ben Jemaa. Thank you Xavier. What Xavier forgot to say is that now they work with an adult group, which represents the community in order to prepare this budget and that's an evolution that I consider to be huge, because in the past we didn't see the budget until the public comment period. So if you have questions for Xavier, raise your hands. Okay Yaovi?

YAOVI ATOHOUN: Okay, Xavier, I will be speaking in French. I am Yaovi Atohoun and if I understood properly you said that public comment period be would be from the beginning of May until the end of June right? So when does the budget begin to work, in July?

XAVIER CALVEZ: Yes.

YAOVI ATOHOUN: Okay Xavier, so my question is, isn't it too close to the end of the public comment period?

XAVIER CALVEZ:
Well, the process of adapting ICANN's budget is usually done at the end of June right before the beginning of the Fiscal Year, which takes place in July of course as we said. So if a Fiscal Year begins on the 1st of July and finishes on June 30th the following year, our budget is always adopted throughout the month of June right before it begins to work. It's not necessarily a problem and it hasn't been an issue to date, and the Board of Directors has always until now adapted the budget during the second fortnight of June every year.

And the consequences that could have over a number of activities that take place at the beginning of the Fiscal Year are essentially those activities that need particular funding such as SOs ACs and budgetary requests. And that is why we have created a sub-budgetary process which has to be adapted for certain requests, and funding request that are specific and have to take place at the beginning of the Fiscal Year, from July to October more or less, and those activities which take place at the beginning of the Fiscal Year must be planned.

And the approval of those requests has to be communicated right much before June in fact. So this is a fast-track project that we have implemented – and I'll explain it in greater detail in a while – that will be adopted this week by the Board of Directors so that those activities which take place at the beginning of the Fiscal Year have several weeks to be planned.

YAOVI ATOHOUN:
Public comments have always been done in May and particularly this

year it'll be better done because interaction with the community is done within this adult group. And the public comment is only for the final touches and the final details. Some of these comments will be integrated into the project and other comments, of course, will not be accepted, but then it's up to the Board to accept it.

OLIVIER CRÉPIN-LEBLOND: Have you any other questions or comments? No one is raising their hands on the Adobe Connect Room. Any other questions?

YAOVI ATOHOUN: Xavier was very clear. Since we were on budgetary processes, as Xavier was saying; there is a fast-track process for budgetary request, relating to activities that will take place between July and October. At-large organizations have provided a number or requests regarding these sorts of activities and other activities of course. And other organizations have done the same and the deadline to provide these requests was at the end of March and ever since we have reviewed all requests that were submitted by the Organization in order to access them and recommend those we thought should be approved and those we thought shouldn't be to the Board of Directors.

Said recommendations were formulated and submitted to the Finance Committee within the Board of Directors first, which was done the day before yesterday and I'm on the verge of finishing from Board of Directors resolution to adopt said budget requests and publish the results of the review, of course, because we received at the end of a logical process more request than we could finance. So we're going to

publish the results of that review together with comments on each of the requests whether they were approved or not, over the next few days. And that'll probably be done after the Board of Directors' adaption and we'll try to discuss it together with Tijani.

TIJANI BEN JEMAA: Thank you Xavier. This is Tijani speaking. I have a question from Rinalia Abdul Rahim.

RINALIA ABDUL RAHIM: Thank you Tijani. I have a question for Xavier. I might have missed this information when you were speaking French but perhaps not. Last year when we were talking about the budget there was an envelope with a specific figure that was going to be applied to all the SO AC's approved activities. This year do you have an idea of what the allocation is?

XAVIER CALVEX: Such as last year for this year's process we have defined an envelope at the beginning of the process; more specifically at the beginning of the process because this is an envelope which seeks to give all of the organizations an idea of the order of priority of the requests that have to be presented. Not as a limit but simply so as to facilitate what the perimeter of the request should be within which limits they should fall and I insist on this because the amount of the envelope is not a limit that we have set, if we receive request totaling for $600,000 and we have an envelope of $500,000 we're not going to be able to grant every request.

We have to be flexible and base requests on their merits and if we think that $500,000 have to be approved then that is what we're going to approve, but this limit that was given to us at the beginning of the process last year and at the beginning of the process this year as well was $500,000. Last year after we received requests and reviewed them and assessed them, the total amount for financial requests was $660,000. So the goal of having this limit is to be able to give some dimension to the impact of this process and then once we have received our request we have to see how they are formulated, how they are justified or accounted for. But this is not a strict limit for the amount that we are given.

TIJANI BEN JEMAA: Thank you very much Xavier, I would like to remind you that ALAC was absolutely against this budgetary limit. When Xavier explained that it was not a restriction but merely an explanation though, we confirmed that it was an explanation in fact when he just spoke.

OLIVIER CRÉPIN-LEBLOND: Thank you, I have a question regarding this limit, I just heard you say $500,000 but then I see that ALAC put in a request for the summit, which is more than the whole of that limit so I'd like to see what… It's not that I don't understand because I'm the Chair of this Organization, but I understand that some people may not find it clear enough.

XAVIER CALVEZ: Olivier, I do you want to reply to your question because I know that you know it. Anyway with Olivier and other people from the At-Large

Organization we didn't discuss the idea of a summit such as the one we had in Mexico in 2009. And over the past few weeks, this summit's purpose was explained by Olivier and by other people with Heidi's and Matt's help in order to develop a request. And we knew that that request would amount to over the limit that we usually have for the budgetary process so we knew well enough that this subject had to be dealt with separately and that's what's going on right now.

We went on developing this usual process of budgetary requests with this $500,000 limit, which is merely an indication and orientation to you and we've received from Olivier and his Team the formulation for a request in order to fund a summit which is being assessed separately from the rest of the request and which follows a communications process which Olivier and his Team together with the Public Participation Committee within the Board of directors, which also entails participation from the Board of Directors itself.

And we have the Financial Committee of the Board of Directors, which had to participate, of course, and I had to explain to them what this request corresponded to and what the importance of this summit was so that each of them know that it was a request which was going to be submitted. So it's going to follow a parallel process but in a traditional manner such as traditional requests. It's going to be independent but traditional.

TIJANI BEN JEMAA: Thank you Xavier, that's very good news. Siva?

SIVA MUTHASAMY: Just a few minutes because Xavier has to leave. It's a very general question. Is the location to At-Large and also to all community activities not only At-Large but other constitutes do you feel that the allocation is in proportion to the rest of the expenditure incurred by ICANN on various things, on meetings on various other expenditure items? You're talking about $500,000 allocation to At-Large I mean you're talking in terms of $500,000 or a million dollars, whereas the overall expenditure for year, is likely to be from the next year onwards a hundred million dollars, is it proportionate not only in the case of At-Large but also in when it comes to allocation for community participation?

XAVIER CALVEZ: It's just a technical position, when you speak of this limit are you mentioning the whole community? It's the whole of At-Large community and it's specific budgetary requests, which are *additional* specific budgetary request other than the rest of ICANN's disbursements for the functioning of ICANN. So whatever is spent for all of the Organizations to work, is not $500,000, it's much more than that. $500,000 us just a limit for you to have as a frame as an Organization within which to put in requests for exactly what you need.

And whatever requests you submit do not have to be addressed by the rest of the Organization's activities, so it's not that that's your limit, but the $500,000 amount is for you to have an idea of what you can do. When you say what you want to do, that is a minimum of the activities and of the Organization's engagement when they participate through the Organization. If we take into account the $500,000 limit this is a

part of what is allocated, of course you have much more than that. Having said that in the past we haven't communicated enough on the size of the iceberg and on how it can be broken out regarding the different Organizations.

So in the future – and it takes a lot of work and a great effort – I'd like to be able to give a dimension and establish a list of all the funds that ICANN spends in order to maintain each Organization and then we'll be able to see that $500,000 is merely a small proportion of the total amount. I'm going to finish with a short example. ICANN Meetings are an activity, which enables all of the organizations to participate. Each of the meetings we organize cost much more than $500,000 and each of the Organizations has the chance to organize these meetings.

You are here in this hall today and someone has paid for the rent and the use of this room in the hotel. All those costs are undertaken by ICANN. That's why we give you $500,000 as a limit but it's only a small proportion of the total spent. Over the next few months I'd like to be able to go over all these costs so that we can give you more specific and accurate information as a reply to what you just asked.

OLIVIER CRÉPIN-LEBLOND: Thank you Xavier. Now we have a question from Evan.

EVAN LEIBOVITCH: Thank you. I'd like to say that I'm very happy about the fact that we're speaking here in languages other than English, and we've mostly spoken in French today. I'm very happy about that but I'm very

disappointed in saying that I have to go on in English. [laughs] So I'm sorry. [applause] That's as much as you're going to get. [laughs] Sorry this is Evan Leibovitch for the transcript record. I want to switch the conversation slightly about an issue that keeps coming up year after year after year and it has to do with constituency travel. And travel.

But I don't want to talk about the details of constituency travel so much as what appears to be an attitude that I'm hoping that you can convey on the way down. This is not just, well, towards constituency travel, it's an attitude and I don't just hear it from At-Large I hear it from people from NomcCm I hear it people who are paid from gNSO. There seems to be a very ,very stiff… Very, very… I don't know how to put it but people seem to be begging for things. For one more hotel night for a little bit more sleep, for a little bit of things that will make a trip here a little bit more comfortable.

When you consider the value of the volunteers that participate here that do not have a financial interest to participate in ICANN. Obviously At-Large is a component of this that I'm a part of, but I'm now hearing this from other people, from people who are coming in from NomCom, people who are paid for gNSO councilors and other people who feel that, it almost seems to be a little bit of a continuation of an old feeling that this is an issue of charity almost, and just a little bit of flexibility, a little bit of…

If somebody needs an extra night or something like that, give constituency travel the authority to be able to give people a little bit of comfort, small measures go a very, very long way and constituency

travel is doing its job and I just ask perhaps that you give them a little direction to be a little bit more flexible in making your volunteers a little more comfortable. A little bit more feeling that they're respected, valued, and are able to do their work. Thank you.

XAVIER CALVEZ: Thank you for that comment, it was very useful. It's one of the main reasons I come to these meetings in fact, it's because I get to understand more directly what the needs and the issues that constituency travel for instance may pose for the whole of the Organization. So I'm not going to reply directly because it's a long reply, and it's a discussion which should be even longer. But I'd like us to discuss this in greater detail. The problem that we all have to face I'm sure when we organize and fund these sort of activities is the fact that one hotel a night on its own amounts to $200, $300 or $400; it's never a significant amount.

The problem is that when one person asks for one more night, how should we prioritize that decision of whether we give an extra night to that person, and not to another who has also asked for it and needs it. So I'm not trying to answer to this reply I'm not saying that we shouldn't do it I'm simply trying to give you a perspective on the way we have to reply to these issues. So we have a problem which is figures.   If we could get everyone to travel via business class and with two extra days at the end of the meeting and two extra days before the beginning of the meeting, we'd do it.

It's not because we want to have people travel in bad conditions and

poor conditions, but it's simply – and you'll know it – a matter of cost. And in fact the problem is that we have to try and optimize costs in relation to comfort and respect for a minimum condition of travel. It's always a commitment we make so as long as we can't fund everyone's travels on business class, we'll always have to commit between and compromise between comfort and costs and that decision is not easy to take.

As you were saying, Evan, constituency travel means that I want to be able to guarantee that Joseph, who is the person within ICANN that we're talking about, applies the rule. And his role is to play by the rule. And it's up to us to know and to be able to determine how we can be inflexible within those rules. And I know it's hard, I know it's frustrating. I assure you that on Joseph's end it's also frustrating to have to say no. But he's the guarantee to that rule.

Having said that, how can we be more flexible. That's what I'll discuss with a number of people here in this meeting, because I know that there have been complaints and that there have been different problems, which were mentioned these past few weeks. And it's happened in the past also but I want to see how we can be more flexible. I am more involved in the matter here today because for the past weeks I have been in charge of ICANN's administrative functions, which was not the case in the past.

And constituency travel's response to ICANN's administrative functions, so I am looking into this more accurately and more precisely and more specifically. So I'm going to be able to listen to the problems that a

number of people have, so that we can see how we deal with these problems. I'm completely sure though about the fact that our response to these flexibility problems will also have to be compromised. It will also be a compromise.

So I'll leave this here, but I hope that we get to meet later so that we can discuss this in the next few days, so that you can get more information and more specific information from me to work on that solution.

TIJANI BEN JEMAA: Thank you for that reply. You know Xavier that now our budget for Fiscal Year 14 is undergoing public comment and you're going to see that ALAC has proposed in this specific case that each meeting be decided on in collaboration with constituency leadership and Staff in charge of that constituency. Because they're the only ones to know that any given person has a meeting at such and such a time, and then they cannot leave at such and such a time.

I think it's the only way to give [indicative? 05:11:23] flexibility. Not as regards each person but as regards the group's work, which will solve this problem. Now, Xavier has to leave so Xavier thank you.

OLIVIER CRÉPIN-LEBLOND: He wants to stay but he has to go. He has to go. Xavier thank you very much.

XAVIER CALVEZ: Thank you for having invited me and listening to me. [applause]

OLIVIER CRÉPIN-LEBLOND: Well, thank you very much Tijani for having turned this section of our discussion today into French for a while. For a while we spoke in French because I always feel sorry for people who are not English speaking and who end up spending the whole day with their headphones in their ears and hearing the whole discussion through the voice of an interpreter. It's good that we sometimes also, as English speakers, also get a bit of this as well. And I wish that we could have some sessions in Spanish as well. But perhaps in the future we will have some ICANN Staff who will speak Spanish.

Actually, yes, Christina does speak Spanish and we have a few. Anyway, we have now, joining us at the table, Cheryl Langdon-Orr, who is about to charge her phone from my computer. Thank you. [laughter] Go ahead, behave like you're at home. So Cheryl Langdon-Orr, At-Large Outreach Sub-Committee, you're going to be able to speak to us about this. Are we ready for the…? Yes, we are. Okay, Cheryl, you have the floor.

CHERYL LANGDON-ORR: Thank you very much Mr. Chairman, it's Cheryl Langdon-Orr for the transcript record. I actually missed saying that by the way, over a couple of years I think I may have said it several thousand or hundreds of thousands of times and I miss saying it. So thank you for the opportunity to talk to you all today about something that is, I think, very close to all of your hearts and minds, as volunteers here in the

wonderful world of ICANN and At-Large in particular. I would love to say that I can make out the slides on the left-hand side of the Adobe Connect room, but I will do my best to stumble through. You may wish to look at the board or you may wish to look at your computers.

What we have at the moment is the current listing of – that is my PowerPoint isn't it? Or is that boring stuff? – I'd like my PowerPoint running please Matt. I'm pretty sure I have mentioned that at some point but not at the beginning slide. I'll just fill a bus while Matt makes the magic happen, because Matt's good at making the magic happen. I have a very short presentation for you today, and we're looking at what's called the ALAC, the At-Large Advisory Committee Sub-Committee on Outreach.

While Matt's making the magic happen, those of you who are looking at that Wiki page could just glance down and have a look at the current Members – I'm now using my very last part of my talk as my very first part of my talk – and have a look at the current Members that are listed there. It's aimed to be a regionally balanced Committee of the ALAC. It is not meant to be populated by the ALAC, it's meant to be populated by At-Large structured Members and Regional Representatives, and there is plenty of room for many more of you.

It is not a closed group; you may in fact actively involve yourself in a number of layers. You can simply subscribe to the mailing list. Anyone who is subscribed to the mailing list is obviously welcome to not only read but to reply and debate any matter that happens to be going to the mailing list. If you're on the mailing list, you'll then find out about

meetings and the meetings are teleconference meetings, which from now on – and this is an Action Item for Gisella to pick up on, so Suzie if you're being Gisella you'll need to make this little note happen – that from now on will be held at least monthly, otherwise as needs be and will be rotated around eight hours in a clock.

So it will be equally uncomfortable for everyone, all right? Now, I want you to all realize that that's not just me being selfish. I'm perfectly capable of talking to you all just about any point in a 24-hour day – I think 25 hours of a 24-hour day is quite possible – but we do recognize that not all regions and not all people's work practices as volunteers, will allow you to be at these teleconferences.

It is the intention of these teleconferences to last for 60 minutes under normal circumstances, so that's how much time you'll need to commit. Doodles will be put out and we will shift, if there's enough critical mass of you, to shift day or time, but everyone is expected to just rotate around the clock. And Matt, click another button and we'll see what happens. With the particular group – thank you – and I would like to suggest…   It's not that I have enough Europeans, I do have more Europeans than any other region represented. Feel free to join if you are a European-based person, but if you're not a European-based person, feel more than welcome. [laughs] In fact, actively encouraged to join.

What we do then is have these discussions – at the moment I'll go through and tell you where we're up to – you do not have to be committed to run and lead major areas of outreach in your region, but if

you are so inclined, this is the place for you to be. Feel free to just join if you simply have a comment or a darn good idea, all right? It's not a matter of a very typical Working Group. What we want to do is ensure that we have fingers out through that map of the world that was on that first slide, that allows us to know pretty much what opportunities there are for outreach in the name of the At-Large community, going on in your local, national, regional and obviously most of us should know some of the global opportunities.

We've been around for 12 months. Actually, we've been around for longer than 12 months, and let me tell you a little quick history. We have… I'm planning on running a quick 12-month review now because it's the time. We met primarily with the majority of our work in ICANN 43 and the initiative was set specifically to act as an integration, facilitation and information sharing point between the regions. So that' really important to understand. This is a place of space where good ideas and concepts can be discussed and also the cold, hard fact of 'there's a really good tech meeting happening in my capital city and who may we possibly use that may be nearby to reach out to possible new At-Large structure members, individual members, while that's appropriate within the regions and of course get the word of ICANN out.'

So just make sure when you think about our Outreach Sub-Committee, you've got that specific Mandate in mind. In a coordinated way we wanted to look at the opportunities that we used to bundle together and have done all the way back until ICANN 37, back even earlier in fact, to Nairobi, we kept talking about outreach and inreach almost in the

same sentence. And what we've done for the last 12 months is take the outreach aspect slightly separate. The inreach aspect, well worthy and important, is probably best picked up under other things, including the label of capacity building.

This Sub-Committee met in Prague and Toronto and there is… You will have this presentation in your Drop Box and if you click that SC Wiki, you'll find out all the gory details, be able to listen to the MP3s and do it in three languages. It is the intent of this Sub-Committee to effectively operate in our three primary languages and any others as required. So even if you haven't joined us and you speak Spanish, you will be able to catch up because the transcripts are there in Spanish and the MP3s are there in Spanish.

Next slide please Matt. What are we talking about here? Yes, this was the thrill-packed and exciting kick-off meeting on June 24th 2012, which is why I thought I'd talk about 12 months back. We actually got – and I don't think the importance of this can be underestimated – a very high ranking set of ICANN Staff, in the days before Sally, in the days before the new season, the new way that ICANN is going to be outreaching to the global community. Look at our list. We got every singly then Regional Vice President for each of our regions. That's the level this group gets to work at. Okay?

And I would like each of you to consider that having the ability to work closely with the VP in your region is a hugely beneficial thing for your At-Large structures and your regional At-Large organization. Am I selling this concept yet? Do you want to buy this car, used or otherwise?

Because I'm really keen on getting a lot more of you to join. We discussed the need to work in a clear cooperation and open communication with global partnerships, and of course make sure we share their, as well as our, regional plans and projects. And there's a whole lot of stuff that goes on under that.

Ongoing meetings with the community outreach project have also been attended. ICANN-wide now has run, and we've had I think – correct me if I'm wrong Olivier – six or seven meetings of what's called the community outreach project. This is all parts of the ICANN community doing pretty much the same thing. What we're trying to do is work smarter, not harder. Yes, it isn't copyright but I do say it a lot. And we're trying to make sure for example if outreach material and resources are being produced for our use, in the name of ICANN, it may be equally useful for other parts of the ICANN community to use it.

So if we're looking at perhaps a podcast or a webinar, we're trying to make it fit for purpose for as wide a possible grouping as possible. Next slide, thank you Matt. Our current Agenda looking forward. You've had the last 12 months and a little bit of before. Our current Agenda looking forward and oh dear, I wish I had my glasses slightly, able to get that distance. Ah, you're a wonderful man Olivier. From April on we'll be meeting at least monthly, which I've just said to you, on a fixed agreed day with a rotating time.

Jobs are: mapping and listing outreach opportunities at the local, national, regional and international level; identifying possible involvement or attendance at some of these based on priority or cost

effectiveness; noting that we should focus on the regional events first and then we should go and look around the countries we have access to that are ICT oriented. That's just what we're going to be doing between now and Durban, perhaps now and a little later than Durban.

We need to work with the other initiatives that are going on, these include; the Global Stakeholder Engagement Program and the ICANN Academy, etc., as well as other external sources and resources such as, perhaps, the DiploFoundation. We will be exploring the possibility of a how-to kit and we actually came up with it first, so note that for the record – the concept of a Speaker Bureau, in other words having our own trained presenters, with standardized resources, to be able to go out and spread the word, focused right down to the local level, but that we're all speaking with the correct authority and with the right tools.

We now note that there is now an ICANN Speakers Bureau, we also note that it is a centralized – as it should be – and primarily Staff-based ICANN one, but we also note that as that may change, our own people, suitably trained, may be able to be utilized. Next, and I trust last slide is… There we go. We aim to be regionally balanced and we are dynamic and still open to membership. If you know somebody or want to be interested yourself, please contact Staff at the at-large@icann.org. Current Members were listed as before and thank you very much. Open to any questions.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Cheryl, and I'm glad to have been able to present our friend and colleague from the Antipodes with a device called the

laptop, whilst you make use of a tiny device, I really am sorry for you. [laughter] Ladies and gentleman, the floor is open for questions. We have Garth Bruen, Evan Leibovitch. So Garth first.

GARTH BRUEN: Thank you very much. This is Garth Bruen. Cheryl, I just wanted to let you know that in NARALO we're taking this outreach challenge head-on and on Tuesday morning we will have a session in this room at 7:30 and folks from any region are certainly welcome to come and sit in and see what we're doing. And I know that there is a rival APRALO meeting in a different room at that time, so I don't want to point anybody away from that, but anybody from any of the other regions are certainly welcome to join us. Thank you.

CHERYL LANGDON-ORR: Cheryl for the record. Garth, thank you for that and that's exactly the sharing of information that we need to get out more broadly and perhaps in advance planning in the future. You might note the listing of people on the current Members, we need NARALO. So find someone… Find…. You don't have that many. Find a coupe more and make sure that there's a clear conduit working with your own regional work, into this as well.

GARTH BRUEN: This is Garth again. So we have Eduardo and we have [Murray? 05:27:24], but you're aware of those two?

CHERYL LANGDON-ORR: I'm absolutely aware of those, give me another four and I'll start thinking the satisfactory.

GARTH BRUEN: You want four more, I'll find you four more.

CHERYL LANGDON-ORR: Thank you.

OLIVIER CRÉPIN-LEBLOND: I like that. This is a good dynamic. Any other regions now? Evan, go ahead.

EVAN LEIBOVITCH: Keeping the regional issue alive, when you give the names of the Regional Vice Presidents up there I think that's the first time in ages that I even knew who the one designated from North America was, [laughter] so that gives you an idea of the level of contact that there has been. Garth, have you heard any more from Jamie than I have?

GARTH BRUEN: Jamie who? [laughter]

CHERYL LANGDON-ORR: If I may – Cheryl for the record – this is exactly what this Sub-Committee exists to try and fix. You're doing exactly the focus of what we need to make sure happens.

EVAN LEIBOVITCH: It's my understanding, and Heidi maybe can help me with this, is that Jamie's actually been engaging a lot more in government relations than At-Large an on-the-floor things and maybe perhaps he could, or the people around him could be gently nudged to remind him that there are other people in North America who are not based in Washington that are worth talking to.

CHERYL LANGDON-ORR: So noted and it's definitely on the Agenda for this Sub-Committee.

OLIVIER CRÉPIN-LEBLOND: Heidi? You might have a bit more information?

HEIDI ULLRICH: Thank you Evan. This is Heidi. I did have a quick word with Sally outside and that has been done. It's duly noted.

OLIVIER CRÉPIN-LEBLOND: That was a word with Sally Costerton who came to see us earlier this morning and to who you had made a similar mention. Any other questions? Seeing no one put up their hand. Well, thank you very much Cheryl for this quick update and you can still think about the future involvement of your RALO in the outreach activities. It's a real important part of the work that we do. Next on our Agenda is the New gTLD Working Group. We have Avri Doria.

UF: Evan is trembling here.

OLIVIER CRÉPIN-LEBLOND: Ooh, great, fantastic. So it's Avri Doria in the guise of Evan Leibovitch who will be able to speak to us about the New gTLD Working Group. Evan, you have the floor.

EVAN LEIBOVITCH: Thank you. And I know, because Avri and I are so difficult to tell apart, so you'll just close your eyes and never mind. I know…. You're right, I shouldn't. Because I'm doing this sort of as a last-minute substitution, I'll try and keep this very brief. Essentially, just bringing up to speed on the activities of the new gTLD Committee. Most of our efforts have been spent on issues regarding the Objection Process which has been painstakingly done and, as you know, there were a number of objections that ALAC voted on. I believe two were approved for further work. No, no, two of the applications received positive votes at ALAC. Four were put forward; two were approved and two were not. Sorry? Okay. I'm hoping, Dev, you can correct me.

DEVID ANTILOXING: Devid Antiloxing speaking. There were four objections brought towards the ALAC, and three received sufficient votes for filing any objections, but there's three in all.

EVAN LEIBOVITCH: Sorry. Thank you. I was hoping that other people… And I guess I've been looking at you, Dev… Who would correct me if I faltered here. As a follow up to this, though, there's now going to be an Objections Team

that's going to be working on doing the next step. Until now, this has been a process of evaluation of the various objections that have come forward that would be put to the ALAC, which got regional approval, which were voted on by the ALAC.

The process now changes, from one of selection to one of advocacy. That, in fact, now, ALAC is in the process of championing these objections to the next stages of the process and so, there is a Team that is being put together. There was a note that was sent to ALAC, which has been approved, regarding going forward with this with an ALAC Objections Team that is going to be looking for people, preferably a Group, that is reasonably diverse; that has no conflicts of interest.

That actually supported the objections. I think we need, as advocates, people who oppose the objections. [laughs] You could, but you don't. Anyway… So on other issues to that, there is also an issue of Outreach Evaluation, which is going on, which is essentially dealing with some of the issues that I tried bringing up earlier in some of today's discussions about the fact that there were so few objections received. That they're so many Community issues that are ongoing out there and so few Communities and so few individuals that actually took advantage of this process, and so the Working Group is in the process of survey, of which two issues.

Number one: What questions go on the survey? And two, what is the audience for this? To try and make some sense out of why it was so poorly received. Maybe many people were aware of it, and few chose to launch objections, or maybe the issue was one of awareness. We need to find this out, and so that's one of the main RALO issues. Because of

this, now we can continue to watch out for things like the Public Interest Commitments, because they formed, I think, part of the decision-making process, perhaps, on why one of the applications which, if I recall correctly, had a significant Public Interest Statement put in, was not one of the ones voted for advancement.

The issue of gTLD metrics, which is something I'm working on, and I'll put out an additional call if people are interested. On Thursday, ALAC is going to be asked to vote on a series of gTLD metrics, end-user and consumer-based supplement the work that the gTLD did so are going to be tracking things. The Trademark Clearinghouse and various trademark issues continue to be a nagging problem. They've been at the center of a lot of ICANN-wide issues regarding implementation versus policy and that kind of thing, and so there's still much that needs to be done to balance the needs of trademark holders and the needs of registrants and contracted parties, so we continue to follow those things.

We're following the string contention sets. We're following the various things that are going. We still have the lingering issue of applicant support of, again, why that was so little taking advantage. The process, itself, is pretty well done, but we have not forgotten about it and especially going forward to other rounds and identifying issues to ICANN, and we need to be very aware of, again, why so few applications were made, and so little was taken advantage of this resource that we fought so hard to create.

In Avri's absence, I'll stop there and myself and other people on the Working Group will. If there's questions, we'll answer to the best as we're able.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Evan, for this very comprehensive report, and the floor, as Evan has just mentioned, is open for questions. First, we have Tijani Ben Jemaa.

TIJANI BEN JEMAA: Thank you, Olivier. It's only to add a few things about what Evan's already said. A process of the New gTLD first round application evaluation or assessment has begun in the Working Group, and the most important thing which is addressed is why there was so few applications from the European candidates and the work is ongoing now. Unfortunately, there is not a lot of interaction from the other Members of the Working Group, but it is ongoing, and I hope in the very few weeks, we can finalize it. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Tijani. Okay, Yaovi. First Yaovi and then Izumi.

YAOVI ATOHOUN: Yaovi speaking. Evan already said that we are working on questions that need to be sent out to people, so during the Working Group session this week, so you are all welcome for these sessions, so that if you have idea of type of questions that can be sent out, you can bring them during the Working Group meeting this week. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Yaovi. Next is Izumi Aizu.

IZUMI AIZU: I have to reveal my ignorance, so that's why I'm asking. Following on what Tijani said, I remember there was some Applicant Assistance Program or something like that, so what's the status of it? I was supposed to be volunteering, but I didn't get any answer. First question is: What's the road ahead? Fadi said next six months, they need to implement. It's a challenge. What are the real challenges or, at least, for ALAC. Thank you.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much, Izumi. So, Tijani?

TIJANI BEN JEMAA: Yes. As for the Applicant Support Program, one of the questions that we are trying to find the answer is why we got only three applications for support? Why we had money for support for [keen? 00:08:29] application? So this is one of the canons of the Program. We have some answers about that, but we need more interaction and more input from the other Members of the Group. The Applicant Support Program was done… And Evan knows that very well, as well as the other Members… Was done so that we can help people who are not able to apply and not able, also, to operate and use the string.

We almost did all barriers for gaining so that there will not be any problem but even with that, we didn't get application. It is mainly because there wasn't outreach about it. People don't know about it. People in different countries weren't informed, and this is the main problem.

CHERYL LANGDON-ORR: If I may, it's Cheryl Langdon-Orr for the record. Following up on what Tijani said, Izumi, it's important to note that the analysis is being done, as you've just been told, but there is a meeting specifically on this topic in this room Tuesday, 9:30, so it might be worthwhile you coming for that.

OLIVIER CRÉPIN-LEBLOND: Thank you. We have a queue in operation.

EVAN LEIBOVITCH: I just wanted to follow up as a point of information for Izumi. It's actually worse than you think, because we had three applicants, but when you apply the due diligence from the [Sarb? 05:40:10], only one of them survived, so out of the entire process, we had one TLD applicant that's actually eligible for the support.

OLIVIER CRÉPIN-LEBLOND: Okay. Regarding the…

TIJANI BEN JEMAA: And what is worse is that the report didn't include why they were rejected. The composition of the Sarb; we don't know about it, yet. We cannot ask anyone how the evolution was done even if we put the criteria, but why the other applicants wasn't helped, I don't know.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Tijani?   Of course, your second question was answered by Cheryl, so I think… It is Tuesday, isn't it? We have Tuesday, okay. Rinalia?

RINALIA ABDUL RAHIM: Thank you, Olivier.   In response to Izumi's question about what challenges lie ahead. From my point of view, there are a few. The first one was already mentioned; that's the Objections Process, so the ALAC needs to get organized for that. The second one pertains to IDN Variant TLDs and, on Thursday, at the Board meeting, the Board has to consider the recommendations on the label variant process for IDN applications.

What I'm concerned about is that, in Toronto, I was told that the IDN applications, whatever it is that's related to that, will be grandfathered in before this label generation process would be in place and that worries me, because I actually want to see a convergence between the two processes.

Otherwise, it would create a precedence for exceptions, and that's just problematic for everyone, so we will find out what will happen with regards to variants and tomorrow in the APRALO policy Multi-Stakeholder Roundtable, we will address the new TLDs on consumer protection, as well as the Community readiness for IDN Variant TLDs, as well, and one other thing, Evan didn't touch on that, but we also have a statement for the ALAC to approve on the Public Interest Commitment Dispute Resolution Procedure, and I think the GAC representative at the APRALO Roundtable tomorrow has been asked, specifically, to address that, as well, so if you are interested in that, please be here, and you can ask him more questions. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Rinalia. We still have a question from Victor Ndonnang and then Matt Ashtiani will also have a question that's come up from our remote participants. Victor?

VICTOR NDONNANG: Thank you, Olivier. Victor Ndonnang, for the records. It was just a comment, but as far as we are going to have a session on the joint support the program we were supposed to support applicant for New gTLD. My comment was just saying that the program was viewed the wrong way, and I say that during session of our developing the African strategy for ICANN, so you cannot give money to someone to finish the home; to finish building the home when the foundation is not there, so there are very few number of accredited registrars in our region.

It's the same case in many developing regions, and then the ICANN escape that and say this money to become the registry to run a TLD as close company cannot be ever to even become a registrar, so they have to start by helping companies to become registrar and, then, they understand the business and, then, they can apply to run the TLD, so that's just the comment that I have. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Victor, and next is Matt Ashtiani.

MATT ASHTIANI: Hi, this question… This is Matt Ashtiani, for the record… This question comes from Carlos Aguirre. What? Oh. Thank you, Olivier? Oh. Very

close. This is Matt Ashtiani, for the record. Sorry about that. I almost dropped a can of soda water. This question comes from Carlos Aguirre. Carlos asks: What do you know about the launch delay, and how about the possibility to present new objections?

OLIVIER CRÉPIN-LEBLOND: Since Evan is taking on… Sharing this little part, so Evan?

EVAN LEIBOVITCH: If there's any talk of launch delay, I don't think it's been brought to our Committee. The initial answer is: What delay? In the sense that the words we hear coming out of the CEO is that, as of right now, things are on track. There will be some delegations happening this year. If there is any movement for delay, it certainly hasn't been brought to the Working Group of which I'm aware, and I'm not seeing anyone else raise their hands, so I don't think the issue of delay has actually been put forward to us.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Evan. It's Olivier, for the transcript. I had an AC and SO Chairs Dinner and afternoon meeting, and there was no talk of a launch delay, so I'm not aware either of any launch delay and, hence, I'm not aware either of any reopening of objection periods but that's… Okay. Right. We've got two more minutes, theoretically, but if we are finished with questions maybe we can move onto our next Agenda item. Anyone else? Okay. Right.

Thank you very much for this update, Evan and so now we're going to look at the next item on our Agenda and I'm going to ask… Matt is already ready with finger on the trigger, isn't he? We're going to have a short discussion… We've got about 12 minutes… Discussion on .patagonia.   That's come up with Sergio Salinas Porto who has sent me an email, and I know that there has been a discussion, a long discussion, on the LACRALO meeting lists; about the objections process to consider .patagonia as one of the strings that the ALAC would object to.

I wanted to perhaps ask first Sergio, and I know that he is on-line to provide us a summary of what he'd like this Committee here to consider and, then, I wanted to ask Dev about the process, because I know that this was put forward to the Committee and, then, it didn't reach the ALAC at the end, so I just want to know the process by which things happen and, then, we'll take it from there. So Sergio, I understand you can speak in Spanish and, then, those of us who don't speak Spanish will be putting our headphones on, and those of us who do speak Spanish will probably hear you, hopefully.

SERGIO SALINAS PORTO: Good morning, good afternoon. This is Sergio Salinas Porto, for the records. Indeed, I am speaking from Argentina. I see the back of many people's heads. I see that you're all working which makes me very happy, and I see you waving hello. Hello, everyone. I have been able or I am able to participate remotely, so I thank the Staff for this, and I thank you for this time. I will try to speak slowly so that the Interpreters can do their excellent job.

First of all, as our Chair, Olivier Crépin-Leblond requested, I will give you a summary of this topic of .patagonia. As you know, those of us living in the southernmost part of the American continent, that is, the inhabitants of the Argentine and the Chilean Republics, to us, this is a very dear topic. This is very close to our hearts because, in fact, we are inhabitants of Patagonia, and we have several ALSs in the LACRALO region that are based in Argentina and Chile and, consequently, are interested in defending this topic; in advocating this topic.

The thing is that Patagonia is a geographic territory located in the southernmost region of Patagonia, as I was saying. This region covers a million square meters in area. The region has its own legislation passed by Argentina and Chile. In fact, we also have bi-national agreements that determine this is a territory that is identified geographically and institutionally. We also need to take into account that, in our view, we have been able to demonstrate on the basis of different movements in social networks.

On the basis of movements initiated both by public and private institutions alike, we have filed petitions before ICANN, and there are many and strong opponents to these and I speak about the end-Internet users who are participating in this debate and discussion, so there is a logical order that cannot be overlooked, and that is that Patagonia comprises or straddles Chile and Argentina; that Organizations from Chile and Argentina oppose .patagonia and also people from Ecuador oppose that. There are people that have been born and brought up in Patagonia, for example, [gijo mosamora? 05:51:59], Umberto Carrasco from Chile, as well.

They were born in the region of Patagonia, so we have a relation between this gTLD string and the Community Members. However, we see a strong detriment, because there is a trade brand called Patagonia, and we market our local products under that trade brand, and there are people working using that umbrella of the Patagonia trade brand as a geographic trade brand. So on the one hand, this may have a financial impact upon users and, on the other hand, we see that national issues are being overlooked here and not respected.

Two days ago, there was a meeting in Montevideo held by the [sepal? 05:53:03] and the [sepal?] made a statement on this issue, and I will post a link on the Adobe Connect room so that you can access the official site of the Latin American Economic Commission that depends on the Social and Economic Council of the United Nations. So once I post the link, you will be able to access the decisions reached regarding .patagonia and .amazon.

This raises a serious concern to us. I know that the Working Group has concluded their task. I know that due to lack of understanding, perhaps, our requests and our comments on the Wiki were to no avail and were not understood. Maybe we did not get the right format. We started understanding the format when .health was debated and not before. So as a result, this meant a serious problem to us because ALAC, that is the haven of the Internet users, did not reflect our intentions.

We were against the approval of that .patagonia. I believe that I have spoken about this in Toronto and Prague but, anyway, regardless of that, first of all, and I apologize because I send this only to Olivier and not to the entire ALAC, but I have sent a statement made by several ALSs of

Latin America and the Caribbean regarding the issue of .patagonia. So what we are requesting is, if possible, a review of the Working Group resolution.

If that were not possible, because of operational reasons, for instance, what we're asking is the possibility of submitting a special document together with ALAC and the GAC and LACRALO; a special document, not only on this topic but also on .amazon. This is my briefing, and I thank you very much for your time. I am really glad and happy to see you all working there. I will follow you closely as a remote participant. I want to say that it is 4:00 a.m. in Argentina, right now, and it's bitterly cold.

OLIVIER CRÉPIN-LEBLOND: It's a pleasure to hear your voice, even though you are on the other side of the world. Trust me, it's also pretty cold over in this part of the world, although in this room it's pretty warm.

SERGIO SALINAS PORTO: Excuse me, Sergio speaking again. There's something I forgot. May I take the floor?

OLIVIER CRÉPIN-LEBLOND: Go ahead, Sergio.

SERGIO SALINAS PORTO: This is Sergio speaking. Carlos Raúl Gutierrez reminding me of something. I had said this before, but this has to do with .cba that is related to Cordoba in Argentina and Cordoba in Spain and in Columbia,

as well. So I believe this may also be an opportunity to launch or submit a document together with GAC and ALAC. I believe it's important to reconsider this possibility, because this would enable Latin America to have these three domains that are related to geographic regions, so this may set a precedent within ICANN regarding the next steps or what is ahead, so I believe this is the right path that we need to walk along.

That is, stop debating geographic issues, because they shouldn't be the object of a debate, and we should focus on what has to do with the Internet world. I have finished now, Mr. Chair. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Sergio, and I was going to call just first upon Dev… Devid Antiloxing, to just provide us with the process by which the Review Group reached the position that it reached, and then I'll let Evan follow up. I'm afraid we were only allocating ten minutes to this, so I'll give it another five… Six minutes or so, and then we do have to move on and perhaps reach a solution or a conclusion here pretty quickly so, Dev, if you can make it just a quick briefing.

DEVID ANTILOXING: Okay. Thank you very much. Devid Antiloxing speaking. The gTLD Review Group was trying to solicit comments from At-Large, and on our last deadline for January 15th or January 16th, 2013, we received one comment regarding Amazon and Patagonia. The comment came from a person who has attended the ICANN Meeting as a Fellow. When we first started to look at that one comment, and we looked at the four tests,

we decided, first of all, that there was no limited public interest concerns that could be applied.

So then we looked at the Community objection tests, and there are four Community objection tests; Community, substantial opposition, targeting and detriment. We had a concern about how can we determine substantial opposition? There's only one comment and so, in fact, the second call was issued, and we were having difficulty trying to come up… to sustain a Community objection, because we only have one comment, and in that note I said, essentially, the same thing. There are four criteria that we have to satisfy and now it's important to note that all must be passed. If one fails, then the objection fails.

It's important to have to put forward an argument that satisfies all four. We received several comments, from Bertil, [galero? 06:00:19] and Sergio, and those were all put up on the Wiki, and if you go to the Dashboard, you can see the comments that were put up there.
Eventually, when we had to make the ultimate decision, we found that, okay, yes, there was the Community of criteria was satisfied; the substantial opposition was satisfied. But, in terms of the targeting and detriment, most of the Review Group Members did not give it a pass meaning that, based on the information that we had, we could not prove the detriment; we could not prove the targeting aspect. It was on that basis that the Review Group decided not to proceed with Patagonia. I hope that's concise enough.

OLIVIER CRÉPIN-LEBLOND: Thank you very, much, Dev. I see that Sergio has put his hand up again. Sergio? Go ahead, you have the floor.

SERGIO SALINAS PORTO: This is Sergio speaking. Thank you, Olivier. There's a company that has applied for .patagonia. That should be enough and having just one Internet user from the entire continent should be enough for us to start mobilizing regarding this issue. Regardless of this, we have submitted enough information to prove this, and I don't want to go into further detail. What I am concerned about now is how to revert this situation.

Many of our colleagues in the Group did not understand or failed to understand the magnitude of this issue and the financial impact this will have upon the region when a company acts in the detriment of this name. That's why we want to preserve this name, and we want to protect all the Internet users that make their livelihood out of that Patagonia brand that is the regional brand. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Sergio. We now have Evan Leibovitch.

EVAN LEIBOVITCH: Hi there. Hi, Sergio. I just wanted to raise two points. Number one, I have pasted into the Adobe Connect two links; one of which is a link to the Montevideo Declaration in English, which also makes exclusive note of the rejection of Patagonia and Amazon and an indication that this, in fact, may be put forward through the GAC even though it did not pass

the ALAC procedures. So that may still happen. In the case of CBA I would beg to differ.

This actually went through some discussion within the ALAC, and it was noted that, although CBA is used within Cordoba, it is also used elsewhere in the world and is not the exclusive use of any one Group. In Australia, it means a bank. In Canada, it means the lawyer's association. It has different uses. When you have an abbreviation or an acronym, this is something that is very difficult for any one Group to claim exclusivity, because there are so many uses around the world. I'll stop there. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you, Evan. Cheryl?

CHERYL LANGDON-ORR: Thank you. Cheryl Langdon-Orr for the transcript record. Sergio, perhaps to give some hope to your cause, and it's not that we do not hear, but we did have very specific requirements for the all four reasonings; not just one or other. I can't see that being reverted, but on the matters of CBA, for example and, I believe, also with Amazon and, I suspect, Patagonia… But don't quote me on that one… But also, [aledin? 06:04:46] on IDN.

Any of the three-letter country code names, as far as I am aware, have already been identified in the GAC early warning. Now, I know the GAC has spent earlier this week in deliberations on their next step. What we may be able to do is take an Action Item, perhaps, to seek specific advice to the At-Large Advisory Committee on the nature of the GAC Next Step

in these early warning processes, particular to geographic names, and I think that's possibly about as good as it's going to get at this point in time.

And, yes, I actually have accounts with the Commonwealth Bank of Australia, and their trademarked logo is, indeed, CBA, but it is a three-letter code and, therefore, the GAC has made a statement on it as it has on a number of others, including IDN. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Cheryl, and it's Olivier, for the transcript record. Now, I think that looking around the table, you do have a lot of people in the Community that do sympathize for your cause, Sergio, and for the cause of the people living in those regions. One of the problems we're faced with is that 'the ship has sailed' already. Effectively, what's happened is the mandate we had was very narrow. That was the first thing.

We have to recognize that. I thought we were going to be able to file a lot more objections than we did at the end, but the mandate was very narrow. We just had specific points that we needed to make sure we're satisfied and that, of course, took some of the original requests down before they went through. They just couldn't go through to the next level. But the next problem was that we had to go quite fast.

The new gTLD process is continuing to move forward and as you might have heard, just before you came on, we haven't heard, or I certainly have not heard; none of us sitting at this table has heard of any delay to the new gTLD process. As a result, the closing date for our objections

was… And Dev, you're going to be able to help me…? Was that…? In the middle of March…

DEVID ANTILOXING: Devid Antiloxing. It was 23:59, 12th of March 2013.

OLIVIER CRÉPIN-LEBLOND: 12th of March. Okay, thank you, Dev. So we're now in the next stage where we are in touch with the dispute resolution provider; the International Chamber of Commerce that deals with the objections that we have filed, but it is impossible for this Committee here to file any more objections.

Now whilst we are sitting her in Beijing in Room #6, in fact, the GAC is sitting in another room somewhere in the building, and is currently considering the whole list of strings that they're looking at, among which, as Cheryl has mentioned, are some strings which deal with geographic names and, to me, at the moment, bearing in mind that the ALAC is not able to file an objection at this stage; it is too late. That might seem to be your best bet. I'm not sure if anybody else has another solution or a proposition around the table, but Dev?

DEVID ANTILOXING: Thank you, Devid Antiloxing speaking. Just to also mention, the Independent Objector did file a Community objection against Patagonia and also against Amazon, but I think, also, it was on limited public interest, I believe, but that is all simply as such. So it is before the dispute resolution service provider, which is the ICC. This whole

discussion regarding geographic names and so forth; unfortunately, it has, as you said, the ship has sailed.

Really, our best bet of making impact was really on Sept. 26th, and that was the deadline for the Arab… The comment period that could have been sent to the Geographic Names Panel, because just to remind the group, there was two comment periods. One was the 60-day application comment period and then the 7-month objection period, but the 60-day comment period; the comments would have been sent to the Evaluation Panels so, perhaps, in hindsight, we should have been more assertive.

We should have probably tried to figure out a way to see how certain strings that some governments or regions would consider a geographic name but the Geographic Names Panel was not able to determine that there was a geographic name, and I don't know if this is going to solve it now but, obviously, I think we have to start the process of seeing how such names can be recognized and protected so that in the next round, incidents like this won't happen.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev, and, of course, yes, it's true, we are going through this whole process for the first time ever. All of ICANN is going through this process for this first time ever. Often, it's pretty hard. Sergio, I'm going to let Evan say a couple of words and then back to you. So first, Evan…

SERGIO SALINAS PORTO: Okay.

OLIVIER CRÉPIN-LEBLOND: Sergio, first Evan.

SERGIO SALINAS PORTO: Thank you, Olivier, this is Sergio speaking. So is there any possibility then of filing or submitting something jointly with the GAC, so we could file or submit a document jointly with the GAC on the basis of the deliberations on geographic regions?

OLIVIER CRÉPIN-LEBLOND: Sergio, you're asking me a question. I don't know. The GAC has been discussing all of the objections behind closed doors, so we don't know what they're talking about at the moment. Very little has filtered out. There is a possibility of some people who are here in Beijing to meet maybe with a GAC Member and find out what's going on, on their front. But short of this, a joint statement or joint work? I don't know. I don't know if it's possible or not. Evan?

EVAN LEIBOVITCH: Of course, the one recourse that we always do, ALAC has the bylaw-mandated ability to advise the Board of ICANN about anything at any time, so even though we have missed deadlines; even though we have gone beyond a narrow remit that's been given to us, we still have the ability for anybody on ALAC to make a motion for ALAC advice to advise the Board on anything, so that is the last recourse available to us, and it is the main one that is given to us by the ICANN Bylaws.

So, Sergio, that is not too late because the Board has not decided to delegate, so up until the time that happens, you have the ability to propose a motion to ALAC to submit to the Board as advice. We have the ability to do that. It is not necessarily having the same concrete basis as the Objection Process, but it is the power that is given to the ALAC by the ICANN Bylaws that we can do at any time. That course is still available and, at this point, I think I would invite you to create a motion to submit it and have the ALAC consider it.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Evan, and I see Sylvia Herlein Leite, who is the LACRALO secretary, nodding and saying the way forward, so I think that's the thing, and we now have spent a lot more time than we were going to spend, and I'm mindful of the fact that we do have our next guests who are with us, waiting so, Sergio, I thank you for staying up.

It's 4:00 in the morning, and I know that this might not be the answer you might have wished, but I hope that this sets some way forward for you and your colleagues to work in the next 24 hours or so, and I'm sure this Committee here will be ready to consider the requests from LACRALO when it comes forward to them. I would urge the request to come as soon as possible, because we are very busy, and we need to table this in our discussions if we need to have further discussions on it, so thank you very much, Sergio. Okay, next, now joining us, we now have the Review of the Reputational Survey of ICANN. So Jim Trengrove, who was with us this morning, has joined us again, and he is accompanied with Robert Takacs?

JIM TRENGROVE: Yes.

OLIVIER CRÉPIN-LEBLOND: Welcome, and of course, this is an interesting survey which I heard about first when it was sent out but then I wondered, who [laughs] what kind of are they going to get? What is the reputation of ICANN? What is the reputation of the domain name industry, and judging by the number of…? I wouldn't say physical assaults but at least verbal assaults that some of us get when leaving the walls of this building and the abuse we get from our Communities saying, what are you doing, it's going to be interesting to see the results here, so I hand the floor over to you.

JIM TRENGROVE: Thank you, Olivier, and you mentioned just a few minutes ago, this is a new entry for all of us where ICANN is heading, and that's what we thought last summer, early fall, when we decided ICANN may be growing in such ways that we can't predict, and we really have no idea where we are reputational-wise, and we thought it might be a good idea to get a good baseline study of where we are. So we commissioned Echo Research, based in London, and Bob Takacs is with Echo.

Some of you might know Bob already; have talked with him in Toronto. He was there where we did the first phase of qualitative interviews, and then they've launched a quantitative online survey. Some of you may have filled that out as well, and this is to establish the baseline, so Bob will be delivering his results on Wednesday at 12:30 in a much longer session. We thought we welcomed this opportunity just to give you a

preview of the results and a little insight into what you're going to hear on Wednesday, as well, so I'll turn it over to Bob.

ROBERT TAKACS: Thank you, Jim, and thank you, Olivier, and ladies and gentlemen. What I want to do today, as Jim mentioned, Echo Research was commissioned by ICANN to perform a reputation benchmark study. Really what that is, is, really putting a line in the sand to say, where is the reputation of ICANN at the moment? So, what we thought for today is, and if you view today's session more as a movie trailer, what we're going to show is some highlights that we're going to be presenting on Wednesday, so we're going to spend the next, maybe, 15, 20 minutes on some of the key themes that was saw during the first phase of the study.

Then, happy to answer some questions, and I would encourage everybody to come to the session on Wednesday. As Jim mentioned, we'll have a little bit more time, and we'll get into more of the quantitative results of the study, so… Okay, good, it works. So, since we have a half-hour today, I thought instead of a thousand years, maybe we could set the trend for at least five hundred, so 20 minutes, maybe 400, so there we go.

A little word about Echo Research. As Jim mentioned, we're commissioned by ICANN to provide the reputation benchmark study. Echo Research has been conducting studies like this for over a quarter of a century. We've worked with many of the top leading global brands, and a point to note is that we are registered experts in the field of reputation and image management, so we're recognized by the courts

to come in and testify with respect to issues around reputation and image.

So, like I said, what I'd like to do is just to give you a little bit of background about the study. Take you through the methodology; how we did it. Provide some high-level findings, and then really move into some of the next steps, which we'll be seeing on Wednesday. So, the objective of the study, as I mentioned earlier, is really about providing a baseline, and it's really about putting a line in the sand to say, where are we right now?

But along with that, we're also looking at issues with respect to where the management and the perceptions of the Management Team are right now. Now, slowly, okay? Okay. With respect to where the Management Team is. So that's a second objective. And then, the third point is really about establishing measurable KPI's, and that's really about providing this baseline so that we could come back in six, seven months and measure it to say, okay, how far all the initiatives that we have underway we could measure success.

So, what did we do? We have a three-step methodology that looks at the internal image of key Stakeholders of ICANN, so that's called the identity phase. And then, the next phase is looking at the external image from external Stakeholders, which is the image phase. And then, the third part of our process was looking at who are the influencers? So, folks in the media, bloggers, key other Stakeholders that could influence reputation.

Our process looked at both the internal, external and then triangulated it from a media perspective. Who did we talk to? We talked to quite a

number of folks throughout the Community. As Jim mentioned, many of you might have been called by myself or one of my colleagues; might have been asked to fill out a survey. So, we've made this available in all languages, and we've reached out to everybody in the Community.

So, what we did as a first step was to have individual discussions with key Stakeholders, so this was the phase one which is a qualitative phase, so this was really about having a discussion to learn about some of the key issues that are affecting the reputation of ICANN, and this was really developed through a discussion guide that we created along with the internal Stakeholders at ICANN. And the guide helped us really shape the conversation, which lasted about 30 to 45 minutes.

We kicked this off in Toronto, and we conducted 14 interviews onsite in Toronto back in November. The next phase, then, was to take that discussion guide and look at external Stakeholders, and here we conducted 26 interviews with external Stakeholders from November 19th through December 13th. So, we had a total of 40 interviews that were really used as a basis of us to say, okay, what are some of the key issues?

What are some of the areas that we really need to focus on as we move forward and identify some of the key drivers of reputation? And then, finally, we looked at approximately 525 news Items that were in the press from July through November, and you may ask why July through November? We felt that, at that point, some of the major news items that might have been generating a lot of press from the beginning of the year were past, and you guys knew about that already.

It would have created additional filtering issues for us, and I think it would have skewed some of the results, so we went from July through November. Five hundred twenty-five articles were read in native languages by our experts through a rating system that we have which has actually been used for other projects here supporting ICANN in meeting analysis. What we do here is we have a scale of zero to a hundred, and our analysts read each article, and then rate it on a point system.

So, each article, then, is summarized and provided with a point, a score, if you would. So that's what we use as a basis of our media analysis, and those 525 articles were read individually by our trained experts. So, as a result of the discussions, we found that there were approximately eight key reputational drivers, and these reputational drivers centered around both internal issues; such as, communications, the new gTLD Program and operations.

We looked at elements as image and trust, and then we also looked into the whole notion of the Multi-Stakeholder model and how reputational issues surrounding that. Balancing different types of Stakeholder interest and, then, the whole notion of internationalization. These came out, as a result of our discussions, as being the top drivers of ICANN's reputation. So from there, this is a high-level overview that provides where each of these dimensions placed from each of the Stakeholders.

So, if you look at the first one, image, you can see that, for the most part, it's in as neutral, and you want to look at where gaps are, and you can see here, there's not a lot of gaps between the three Stakeholder Groups, and, for the most part, it's a neutral and it's a positive. It's

unfavorable, but it's not favorable. When we looked at operations… I'm sorry? Oh, the different colors. So the green is the external Stakeholders. The blue are the internal Stakeholders, and then the gray is the influencers, so that's the media.

So you can see, for the most part, again, the image pretty much in the same reputation; same perspective. When we looked at operations, again, there is an alignment between the internal and external Stakeholders. The dimension of Multi-Stakeholder really got favorable perceptions from both Groups, and you can see that there from both the internal and external Stakeholders. Now where we see some gaps in these dimensions are elements like trust and balancing Stakeholder interest; where we see a slight gap between both how the media is portraying that perception, as well as the internal and external Stakeholders.

I think where you see a greater gap between Stakeholder Groups is between the issues of the new gTLD Program and communications and I think that's an area where it really becomes an issue of communications and being able to communicate. The program being able to help shape the story. So when you look at the communication point and it's unfavorable, it's not that it's necessarily bad. It's just that there's improvements could be made to really help shape the story.

So where corporate Coms is there, corporate Coms could then help really shape, frame and move the dimensions. For Wednesday, we'll go into detail on all eight, but for purposes of today, I thought it might be interesting just to take out one, which is going into a little deeper dive about ICANN's reputation and image itself. So here what we've seen is,

basically, when we conducted the interviews, the reputation is really based on the level of exposure folks have toward the Group.

So we've seen that people that have been exposed to ICANN for a longer period of time have a different perception of the reputation than those that might have joined or been in contact with ICANN for a shorter period of time. We've also seen that these perceptions change across geographies. They seem also as a part of, success breeds success. So if Stakeholders have been successful, then they would, in turn, have a higher or favorable perception of the ICANN than those that have not.

I think the bottom point here around the new gTLD Program is something I really want to emphasize because we've seen that really across the Board in this study, in particular, how important it is to get this right and how important it is, not only from a communication perspective, but from an operational perspective, to really ensure that this program goes off well, because there's a lot, from a reputation perspective, that we've seen through our research that says that this is very important.

Now looking at the external Stakeholders, what we've seen for the most part is, if you describe the Organization, most would describe it as an Organization in flux, but that it's changing for the better. So we've seen through our research that most respondents have been certainly favorable to some of the changes that have gone on; certainly, in the leadership; changes that have gone on, on the Board level, and all of this is certainly tracking toward a more favorable and positive perception of ICANN, again, from an external Stakeholder perspective; [coughing] but

again, underscored by the fact that the gTLD Program is certainly on top of mind of any external Stakeholders.

And I think this positive image of the leadership; we also saw that in the media. For the most part, the media and the key influencers were very favorable in the appointment and, certainly, in some of the changes. But we've also seen the media place a higher level of attention toward issues such as ethics and, to some degree, transparency and accountability. So these are issues that we've seen recently come up in the media and certainly ones that again, from a Coms perspective, need to be addressed.

And here is just another slide that just shows that really broken out what I mentioned earlier about, are experts really reading every article? These are some of the key themes. You can see the positive and the negative around the themes and, again, some of the program elements that I mentioned earlier tend to be tracking with a higher degree of unfavorability, at this point from a perspective. So this… I'm sorry?

OLIVIER CRÉPIN-LEBLOND: There was a comment from Evan. 'Big surprise.'

ROBERT TAKACS: So in summary, what this slide attempts to do is, looking at all three Stakeholders and putting it together in a SWAT type of format to say, okay, from a reputational perspective, if you look at internal Stakeholders, external Stakeholders and the influencers, certainly the notion of ICANN being a global technical beacon is a theme that's pretty

much universal across all three Stakeholder Groups. The support of the Multi-Stakeholder model; another key strength.

And, again, the Organizational changes. All viewed as positive in all three key Groups. Two weaknesses that we saw that were common through the three Stakeholder Groups was, again, this notion that the Organization has the perception of being too US-centric, and that we saw through, again, the three Stakeholder Groups that we spoke to. And the fact that the external Coms [coughing] framing the debate and really leading and pushing those stories out to really control and manage the stories and manage the press.

That was another theme that we saw, because when you can control the tempo… You control the press… Then you have a greater degree to affect perceptions. Now on the opportunities, certainly, the ability to manage and handle the new gTLD Program. Certainly seen as an opportunity. [coughing] The notion about the internationalization strategy and here, it's more about the regional strategies and the work that's going on at a regional level.

A lot of Stakeholders view this as a great opportunity for ICANN to really leverage and increase Stakeholder engagement at a regional level. Finally, looking at strengthening relationships with non-commercial entities, and I think this is another big opportunity for ICANN that we've seen in our studies. Certainly the relationships that ICANN has with commercial interests, but also there's a tremendous opportunity for it, right now, to build within non-commercial interests and entities.

The threats… We have to say certainly the threat or a potential threat to reputation is, again, the new gTLD Program, and you heard me mention

this quite a number of times. And certainly the loss of legitimacy by not engaging the Stakeholders in a global nature. So we had to put that out there to say that, yeah, that is a perceived threat… To make sure that ICANN continually needs to go out and build awareness and create Stakeholder engagement.

So that's a very quick summary of what we're going to talk about on Wednesday. In terms of where we are on Wednesday, the results are topline. We're still in the field. We anticipate having the study completed by the end of April; then, having some time to pool all the results together and come up with a formal set of recommendations, but we thought it was appropriate at this conference to at least share some of the preliminary results with everybody.

I'll be happy to answer any questions if we have time. If not, I certainly encourage you to come to the session on Wednesday and, hopefully, we'll have some time there to talk and be happy to answer questions then.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Bob, and we have a queue already of questions, so starting with Jean-Jacques Subrenat.

JEAN-JACQUES SUBRENAT: Thank you, Olivier. Thank you, both Jim and Robert on that very interesting presentation. I have a remark and a couple of questions. The first question actually is to Jim. I really found this extremely interesting and well documented and the methodology is very good, too.

But in spite of that, I will put my question to you, Jim. How was Echo selected? Was there a competitive call for tenders?

JIM TRENGROVE: No, there was not. What happened was originally Barbara Clay knew of Echo, and she had come to me and discussed this last spring, and we talked about it, and she knew the CEO from London. We talked about it; we started getting the ball rolling. When Rod left and eventually Barbara left, I picked up the ball. I talked to Sally about it. Sally looked into it as well, and Sally thought this was very worth going through as well. So we had two different executives coming from two different times endorsing Echo, but there was no bidding. We just wandered into it.

JEAN-JACQUES SUBRENAT: Right. You see what I'm aiming at. It's the principle. I find that, so far, what I have seen of the Echo report is really very encouraging and interesting; worthwhile. It's about principles. I think that in the future, and I would like you to carry forward to Fadi and his Deputy, my concern as a Member of the ALAC, that call for tenders are not systematically conducted. Please remind them of the fact that it started off in 2009 for the review of the ccNSO, we insisted… I was Chair of the ccNSO Review… That there should be an international call for tenders and not only for North America or for Great Britain which is almost the same.

I mean, this is not just vain talk, because the perspective you bring to this, by either having a team of several companies, or several actors, gives a whole new perspective to your findings. Now again, I insist on

the fact that what I have seen so far from the Echo report is really very good, so I won't argue with your value, Robert. It's about the principle before you, so it's the ICANN part of it, which, I think, needs to be criticized, and I will do that again.

Now, for the future, I would like both of you to think about the possibility of bringing in at least one other associate into your work. Perhaps that part, by an international tender so that you enlarge the basis of your methodology to have more automatically non-US input into this. I think this is crucially important. By the way, if… Yes, you are on page 22, Robert, so I don't ask you to go there but, you see, column 2 and column 3, you have very clear indications about what the world Community of the Internet feels about ICANN.

You have, on the one hand, it's US-centric and in the next column, it says internationalization. What you have done, so far, is good. It's not enough. So these are two very clear indications that the way ahead is to be really more international. I'm sorry for Echo, because what you've done so far is very good, but I think it can even be improved, including not on the methodology, perhaps, but including by the projection of your image as ICANN in the way you select people who do reviews. That is crucially important.

JIM TRENGROVE: I will take that message back and make sure we discuss it. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you. We have a queue with Rinalia Abdul Rahim, Evan Leibovitch and by the way, every minute that you take here, you will not have

coffee outside. [laughter] So I see other people putting up their hands. Afterwards, you'll be more and more unpopular but, at the moment, Rinalia, you're still very popular [laughter], so Rinalia Abdul Rahim.

RINALIA ABDUL RAHIM: Thank you, Mr. Chairman. Rinalia Abdul Rahim, for the transcript. Robert, I don't know if you remember me, but we had a one-on-one interview in Toronto.

ROBERT TAKACS: Yes, I do.

RINALIA ABDUL RAHIM: Okay. I have a few questions, but first I'd like to say that the findings are surprisingly unsurprising. It actually confirms current understanding about ICANN, which is good. Questions about methodology. The first one is: Could you give an indication, in terms of sampling of internal Stakeholders, whether there was some oversampling of some Community and undersampling of some Community. That's the first question.

The second question is: I think Spanish was left out in terms of media analysis, and I was wondering why. Then, the third one is that: I think in one of your findings in terms of the details, it was evident that longer or stronger engagement creates a more positive perception of ICANN, and I think that goes to the recommendation and opportunities.

I wish that you would lead to a stronger recommendation in the sense that when ICANN is successful in bringing people to engaging ICANN,

there must be a structured process to bring them deeper in and the At-Large is working on some of that through Capacity Building, ICANN Academy, etc., but at the moment, it's sort of like different pots in different places. It needs to be coherent. Thank you.

ROBERT TAKACS: Thank you so much for your comments. With respect to methodology, this was Phase 1 and Phase 1, which is the qualitative phase, included 40 interviews in total which we felt was certainly a good base to help shape the next step which would be the quantitative phase which we're going to be presenting on Wednesday, and that has a robust sample which is going to be statistically valid and robust among all key regions. With respect to internal Stakeholders, we spoke with 14 in Toronto, and that was across many other Groups there.

Now, this again for this phase, these results are directional, and this helped us shape the quantitative survey, but these are the issues that came out based on those 40 interviews. Now with respect to the media analysis, I'd have to check. We did look at all languages; the 525 articles that we reviewed were in all languages. I could check, certainly, on the location and the origin of those, but we did conduct a global sample. Does that answer your question?

OLIVIER CRÉPIN-LEBLOND: The answer was, 'for now'. [laughter]

ROBERT TAKACS: I'm available throughout the week, so…

OLIVIER CRÉPIN-LEBLOND: Next is Evan.

EVAN LEIBOVITCH: Hi there. Could you possibly go back to the slide where you had the horizontal bars on the issues; the one with the big, red wall about the gTLD… Yes, that one.

JIM TRENGROVE: No, wait. I've got it. This one? This one?

EVAN LEIBOVITCH: No. No. The one with the…

JIM TRENGROVE: That?

EVAN LEIBOVITCH: The one with that had the green and red. [interference 06:43:57]

JIM TRENGROVE: Gotcha. There we go.

EVAN LEIBOVITCH: Yes.

JIM TRENGROVE: Got it?

EVAN LEIBOVITCH: Yes.   Okay.   Jim, my question is this.   What if this is not a communications problem? What if the perception issues are a matter that you have people that know what's going on and still believe that there is a problem? That there are things that are not being done in the public good. Is this simply a matter of something that can be spun, or is there a possibility here, and is ICANN prepared to deal with the possibility, that when you negatives like this, that it's not simply a matter of not getting the message out?

That it's just a possibility that you have a public that may be aware of what's going on and still believes it doesn't suit the public good, and if that is a possible result out of this, how is ICANN prepared to deal with that kind of data?

JIM TRENGROVE: Thank you, Evan. First of all, this is directional so, hopefully, we'll get some more definitive results on Wednesday but, who knows? I mean, if that's the case, we will have to deal with that. Possibly we do have a real problem; something beyond 'people aren't familiar with the program'. I mean if they are familiar with what we're doing, and they still don't like it… Yeah, that's a much different problem than what we're looking at or what we think we're looking at now.

OLIVIER CRÉPIN-LEBLOND: Thank you, Jim. Are there any ways to find out?

JIM TRENGROVE: Again, when we get the sampling on Wednesday, then we'll have some statistics then. They're going to finish up the report by the end of April, and then we will be sharing it with the Community in a package form.

ROBERT TAKACS: We do have points with respect to promotion of the program, so we did ask those questions, with respect to the new gTLD Program and promotion and awareness about that.

EVAN LEIBOVITCH: But you're taking into account the fact that their negative perception might not be a matter of lack of understanding so much. There might be other causes.

ROBERT TAKACS: There may be.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you. Last question, Siva?

SIVA MUTHUSAMY: Just a quick point on what Jean-Jacques Subrenat said about the process being not followed, and I'm broadly in agreement with what he said. I would say largely in agreement with what he said but at the same time, there could be some situations that could be smaller decisions on which following the procedure, calling for two or three tenders and going by

the book could make the management inefficient and lethargic and could compromise on the efficiency of the administration, so I would suggest that we don't indiscriminately insist on this as a rule.

Unless it is a decision that involves hundreds of thousands of dollars of contractual money or some decision or some process of strategic importance, there could be some leeway given about how the process is handled. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you. We're not here to start discussing the way that ICANN deals with contracts. I think you might wish to discuss, perhaps, with the Chief Operating Officer or with others. I'm a little concerned with straying off the whole thing. I mean, Jean-Jacques, did you want to respond to this, or was it…

JEAN-JACQUES SUBRENAT: Very briefly to say that I believe there is a limit in which Directors are allowed to engage the funds of ICANN up to a certain sum and beyond that, it goes to the CEO at level, right? I mean that's an answer to Siva's question.

OLIVIER CRÉPIN-LEBLOND: Yes, please. Go ahead, Jim.

JIM TRENGROVE: Yes. Jean-Jacques, I like your idea of the next round of bringing in some other methodology; maybe some other international Groups to be able

to handle this and do more of a comparison. I'm not trying to take business away from Bob, but I think that would be valuable. Again, this is our first time launching this. I'm glad we did it, but I think you bring up some very good points.

OLIVIER CRÉPIN-LEBLOND: Thank you very much for having joined us and having shown us this document. Is this document public?

ROBERT TAKACS: No, it's not, so we can't share the slide deck with you; not just yet. Once the survey is finished at the end of April and we publish it, then it will be posted.

JIM TRENGROVE: And we'll be more than happy to. It's just that this is kind of an interim step that we did want to share with the Stakeholders today. Once we complete the report, then we'll be happy to distribute it accordingly.

ROBERT TAKACS: Just one other point with respect to Echo. We are an international firm. With respect to the media analysis, that was handled by our Team in London. We are analysts. We have over 200 analysts around the world that have participated and reviewed with respect to the analysis and pulling the report together, so we do have a very global perspective, and we've worked with certainly the leading, not only commercial brands, but NGOs, as well.

JEAN-JACQUES SUBRENAT: Lehman Brothers was also termed very international. [laughter]

OLIVIER CRÉPIN-LEBLOND: Okay. Thank you very much, Jean-Jacques. Thank you, Jim, and thank you, Robert, for having joined us. I, for one, am very pleased to see… Although the results are totally unsurprising for our Community since we are very much in touch with our Internet users in our own parts of the world, and we do see the criticism that I can get subjected to and that we get subjected to. It's really great to see that ICANN actually cares about what others think outside of these walls.

A few years ago, the answer to, oh, what do think the Internet user is going to think about this? The answer was, we don't care. So I'm glad to see that you're not scared of looking under the carpet to find out what is stinking out the room at the moment. Thank you very much. Okay, and we were supposed to have a break two minutes ago and actually finished the break two minutes ago. I have someone speaking in my ear with hopefully some good news.

Can we have five minutes to run out, get coffee, get food, and I know that Patrik has asked whether he could start a little bit earlier but now…

PATRIK FÄLTSTRÖM: It's daylight. Come on.

HEIDI ULLRICH: This is Heidi. If you could please bring your coffee back here. It's immediately out the door, to your right. Just across from where the Newcomer's Lounge is.

OLIVIER CRÉPIN-LEBLOND: All right. People are slow coming back in, but I think we need to go on to start moving.

[background chatter]

OLIVIER CRÉPIN-LEBLOND: Okay, so we are restarting. The time is 16:06, local time, so we are somehow behind schedule, oh dear, but we have Patrik Fältström, who is the SSAC Chair with us and also, of course, Julie Hammer, who is our SSAC liaison sitting next to him and some Members of the SSAC sitting around the room, as well, we have noticed. I'll hand the floor over to Patrik to present the part of his Team that have come with him or to Julie. Yes, go ahead, Julie.

JULIE HAMMER: Thank you. Julie Hammer, for the record. I'd just like to very much welcome Patrik to this forum and also a warm welcome to the other SSAC Members who are here who might just raise their hands as I mention their names: Jaap Akkerhuis, David Conrad, Robert Guerra, Sarmad Hussain, and very importantly, our SSAC Staff Member, Julie Hedlund. So with that warm welcome to everyone, and I'll hand over to Patrik.

PATRIK FÄLTSTRÖM: Thank you very much, Julie. Thank you very much, Olivier, and thank you for having me here. So I hope that you managed to get your coffee or tea or whatever you need to stay awake all day. I've been lucky, because Sunday is the day when I have scattered meetings all over the place and 15-minute breaks in between them, so I'm actually pretty awake today. Hoo, hoo! It'll be much worse tomorrow. [laughter] Next slide, please.

So, what I will do is go through, quickly, SSAC overview and activities. I will do this a little bit quickly. I apologize for the people that don't know so much about SSAC, but as you have an excellent liaison in Julie, please talk with her, any other SSAC Member or myself, and I will help you with more information on how we are operating. After that, I will go through SAC 057 and advice here on the Internal Name Certificates which, I think, is the most important issue, and then we'll see if we have time of SAC 058.

Next slide, please. So, SSAC is the Security and Stability Advisory Committee. Olivier just reminded me that I should tell what SSAC is, and you have it here on this slide, yes. We were initiated in 2001; began operation in 2002, and just like the other Advisory Committees, we provide guidance to the ICANN Board, but also other Supporting Organization Advisory Committees, Staff and the general Community, so our documents include recommendations to basically anyone.

We chose, ourselves, who our recommendations go to, so our charter explicitly says to advise the ICANN Community and Board on matters relating to the Security and Integrity of the Internet's naming and

address allocation systems. We have 38 Members. They are appointed by ICANN Board for three-year terms, and one thing that we feel is very important, specifically, with this Group, because you are one of the very few that use the term 'liaison' to us, that Julie Hammer is a full SSAC Member; that we don't have any second-class citizens inside SSAC, so she absolutely has the same level of Membership as anyone else in SSAC.

Next slide, please. And, by the way, let me also say that she is also the SSAC Member that lives the largest number of time zones away from the center of gravity of other SSAC Members, so she is the one that the most has to stay up in the middle of the night, and you are much more scattered all over the world, so we're proud over there of the work that Julie's doing.

OLIVIER CRÉPIN-LEBLOND: But we still have one Australian that we also manage to keep awake at night. [laughter]

SPEAKER: Two?

OLIVIER CRÉPIN-LEBLOND: Oh, sorry. [laughs] [laughter] I'm dead. Okay. The one that keeps awake at all times of the day is, is… Okay, I'm…

SPEAKER: That's right. Thank you.

JEAN-JACQUES SUBRENAT: Let's give one extra coffee for Olivier.

PATRIK FÄLTSTRÖM: Olivier, we have a say in SSAC which is this, if you deep down into hole, the way to get out of that is not by using a spade. [laughter] [clapping] So [laugh] with that, yes. Julie, let's take the next slide, please. The more important, I think, is to talk about Work Parties, because what we do in SSAC is that we are conducting our work. As I said, we are 38 Members at the moment. We are conducting our work in something that we call Work Parties. Each Work Party has a Chair and a few Members and they are working on specific problem statements that can be either initiated internally or it could be questions sent by anyone.

And we got questions from GAC and other Groups, and I see potentially we could get a question from you. A Work Party normally takes anything between two or three months and… Probably two years or something is the worst example… But we normally try to do things relatively fast, but I think also you should know we very rarely can actually respond in just a few weeks, because we also have our own internal process of reaching consensus just like you have and the meetings between the AC and SO Chairs that Olivier and I go to… Olivier is always the one to say, no, we have our process, though, it takes time for us to reach consensus, and the same thing with us in SSAC.

The Work Parties that we have, at the moment, which not all of them will probably deliver anything, because some of the Work Parties will work on the problem statement and conclude that no, this is nothing to

say anything about. And the Work Parties talk about abuse metrics, all over. We have standing meetings with law enforcement. We have a workshop that we are trying to have again for the third year at the Internet Governance Forum. This time about the need for increased amount of well-known use or well-known hygiene measures on the Internet of scale.

I just got a question in the coffee break, so what is the big issue at the moment, in general, and we think at SSAC that we have been working for 20 years to get end-users to have anti-virus software on their laptops. Now they do, so what people are now using for attacks or, for example, people's servers, virtual hosting and other kind of things so the next 20 years, we'll probably have to work on other countermeasures because the laptops are pretty secure nowadays.

Next slide, please. So the latest reports, as I said, is 058 on Domain Name Registration data validation [texonomy 07:12:34]. That was basically released yesterday, Julie, was it today even, or yesterday, 058? Published today? Yes. Anyways, this weekend, yeah. 057, that I will go through in a minute, and then you can see yourself what the others are about. Next, please. 058 was released Friday. So I understand if you haven't had time to read them.

And then, we release between four and six reports each year. Next slide, please. So let me leave questions to SSAC as something that we are to take off-line, and let's go into the meat so you get some kind of grip of what we actually are doing. SAC 057. This is something that was triggered by an SSAC Member that did some investigations on certificates that were used for SSL connections. You know, the https…

The 'S' is when you get a padlock… And was looking at how those certificates were issued and how potential Name Space issues existed when we will get new gTLDs.

We had a meeting with all the SSAC Members, and he asked for a five-minute presentation during any other business at the end of the day. People were waiting for dinner. He was running the presentation, and he could literally hear the air just went out of the room because people just like, oh, this is bad. Next slide, please. What this is about is something that is called internal certificates. An internal certificate is a certificate that in it has a string that looks like a domain name but does not end with an existing allocated top-level domain.

Okay? So because in the certificate, you can have any kind of string whatsoever, and that string is compared with the domain name in the URL that you type into the browser, and if the URL that you type into the browser or that is presented to the applications in any other way indicates that as the cell is used for other protocols than http, if the string that is used for the communication is the same as the string in the certificate; if that comparison is one-to-one, then the [crimina 07:15:07] happens as getting the padlock solid.

If the comparison leads to not the same, that leads to the security warning 'do you want to continue anyway?' dialog that all of us have seen. All of us click, 'Yes, please continue'. Okay. Of course, you should not do that. Yes, please.

OLIVIER CRÉPIN-LEBLOND: That's when you surf the Web and you go to a secure site, so 'https', for example, like on the right hand side of the screen.

PATRIK FÄLTSTRÖM: Yes, that's correct.   On the right-hand side, you see it says 'https://community' and the 's' there in 'https' together with in this browser probably somewhere you can get information about the certificate.   So what we found here is that for certain usage; for example, inside Enterprises, people use domain names for communication that are not using valid existing TLDs.   So people internally use mailserver.corp or similar, but to be able to use SSL internally in the Enterprise, because you are using the name mailserver.corp, you have to go to Certificate Authority and ask for a certificate for mailserver.corp.

So the Certificate Authorities, the CAs, have two different kind of products.   One which is the product, where the string in the certificate matches a domain name that you are domain name holder of, and that is normally validated by sending an email to a well-known email address at that domain name, and if you receive the email, then you're the domain name holder, or at least you can control email for that domain.

The second product they have is this internal name certificate where, when you go to the Web and buy one of those certificates, you get the warning pop-up and say, 'Warning, this certificate is for a string… And I'm not using the word domain name here… But it's for a string that will not be able to be used on the public Internet, and that is just because the top-level domain 'corp', for example, when you ask for the certificate, does not exist.

You click, 'Yes, I am aware of this' and, boom, you get the certificate. Now this means that now we're going to add new gTLDs. Think about the scenario that anyone can go to a Certificate Authority, ask for a certificate for a top-level domain that does not exist, yet. Okay? I see a lot of people can't understand where I'm going here. You go to Certificate Authority… I would like to have a domain name for dubdubdub.nik.and pick any random string that is among the applications of TLDs.

You will get the warning, because the TLD doesn't exist. You will get the warning, 'Do you really want to read the certificate?'. 'Yes, I want it, thank you very much.' You get the certificate and there you have it. Then you sit there and wait until the TLD actually exists. Then you go to the closest Starbucks Coffee. You put up your own website with the certificate. People go surf the Web. You hijack the connection. People will happily verify the certificate; the certificate is correct.

The padlock will be there, and you have an excellent man-in-the-middle attack. So it's pretty bad. Next slide, please. So what we did was that we did some examination of the various certificates that exist in the world, and a quick scan over a month of work, we found that at least 157 CAs had issued these kind of certificates already. Okay? And, of course, the exact number of such certificates potentially for existing applications for TLDs is unknown because the CAs do not disclose what they have as customers. Yes, we have a question there… Yes.

SIVA MUTHUSAMY: I can talk about certifying Certificate Authorities.

OLIVIER CRÉPIN-LEBLOND: Sorry, that there, Siva, you do have to say your name before you…

SIVA MUTHUSAMY: I'm Sivasubramanian from ISOC and [etsene? 07:19:50] Is there a way of bringing the Certificate Authorities under a system of certification?

PATRIK FÄLTSTRÖM: I'm coming back to that a little bit. It's a very good question, so I'm coming back to it a little bit. When we see what the mitigations are then, I'll come back to this. So you can't really know what's out there. So it's not only the case that CAs have to stop selling these certificates. You also have to do something about the certificates that might already be out there. But the problem for that is, of course, that Enterprise has used these internal name certificates for many different kinds of reasons and, like, what is this?

Shall we now force certificates, sort of Enterprises, to reconfigure the whole internal networks? So it started to become really scary. Next slide, please. So what we did was that we reached out to an Organization called the CA/Browser Forum, and that is an Organization that writes the guidelines for all Certificate Authorities and all browser implementers and everyone else, and they are the ones that work out the guidelines for how certificates are to be relegated.

What we found out when contacted them is that they were already aware of this problem, but they had decided that their Members should stop this practice by October 2016 which, for us in SSAC, that's about

three years too late. Next slide, please. So what we did was that we wrote a recommendation to the ICANN Security Team to immediately develop and execute a risk mitigation plan, and this was something we did very early January this year.

So another thing that we did which was the first time in SSAC history, that we came up with the conclusion that this is so bad so we cannot make this report public, because if we made it public, we might even have a land rush of people buying these certificates which would be a bad thing. So one of the recommendations that we asked the Security Team was also that we also found out that ICANN, itself, do not have a disclosure policy like all [certs?   07:22:15] have and first and, the Security Community, do not have a disclosure policy when it discovers these kind of security, like, incidents.

So the first thing that the Security Team did, with input from us in SSAC, was to develop a disclosure policy. The next thing they did was to use that disclosure policy to take care of this advice. So what happened was that the ICANN Security Team alerted the CA/Browser Forum Chairperson on January 23 and briefed the CA/Browser Forum at the annual meeting on February 5 so they sort of started to understand that this is serious.

They issued a Ballot 96 on new gTLDs within the CA/Browser Forum, and it was passed by the Forum on February 20, and that ballot implied that the CAs will stop issuing certificates that end in an applied-for-gTLD string within 30 days of ICANN signing the contract with the registry operators and CAs will revoke any existing certificates within 120 days of

ICANN signing the contract with the registry operator. So that was the outcome.

So in the report that you will see, you see that you have the report itself by us that is the state that it was on January 1 and then in Appendix A, you will see what happened between the report was finished and ICANN released the report in March. So that was it. Questions?

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Patrik. What's Ballot 96? Is that just the way that they call their documents?

PATRIK FÄLTSTRÖM: Yeah. Inside CA/Browser Forum, they have ballots and ballots might either pass or not pass, and I don't know whether this started at 0 or 1, but they were currently at #96 and that passed.

OLIVIER CRÉPIN-LEBLOND: Okay. Wow. Quite a few hands, so I'll go from the closest to the furthest. I'll start with Rinalia and then Siva, then Alan, then Jean-Jacques and then Eduardo.

RINALIA ABDUL RAHIM: Thank you, Olivier. Rinalia, for the transcript. Patrik, why is this outcome on Ballot 96 acceptable to the SSAC, because it seems that there's still a risk window? On CA revocation, you have 120 days and then 30 days to stop issuing certificates, and then you still have the ones that have been issued? Thank you.

EN

PATRIK FÄLTSTRÖM: Thank you very much. The SSAC is not taking any position whether it's acceptable or not. The SSAC wrote its report and the CA/Browser Forum; this was their action. So this is the choice of theirs that they shortened this time from what it was to this, in discussion with ICANN Security Team.

Let me phrase it this way, what the Technical Community in the Internet Engineering Task Force has already known is that the whole idea with PKR Certificates is falling apart, and this is why the Technical Community has been pushing for: 1) DNSSEC and 2) a technology called DANE, where you put the certificate in the DNS and sign it with DNSSEC because that would tie the certificate explicitly to the domain name and not implicitly like you do with certificates. So the real solution is to use this new technology and not use certificates any more.

RINALIA ABDUL RAHIM: Can I follow up on the answer, and when will that be implementable?

PATRIK FÄLTSTRÖM: There are already implementations out there, so I'm just waiting for vendors and browsers to start to implement it, but they will probably not start using it before people are actually asking for it.

OLIVIER CRÉPIN-LEBLOND: Thank you, Patrik. Siva.

SIVA MUTHUSAMY: Sivasubramanian from ISOC and [etsene? 07:26:21]. As a user, when I want to buy a certificate, I have a wide range of options and prices ranging from $5 a month to about $2,000 a year, or why is there such a difference? Is there any quality compromised between one Certificate Authority and another, or are there levels of certification, or are there different types of certifications?

PATRIK FÄLTSTRÖM: To not expand too much or take too much time here, there are two different kinds of evaluation criteria, one can say. The first one is between just domain certificates, which is basically what we're talking about here, where the only validation is that you can control the email addresses of the domain, and you get the certificate. The other kind of certificate is called Extended Validation Certificates. The ones that hand out those EV Certificates, or Extended Validation, they require that you also hand in paperwork that shows that you actually do have the right of signing papers for that Organization, so EV Certificates you cannot get using this model; only domain name certificates.

So that's the first difference. The second difference is, yes, absolutely. Just like DNS hosting and any kind of hosting, there is a difference in quality on how carefully the Organization is running their computers.

OLIVIER CRÉPIN-LEBLOND: Thank you. Next is Alan Greenberg.

ALAN GREENBERG: Two questions. Both very short answers, I hope. The way I read this, this means if you are starting up a new TLD, you'd be advised not to make it go live less than 120 days after signing. As long as you wait that 121 days before actually deploying the TLD, you don't have this risk, assuming these people all follow their own standards. Is that a correct analysis?

PATRIK FÄLTSTRÖM: Yes. As long as you include everything you said, including as long as everyone is following their own standards, but on the other hand, they already have to follow their own standards when they are doing this validation, because nothing technically stops a CA from giving you a certificate for anything… For any kind of domain name… So they have to live up to these standards, so yes, yeah.

ALAN GREENBERG: But the revoking, you know, presumably they will, hopefully. The second question is, just my curiosity, and maybe you answered it, how did this come up? Is this serendipitous? Did someone happen to think of it at the right time?

PATRIK FÄLTSTRÖM: Yeah, it was literally… I don't remember whether the person started to think about it while taking a shower or when he was waking up in the middle of the night, but it was, literally, just like an apple fell down and hit him in the head, so it was just pure luck.

ALAN GREENBERG: Timing was good.

PATRIK FÄLTSTRÖM: Yes, and [jouf? 07:29:26] just pointed out that you might have heard about the [did you know tor? 07:29:29] issue with that CA, which actually ended up having issues. So that is one Certificate Authority that, because of various different kind of errors regarding operation, anyone could get certificates from them, so that's also where their root certificate was revoked.

OLIVIER CRÉPIN-LEBLOND: Jean-Jacques?

JEAN-JACQUES SUBRENAT: Thank you. My question is not about data validation. It's a bit wider.

JEAN-JACQUES SUBRENAT: You have regular meetings with law enforcement agencies and, from a user perspective, as a Member of the ALAC… Oh, yes, my name is Jean-Jacques Subrenat… I'd like to put a question about how you manage to balance, in your meetings, the user perspective and the exigencies of law enforcement. To be very precise, have you discussed DPI and have you looked at it from points other than strictly law enforcement? Thank you.

PATRIK FÄLTSTRÖM: We have not really looked at DPI per se at all. If we had taken a general question about the discussion with law enforcement, I think that we

have managed in the meetings with law enforcement and, also, I think the work on this document, also, and because during this six-month period, even though we're 38 Members and Staff and ICANN Security Team and everything, we didn't have any leakage of what was going on here.

It was handled the correct way with the disclosure policy and the whole nine yards. We have managed to get the trust which means we are somewhere in between. We are able in SSAC to discuss certain matters, which are not discussed in the public. On the other hand, we are, of course, absolutely not within the same code of silence as others.

Regarding DPI, we have been looking at various different kinds of blocking methodologies and stuff, and I think that is written in our documents about blocking, where we're absolutely looking at freedom of expression implications, and I think we have a couple of references to statements in the Human Rights Council and the [UN Freedom of Expression 07:32:01] in our documents that we use as well, so it's not the case that we only listen to law enforcement.

JEAN-JACQUES SUBRENAT: Olivier, with your permission, I'd just like to follow up on that. In that case, I would suggest that if the ALAC agrees to that in one of it's future meetings, perhaps we could try to get together with your Committee to examine, specifically, the implications of the spreading use of DPI from the two perspectives. One, law enforcement and two, the user perspective, including human rights, civic rights, protection of the ability to think and to express oneself freely. Thank you.

PATRIK FÄLTSTRÖM: That is something that absolutely is possible. What I think is really important, that I give you as a message to think about, is that the word 'DPI' is normally used for two different things. One is the actual deep packet inspection that is one out of many different kinds of classification mechanisms that it can use to classify different kinds of traffic. The second thing that people normally use DPI for, which is what I think, personally, people are more concerned about is, given that you have classified traffic, what do you do?

So unfortunately, the word DPI, which has nothing to do with the actual action based on the classification. It's a classification method, one of many. People use the word 'DPI' for, sort of, the wrong thing so, yes, as long as we come up with a good Agenda that when both Groups go into the meeting and know what we're going to talk about, I don't see any problem with that whatsoever.

The way we normally do these kind of things, for example, law enforcement, is that both Groups, for example, ALAC and SSAC, appoint a smaller Team of, let's say, two people each or three people each, and they work out an Agenda with enough background material so the people coming into the room is in the same context, so we can use as much time as possible together to discuss the actual topic but absolutely possible, yes.

OLIVIER CRÉPIN-LEBLOND: Okay. Thank you very much, Patrik, and we do make you some Working Groups so that might be an AI to follow up with after this meeting. Next is Eduardo Diaz.

EDUARDO DIAZ: Eduardo Diaz, for the record. So from the discussion that we have had, if I were going to advise the users in my region regarding these certificates, I would say, don't do anything for new gTLDs if you get one of these warning things and they will disappear, right?

PATRIK FÄLTSTRÖM: I think that is one of the warnings, I would say. I think there might be other indications, as well, but I hope that our report also gives some general and broader instructions and recommendations to the applicants of new gTLDs that they are looking at name space [coalition? 07:35:17]. This is one kind of name space [coalition 07:35:19]. There might be others out there. So I think, also, the registry should also think about this but, yes, I think that is what you suggest as one very good thing, yes.

OLIVIER CRÉPIN-LEBLOND: Last question, Siva.

SIVA MUTHUSAMY: Sivasubramanian, again. You haven't answered my question about certifying Certificate Authorities and, then, if such a situation arises, is there a way by which I could tell the registries and registrars not to work with Authorities who are not certified by ICANN? That scales up SSAC a

little bit, but that could completely halt the certification problem, provided you take care of what harm has been done already.

PATRIK FÄLTSTRÖM: Let's have a discussion a bit off-line because, unfortunately, that is not how Certificate Authorities really work. The trust chain actually goes from your browser via the list of CA certificates that you have in your browser, okay, and then down the chain to the ones that have issued the certificate, to the certificate itself and back to you.

So neither the top-level domain, the registry, or ICANN has anything to do with have any way of blocking that, but wait, wait, wait, wait, the best kind of certification we have is what the CA/Browser Forum is doing, because that is where it is discussed, what CAs do the browsers, for example, have their Root Keys in the browsers that are distributed, and I think that is where you should bring up this discussion.

SIVA MUTHUSAMY: And 99% of the certificates are sold by the…

SPEAKER: Mr. Muthusamy, please remember to say your name for the record and to speak slowly and clearly, okay?

SIVA MUTHUSAMY: Okay. Sivasubramanian, again. The opportunity is that 99% of the certificates are sold by registrars, and if they decide not to promote a particular certificate Certifying Authority, they're out of business.

PATRIK FÄLTSTRÖM: We have not found any data that makes the claim, 99%, correct?

OLIVIER CRÉPIN-LEBLOND: Okay. Thank you very much. Anything else that you wish to…? Bearing in mind we are running out of time... Is there anything else you wish to inform us of?

PATRIK FÄLTSTRÖM: Yeah. I think we have Danny McPherson. I think I saw him go… Danny? All the other SSAC Members have been forced to wave a little bit, so that's Danny. That's another one. Is there any other SSAC Members that coming through?

OLIVIER CRÉPIN-LEBLOND: Devid, we've already seen you. [laughs] You've already waved.

PATRIK FÄLTSTRÖM: Okay. So with that, thank you very much.

OLIVIER CRÉPIN-LEBLOND: Thanks very much for coming to see us and, certainly, very interesting and very good work. Thank you. And now with only ten minutes delay, which is not so bad for this time of the day, we have, looking down, the discussion of Article 27 of the Revised Rules of Procedures, and I invite Avri Doria to join us, and I guess I could just give a quick intro. I'm not

going to give any quick intro. I'm going to ask Cheryl to give a quick intro regarding the fact. So the Rules of Procedures are there.

There's been a vote on them. I think you've all had the whole feedback, etc., etc., about the Rules of Procedure. There is one article, however, which is Article 27, which deals with the selection of the Board of the ALAC-selected Board Director, and there was a process that was in place to do this. So far, the process is described in Rule 27, so I invite all of you to have a look at the revised ROPs which should be all linked to this and, of course, we've got those on the Adobe Connect, as well. Cheryl, couple of words, perhaps?

CHERYL LANGDON-ORR: Thank you very much, Mr. Chairman, Cheryl Langdon-Orr for the transcript record. Yes, just to recap and to frame what the purposes of today's… And I think slightly shortened than we planned. Hopefully, we'll be able to catch up on our time during this section.

When the ALAC undertook to take the final version from the Working Group… The Rules of Procedures Review Working Group… To take all of these new articles and rules and move them forward in a vote that was to be completed and was completed successfully before this meeting began, one of the things ALAC undertook to do was to begin a discussion, which is to run between at least now and Durban, so this is the beginning of the tasting plate, all right?

We undertook… Sorry, the ALAC undertook to begin a discussion based on what Avri is going to be presenting to you in a few moments, and that's the principal which some people believe is very important. That

At-Large Structures, which is not what the current rule says, have a direct vote in the Procedure that is the selection by At-Large of the person who occupies Seat 15. So let's be really sure what we're talking about.

At the moment, as we term it in our current rule, the Electorate is the 15-person ALAC and the Chair or their Nominee, all right? The Chair or their Delegate of each of the five RALOs. Each of those five RALOs could, should, did and we trust will, again, interact in various ways with their At-Large Structures to bring their views into the process. That is not harmonized. That, in itself, is to be addressed, apart from this issue, as the new cycle goes in.

So we don't have to worry about harmonization; that's not what we're talking about now. What we're talking about now is the proposal that would say, instead of the Electorate being 20… 15 plus 5… It is more directly the At-Large Structures. With that framing and knowing exactly what limitations you are all in; we're not fixing it all… Okay, Alan, you've got something you need to pick me up on, that's fine… That's the only thing that we're referring to, and this is the beginning of a conversation. Alan, over to you.

ALAN GREENBERG: All right. I'm not going to correct you, but I am going to correct the title. What we are talking about is a subset of Article 27 of the *old* Rules of Procedure. I think we're talking mainly about who the Electorate is and, therefore, we are now talking about Section, Paragraph 19.10 of the new Rules of Procedure.

CHERYL LANGDON-ORR: Thank you, Alan.   Cheryl, for the transcript record.   When these minutes… Sorry, when these Agendas were put together, we weren't actually up to the new numbering, so that's an oversight we should have fixed. I do apologize. Thank you, Alan, and, of course, you've all voted on these. This is what currently stands. We have the opportunity for Community discussion beginning now. Over to you, Avri.

AVRI DORIA: Thank you. Avri Doria speaking. This is something that I've been trying to get on your Agenda, probably for about a year and a half now. In a sense, I want to apologize for having been unsuccessful at getting it on your Agenda before you actually wrapped up your new Rules of Procedure. A year and a half ago, when I discovered that you were working on your Rules of Procedure, I wanted to bring up the issue of the Electorate and to basically look at the notion of having greater voting ability for the At-Large Structures; for the Membership.

Now I know this only happens once every three years and it *is* for only one Seat, but it's been of concern to me that what happens is a few people are elected; they become part of a political system and are all-involved in the issues and, somehow, the At-Large Structures are left behind. Now, this really became visible to me… I know, in some sense, I'm very much an insider at ICANN… And yet, I'm also on the Board of Directors of an ALS and in terms of the ALS, if I didn't know about ICANN and what it was doing from the few bits we get, I would know little, and I know the Outreach Group is going to deal with that, but I'd also feel that I have really no stake in it.

We elect one person, they go and they're a representative and then, pretty much, we elect them again. Kind of, you know, a representational democracy and, in a sense, there's no ALS participation in the body politic of ICANN, and I personally believe, very strongly, that it's that voting; it's that being told that your view counts; that you are electing a Member of the Board of this Organization. You'd better understand it; you'd better pay attention.

They will come in politic. They will come and talk to you, and such. So basically, for a year and a half, I've been annoying these two lovely people on... Oh, I am annoying... On both sides of me saying, we need to talk about it. Finally, we've got to the point where you've approved it, but very graciously they said, but we will start a process that would allow us to talk. Now, I understand... Should I stop? No... I understand that if we get to the point of talking about ALS voting, there may be complexities to deal with in terms of, are all ALSs equal participants?

Do all regions have equal number of ALSs? How do we deal with those issues? And one of the ones that almost makes me scream every time I hear it is, but we had votes in ICANN 1.0, and we got rid of them because we had a problematic election, and that I very much resist, because one can think of how to do an election. There are many ways to do an election. You guys are really creative. We're all really creative. If we want to give the ALSs a feeling of participation and a feeling of direct vote, I believe we can do it.

So I appreciate that I'm getting to kick off this discussion, and I promise to participate in this discussion, and I'm hoping we can get suffrage; get

votes for the Members of At-Large beyond just those that get elected to the ALAC. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Avri, and the floor is open for discussion, and so we first have Wolf, and then we'll have Garth, starting with Wolf.

WOLF LUDWIG: Wolf Ludwig. I was waiting for the micro. It's Wolf Ludwig, for the records. As some of you may have realized, I think EURALO was the only RALO, so far, who has supported of this Motion.

The reason was that we had some experience and some best practice in our last, or in the first Round for the election of Board Seat 15, Sebastian, at the time and, at the time, and for the records, again, I was part of this sophisticated Electorate which at the time, already, years ago, to me, looked a little bit like the Vatican conclave, hand-chosen bunch of people representing a huge crowd of Internet end-users and I… As the RALO Chair, being part of this privileged Group of Electorate… I felt extremely uncomfortable taking a vote on a number of candidates without knowing what my people; what my bases; what my ALSs are thinking about it.

Therefore, we decided in 2010 to have a consultation clause and just for the records, again, it was interesting because some people may remember, there were two Rounds. There was a first Round with the set candidates and there was another clear majority. So there was a final electoral Round between Sebastian and Alan and, in the first Round, we had another candidate in front than in the second one, so I

based my vote completely on the outcome of the Consultation Process at EURALO.

I didn't dare to just say, okay, I'm Chair of EURALO, I do what I want, or I vote for the candidate I consider as suitable. In my understanding, democracy works in a different way. Okay? I'm aware there are different models of democracy; representative models, etc., but I was always in favor of a more participative democracy, and I'm still in favor of this model, and I think you all agree it was a fight of the Community to get Board Seat 15.

It was, I think, one of the outcomes of the successful first At-Large Summit. We put up the pressure on the Board that a few months later, they finally conceded a voting Board Member for us, and I think this, for me, has a kind of a symbolic function, and it was a symbolic success of a Community struggle and effort. And, therefore, I entirely agree with Avri. We had a first chance, a trial, how we can proceed to select this person.

And then, in the next round, which we are talking now about, I thought it would be better to be a little bit more courageous and dare to trust into our own Communities and give our ALSs more power to reconsider and rediscuss, etc., and have a sort of act of voting rights. Thanks.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Wolf. Cheryl wants to respond to you, and then we'll have Garth.

CHERYL LANGDON-ORR: Thank you. Cheryl Langdon-Orr, for the transcript record. Wolf, I hear what you're saying, absolutely, don't get me wrong, but I do need to need to correct, for the record, one little thing. I'm not underplaying in any way, shape or form the importance of the At-Large Summit in this process. I'd be the last person on earth to do that.

What I do need to make sure is in the record is the accuracy of the following information and that is, it was the ALAC Review that recommended two voting Board Seats as a result of a slightly wider, and I would suggest, even more robust Community consultation and that, in itself, then became one Board Seat after they had negotiations, so I think we need to attribute correctly in this, because it will be taken down in three languages and held against us if we don't. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you. So we have a queue here with Garth, Yrjö, and then Tijani. Garth Bruen.

GARTH BRUEN: Thank you very much. This is Garth Bruen. Since becoming part of At-Large and especially since becoming Chair of NARALO, I've been very concerned about the creation of classes within At-Large or perceived classes within At-Large. This Group gets to vote; this Group gets to travel; this Group gets to go to this meeting, and I think that we should break down those barriers as much as possible. If we're truly going to be a bottom-up Group and, as we might say in the United States, a ground-up Group which also has a double meaning; the hamburg cut of beef. I'm very much in support of what Avri is trying to do here. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Garth. Next is Yrjö Länsipuro.

YRJÖ LÄNSIPURO: Yes, thank you. I was the [benholder? 07:54:41] of this part of the ROP, and I am sorry that I had to disappoint Avri [laughs] at several meetings refusing to take this up, because I think that, you know, Avri, herself, alluded to some of the problems that would arise if a fundamental change like this would be sort of rammed in at the last minute.

I think that this sort of empowerment of the ALSs, which I am for, it's just a first step just to devise an electoral procedure which somehow will give them the vote, but rather it is the end point of a process, which I hope that will start and which will really empower the ALSs; will activate them and, at the end of the process, we will be sure that ALSs are sort of equal, comparable units which can be given the vote. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Yrjö. Next is Tijani Ben Jemaa.

TIJANI BEN JEMAA: Listen, Avri. I love your will; your commitment. I've always known that this was the case, and I think this is what we need at At-Large but, now, back to the subject. I think ICANN doesn't only have ALAC working and appointing representatives to the Board. There's the ccNSO, the gNSO, etc. We should look further into the matter here. Do all registries and registers in the world vote to appoint their representatives to the gNSO

for the Board, or then do all gNSO registries vote to appoint the representative to the ccNSO before the Board?

This should be voted on. I don't have any particular advice right now, but I think we should look into the matter in all it's forms, and we should know why the others don't do the same.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Tijani. Next is Izumi Aizu.

IZUMI AIZU: Thank you very much. Izumi Aizu, for the record. I have heard before your Team's interesting proposal. I was a Member of the original MAC. That's the Membership Advisory Committee of ten people, which were selected by ICANN of worldwide volunteers of 80 or 90 and designed the first At-Large Membership with global election. Some of you may have a direct memory and others have no idea what I'm talking about, after such a long time.

The global election didn't go too well. Several problems happened, and it was subject to review, and in the end, it was called '[ballot coup? 07:58:23]'.   The Review Team didn't like the idea of abolishing the At-Large as a whole, but both decided. There came the ALAC or At-Large 2.0 as we know it, more or less. There are many people inside this MAC and outside who were not happy at all and left or going to leave and quick-sized me while I was one of the three Members of a small Team drafted in today's ALS, RALO and the ALAC.

I very clearly remember YJ Park… I don't know where she is now or not… And many others were screaming, because we didn't give any rights to the individual person to participate at all but, rather, you have to form ALS as a Group, and then you can participate. And then there's RALO and it took, I think, five years almost to really establish RALO when ICANN, as a host, saw this rift of not sufficient Multi-Stakeholder body of ICANN, that they started to fund us, so we got some funding.

We were campaigning or trying to perceive other Stakeholders of ICANN who were the Board Members or voting Members. To make the long story short, history may repeat. We may have to learn more, and the problem I saw was the design was a sort of immediate reaction to the previous problem. We need to have a sort of far-sighted, at least mid-term sight of things. I was expecting a lot of good reviews of the Organization of ALAC which, to me, was not really brave enough to see the real problems, so I think it's almost time to see these issues now that external pressure is much higher than five years ago. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Izumi. Yes, Cheryl can elaborate a bit on the next Review.

CHERYL LANGDON-ORR: Thank you. Cheryl Langdon-Orr, for the transcript record. Izumi, you've raised a very important, but what we do need to recognize is that the very specific task of the Review that we went through the first time, was to look at the continuing purpose and function of the ALAC. This next Review, which will begin between 12 and 18 months' time and, perhaps, earlier, we've yet to find out about that… Is looking at the [tripartide?

00:00:58] structure so, in fact, this is going to happen. What you're suggesting should happen will and hopefully can be done in the not too distant future.

OLIVIER CRÉPIN-LEBLOND: Thank you, Cheryl. Next… We do have a long list. I've got Wolf Ludwig, Alan Greenberg, Fatima Cambronero and Jean-Jacques Subrenat. So, Wolf Ludwig, first.

WOLF LUDWIG: Wolf Ludwig, for the record. Just a short remark on what Tijani said. In my opinion, bad practices and bad examples from other constituencies shouldn't be taken for an excuse to follow similar procedures. I think what we usually expect from others, we should start doing by ourselves, so let's go forward with best practices from our side. Thanks.

OLIVIER CRÉPIN-LEBLOND: Thank you, Wolf. Next is Alan Greenberg.

ALAN GREENBERG: Thank you. Couple points. Cheryl, on the timing of the Review, the Board mentioned in the gNSO that they're looking at Review issues overall. The gNSO one, which is supposed to come first, probably won't come until the end of this year, so ours may be a little bit farther on.

CHERYL LANGDON-ORR: In fact Alan, they may also run in parallel, so let's not go down that pathway.

ALAN GREEBERG: I'm just saying, the whole thing is under question. In terms of Tijani's question, I can give you a little bit of background because I have looked at this in some depth. The ASO bylaws just say the ASO select the Board Members, I don't think it's specific. The ccNSO and the gNSO both say that their councils support them. In the gNSO it's further broken down in that each half of the gNSO, host of the gNSO has its own Board Members selected by its own. So one Board Member is selected by the seven coucillors on the contracted party's house.

I believe the Registries I believe always direct their votes, so they probably do go back to the Registries. The Registrars I believe are not necessarily directed, so they may be a free vote. On the non-contracted party's house, on the non-commercial side, their six councilors have a free vote so the NCSG, the councilors themselves decide whatever it is that is…   At least I believe that is the rule and on the business constituencies I think it varies; some of them direct their vote, some do not. So it varies, but in both cases it's the councils that do the elections specifically.

OLIVIER CRÉPIN-LEBLOND: Thank you Alan. Next is Fatima Cambronero.

FATIMA CAMBRONERO: Thank you Olivier, this is Fatima Cambronero from LACRALO, for the record.   I will speak in Spanish because it's my mother tongue and

because we have interpretation. Just a brief comment. I like the idea of having ALSs or ALSs being taken into account and having a more protagonist role as an ALS I don't like being used to legitimize processes. I also like to be heard and to be listened to. I also like to see a balance between the ALAC representatives' work, because we ALSs elected them prior to that and they are accountable to the ALSs. Maybe we lost track of accountability and they are accountable to us in our capacity as ALS Members, so I believe it is good to strike a balance between these two ends of the spectrum. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Fatima. Next is Jean-Jacques Subrenat.

JEAN-JACQUES SUBRENAT: Thank you Chair. This is Jean-Jacques Subrenat. I was a Member of the first ALAC Review Working Group and I think that there are two things that I'd like to underline. The first was that the solution we arrived at, or our recommendations arrive at, represent a compromise. There was a strong call, including from myself, for two voting members, but there was a compromise. It was either nothing at all or one. So I voted also in favor of one.

Now, that was a compromise but it was also an act of faith because the mood at that time was to say 'where does the ALAC come from? How representative is it?' And you see they still have some difficulty in getting their act together. Do you remember Cheryl? That was the mood then. So on the part of the Board, of which I was a Member, I had

declared to my colleagues in the group that we needed an act of faith to show and to encourage the ALAC to go forward.

In implementing the review recommendations and I think everything you have done in your term of duty and now under Olivier has proven the validity of that act of faith. The ALAC has really gone forward very much. But now my second point is about the future. I think that what was valid then may no longer be valid now or in the near future. I'm very puzzled and dissatisfied with the current arrangement with the way ICANN reads world geography.

'Asia' contains anything from the Middle East to the Pacific Islands – and by the way reality is catching up with our structure sometimes; I just learnt that there may be a change in on of the Vice Presidential seats on the Senior Staff of ICANN to make things more in line with reality – in other words, one person may not continue supervising the whole of that concept, of Asia from the Middle East to the Pacific Islands. So my point is this.

For the next Review, which you mentioned Cheryl, I think we have to be brave, forward looking and include in our thinking some unpopular things such as 'let's go all the way and put into question the geographic regions as they are conceived now, and which have been once again approved by the Working Group on geographic areas a few months ago. I think we really have to look into that. The second point I would like to make is in support of Avri's ongoing discussion which is how representative is the three-tier system still today, with ALSs and RALOs and the ALAC?

Maybe we'll also have to look into that also for the next Review, because now participation is more and more direct, so do we really need three layers? I don't know, but we'll have to examine the problem.

CHERYL LANGDON-ORR: Cheryl Langdon-Orr for the transcript record. I feel like I'm doing nothing but pseudo points of order but just to be very clear on the geographic regions review group, which I did serve on, that is as yet not completed. It was discussed at one of my meetings earlier on today that we do need another piece of work before recommendations come on, but regardless the current status of the report is still for a five region, it's still more along the lines of regional Internet Registries. So we still need to come and meet the challenges you're proposing.

Sub-regions of course may indeed be a way forward in this and hopefully we'll look at that, but I just think we need to be quite clear on where other pieces of ICANN-wide work are as well. And yes, they'll have a huge impact on us. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much. Next is Siva.

SIVA MUTHASAMY: Sivasubramanian from ISOC India Chennai. This relates to the compromise that they made two years ago, and if it was not a permanent compromise and if it was an act of faith, have we started talking about the second seat?

CHERYL LANGDON-ORR: Can I answer that? Cheryl Langdon-Orr for the transcript record. I don't think we ever stopped talking about it and indeed that's really subject to our next point in review and one hopes that the act of faith will be recognized as a success.

OLIVIER CRÉPIN-LEBLOND: Thank you Cheryl. And I can add also that yes, the second seat is constantly being discussed at various levels in various ways, but for the time being that the process just takes time. Sure, go ahead.

AVRI DORIA: Thank you. The second seat is actually an interesting – and I want to address various point but I'll get to that in turn – but on this specific issue the second seat is actually a very interesting discussion because in talking to people I get a lot of impression that they haven't been convinced that the At-Large is electing the seat. They see the ALAC as picking a seat. And I've gotten a definite indication from people that they're really looking, that that act of faith is still looking for how the At-Large is indeed reaching out and picking the seat, as almost a condition of a second seat.

Now, no one has said… And of course, by the time we get to a group of people who are deciding on a second seat, it won't be the people that I'm talking to now, but one of the issues that always comes up, because the second seat is something that I argue for a lot whenever I get into these discussions, is that first, let's see an election. Let's see At-Large actually electing someone, and then we can talk about a second seat. So

I think these things are very related. People need to see some democracy from the bottom here from this group.

OLIVIER CRÉPIN-LEBLOND: Thank you very much. There was an election in 2000.

AVRI DORIA: I promised to scream if you said it.

OLIVIER CRÉPIN-LEBLOND: [laughs] Rinalia Abdul Rahim.

RINALIA ABDUL RAHIM: Thank you Olivier. It's actually a question for Izumi. His intervention gave very useful historical context but his ending was a question mark for me. When you said the Review was not far enough or brave enough, did you mean more tiered or flatter or….? Could you clarify that please? Thank you.

IZUMI AIZU: Well, there are several elements. One thing is that yes, perhaps flatter and functional or directly functional. To me the RALO structure absorbs some energy from the bottom or even the other way around as well, from the top and difficult to reach out or difficult to have a sense of direct participation or meaningful interventions so you can feel being an ALS, or being an ALS, difficult to tell the stories to your possible constituencies back home. I tried to [raise some Malaysia? 08:13:02] that time, they're very difficult to, for example.

But whether one or two are voting or not is a different thing. There were very strong, we all knew that a strong sentiment against any election to elect the Board Members, that's part of the reasons why ALS couldn't really [take? 08:13:17] so that ALAC should appoint. Another thing is perhaps the overall voting of ALAC Members, if not… I mean a Board Member. So they are different kinds of things and certain camps forget about voting democracy – this is not a political entity, it's a narrow technical blah blah blah – and stuff. I'll stop here, but there are many different issues involved, even about ALAC Review.

And also ALAC Review was interrelated with the Board Review if you remember, if you had to select one Board Member and that would effect the entire set of the Board, so you have to go together.

OLIVIER CRÉPIN-LEBLOND: Yes, Rinalia? Follow-up?

RINALIA ABDUL RAHIM: Thank you. And as a follow-up to that and in relation to the discussion as to whether or not there should be more democratic election of the ALAC Board seat, and whether it should be one or two, is a precondition functional ALSs? And if yes, should a test be put forward first before we do it or…? What's the mechanism? Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Rinalia. Izumi, did you want to reply to this, specifically?

IZUMI AIZU:
Some of… Others may not. The original designed number of seats of the Board for At-Large was nine. Half of the Board Members. Five from one from each of five regions, globally, and four of global seats which are no designation with the regions, but somewhere. And we decided let's decide later after the first election, it never happened but the original idea was for ICANN as a whole, as a membership-based organization, and open-membership-based organization, and how do you make it?

And unless ICANN can become an open-membership body, the US Government wouldn't approve the start of the ICANN. They had memorandum of understanding between the NTIA Head and the Chairperson, Esther Dyson. EU and also the GAC Chair has been constantly saying unless you implement a membership, this will become a Trade Association. Of course it's not as simple as that, but we still have that kind of question. I don't have the answer.

OLIVIER CRÉPIN-LEBLOND:
Thank you very much Izumi. Next is Alan Greenberg:

ALAN GREENBERG:
I thought there was a long list ahead of me? I guess I have to have a comment after Avri's last one because it all depends on who you talk to. There are people around who say if we try to push the voting out too far that it looks too much like the 2001, that no way are you ever going to get a second seat and maybe we'll take back the first one. That's a joke. That's not likely to happen. But there's a lot of different view from different people on how it should go.

And by the way I'm somewhat offended when people talk about one class, one type of voting, be it direct voting by the individuals to select the leader or voting through elected Members as one form of democracy is better than the other. We have a lot of different forms of democracy represented around this table and in my country – which is moderately democratic – and I can criticize it all very well, but the leader of the country is not elected by the people, it's not even elected by the elected representatives but by people who are part of that party.

So – pardon me? It may not be your version of democracy, but we have a lot of flavors of democracy around here and I really don't want to get into a debate – I don't think any of us should get into a debate of which form of democracy is the real democracy.

OLIVIER CRÉPIN-LEBLOND: Thank you Alan. Next is Siva.

SIVA MUTHASAMY: Sivasubramanian. I just wish to add to Rinalia's point just now; she brought up the question of whether it's going to be functioning ALSs that are going to elect the ALAC representative of the Board. I have another question; is it going to be…? Is there a [president? 08:17:55] going to be elected by an ALS representative? Who is elected to elect? In the sense, is there a bottom-up process in the ALSs? It could be a functioning ALS but a functioning ALS without a bottom-up process, in which case the fundamental elegibility is also questioned.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Siva. Next is Evan Leibovitch.

EVAN LEIBOVITCH: Hi. I'll keep it short because I'm tired. I was involved in the original Board Selection Design Team and I was one of the electors last time. And I remember the important thing about this is an equivalence between regions. And the concept of having to normalize region by region; 'this one has more ALSs than that region' and so on, and the whole process appeared to be so cantankerous that the method that we had, the unit being former electors and each region had its own way of doing it – and some regions directed their electors and some chose to allow them to vote freely.

That was a region-by-region thing. I believe that was a good idea. I believe giving the regions the ability to do that was also a good idea and I also remember that we were extremely consultative. I remember going out and making an active approach to every ALS that I could in my process of trying to figure out how I was going to cast my vote. And I believe that most of the people that did that were either directive or either highly consultative. I think every ALS that wanted to express an opinion or had a preference, had that preference listened to, taken into account and generally speaking the regions did vote along the lines of what the ALSs wanted.

But we also had the situation of making sure that we had that regional diversity between the regions and that we had that equivalence between the regions and we didn't have to worry about the fact that this region had more ALSs thank that one, and we were able to have

something where the ALSs got heard and yet we had that regional equivalence. Thanks

OLIVIER CRÉPIN-LEBLOND: Thank you very much Evan. Okay, we've just got two more people, so Tijani and… Oh Yaovi. Tijani you've already spoken on this so we'll have Yaovi and we'll have Eduardo. Yaovi Atohoun first.

YAOVI ATOHOUN: This is Yaovi. I'll be addressing you in French to wake you up a bit. I think it is a complex issue and if things to well for now this does not keep us from reflecting on it for the future but I think it works for now, because we have some issues at the At-Large level when we speak of At-Large and we see on the horizon that we will have to figure it out and solve it later on. But today our region, for instance ICANN is trying to organize an At-Large Summit and we want to invite everyone from At-Large.

Imagine in five year's time and we have five ALSs in one country and we have only one ALS in another country, so if we have problems that we have to reflect upon, everyone will have to work together. But for now it's working and that's enough for us. If we maintain consultations in each one's region, they will be useful in order to solve it in the future. But all we have to do is a simple consultation process and this work depends on those Members who represent ALSs and I think as long as we have these processes the problem will be solved.

I also worked on the Committee and we had tried for everyone representing a region to be in agreement with their regions, even if it's

only at the ALAC level. And we insisted on this; they had to agree with their regions. And so if someone comes to ALAC, they represent their region first. So we're trying to enlarge the basis of all ALSs, but we will have a problem of unbalanced power. We have to find a solution. Of course this will be a problem but for now this way of working will only enlarge the number of voting people in each region.

So for me what's most important is that each region find a means of having a consultation, however they want to do it, so that everyone feels like they have participated – that every Member gets to participate, without asking each Member to vote individually. Because that's not going to work out. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Yaovi. And now we have Eduardo Diaz.

EDUARDO DIAZ: I'm going to get into the language car, so I'm going to speak in Spanish. This is Eduardo Diaz for the record. When I hear things such as people saying that ALSs are not represented and I see the structures that we use and with which we work, I see that at least within ALAC we have at least five NomCom representatives. So ALSs do not have direct access to them, but I was elected by my RALO. RALO Chairs are elected by the ALSs and I think that ALSs have a way of participating in these processes. So to my mind this structure does work, at least in the part of the world where I come from.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Eduardo and last comment from Tijani and then we'll have to wrap up because we have the next person coming in in a moment. Tijani…?

CHERYL LANGDON-ORR: Can I…? Just before that I just want to wrap one thing up. Let's be very clear here, this is not the end of a conversation. Far from it.

TIJANI BEN JEMAA: This is Tijani speaking. As Evan said, I didn't vote for the first election because I was not an ALAC Member and I was not the Chair of AFRALO either. What I can tell you is that AFRALO voted for both the first and the second appointment. They had voted everyone appointed to the NomCom and they followed the ALSs advice for the first and the second votes. Having said that I think the first time it was done a bit roughly. We had not worked everything out, it wasn't perfect, but the second time we had improved and made our small changes to the Rules of Procedure.

And I think next time everything will be clear. We will not know who will be voting directly by the ALSs. And I'm not contrary to reflecting on the future. I think we should seriously consider it, but we don't have to think that it's more democratic to have ALSs voting when these ALSs are formally ALSs but have never worked with At-Large. That's it. Thank you.

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OLIVIER CRÉPIN-LEBLOND: Thank you very much Tijani. I think we're going to have to take this and mull over it and continue the discussion. I don't see a consensus on whether to go for direct democracy or the current system or another system. What I do see, I wanted to say a few words about what I thought of the whole system. I'd be ready to go forward with a direct democracy with all of the ALSs voting directly. However, before this happens I would like to see the ALSs first be effective. And there was this discussion about 'give people the right to vote and then they'll be interested'.

Well, I happen to think that you have to teach people how to read and write before they can actually write the name of the person that they want as President. And I'm very concerned that if people get the right to vote before they learn how to read and write, that's a huge problem. There can be an ineffective capture, and we've seen that. That's the first thing. So ALSs have to first prove that they are ALSs, as some have said. We need to become more effective, and perhaps there's also some lessons to be learnt by the RALOs also to become more effective. And certainly there were ideas of either directive votes and how they relate to their representatives on the ALAC.

I'm very concerned also about another thing; the flattening of the space and not having five regions anymore and having everyone in the same pool. That's fine with me – if you want to have five two-hour calls or five… Yeah, five one-hour calls a month, because that's each five regions. If you're ready to go through this, plus the ALAC call, plus everything else that's fine, but rest assured that the rest of the discussion, or at least one-fifth of those discussions will deal with issues

that are not related to your part of the world but that are related to the other side of the world.

There are some things like that, which I find very difficult to manage if everyone gets put into the same pool. So certainly there are a number of issues that we're going to have to discuss and it's not going to be something that will be resolved today. Avri, you wanted to add a few words?

AVRI DORIA: Thank you. And thank you all for the discussion and Yrjö I owe you an apology. You were at the end of my year and a half of frustration, that I could finally get somebody to let me talk about it so I apologies for putting it all on you. I certainly haven't said that one type of democracy is better than another. I don't live in a country with a king or a queen or anything so I tend to look at suffrage. I tend to look at suffrage that requires a literacy test as problematic. My country has a terrible history with requiring people to read and write and prove they know something before they are allowed to vote.

So I have a whole lot of difficulty with that as a notion. I certainly understand the complexities. I don't want to get into the whole notion of 'should we have a flat structure? Should we have a flatter structure?' I tend to believe in flatter structures. What I do believe though – and this is despite the trust in the consultation that the RALOs do with their Members, is what you lose when you do that is sort of a scalable, combinatorial thing.

You're basically taking many views on many candidates and bringing them down to a single. Whereas you may have a combinatorial affect from many different electorates picking out the differences and combining their numbers to produce a result that is different than if you try to always scale it into too small a number. So I think one of the things that we lose by having such a small number of electors, and Canada's great but you've got hundreds of electors when you're doing it; you've got people representing populations from many different places going to elect these people. It's not just five, it's not just 25.

And losing that scalability, losing that scale and those combinations is what I think limits the choice, and that concentration is what I find problematic and so I'm hoping that we can keep talking and look at ways of maybe changing it, maybe not. But certainly I appreciate the opening of the discussion. I thank you.

CHERYL LANGDON-ORR: Thank you Avri. Cheryl for the transcript records. Sorry Mr. Chairman, it's just the way I deal things sometimes. The Rules of Procedure Working Group will discuss… The Leaders will discuss with the Leadership of the At-Large Advisory Committee of an appropriate pathway forward. You've had the conversation framed, it is a tasting plate, the buffet is yet to come. APRALO's catchphrase for this meeting is celebrating diversity and you've seen an example of diversity of view, diversity of debate and now let the games begin. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Cheryl and thank you very much Avri for having brought this subject forward. It's been a very interesting debate because for once I'm not the only one speaking, which is really great. No, no, I'm bad, there have been a lot of people contributing and so on but we've had a very varied set of views so it's pretty good on this.

Right, we have Sebastian Bachollet who has joined us. He is the Chair of the Public Participation Committee and he is going to be able to discuss the At-Large Summit with us. As you're well aware we have submitted request for funding to have a summit to take place in London. On your Agenda you will have a link to the page of the… Now is that the Summit Organizing Committee, I think? It hasn't even loaded yet. Oh, here we go. To the At-Large Summit 2 Organizing Committee and you will note that there are quite a few people on the Committee but there is going to be a lot of work to prepare the summit.

This morning, Heidi and I have had a meeting with the Public Participation Committee of the Board and we were asked a few questions about the summit etc., and a number of things which we mentioned… Ah yes, I'm told there is also a copy of the proposals somewhere in your documents, so if you want a paper copy you've got it in your blue folder. Somewhere in there. A number of things were discussed.

First, the summit was an opportunity for all those in the ICANN Community to get to know the ALAC and get to know all of the At-Large Members. It's very seldom that – well, the last time was in 2009 – that we get all of our ALSs to come to an ICANN Meeting. There would certainly be time for At-Large structures to go to other parts of ICANN

and go to other meetings in ICANN. That's one of the primary reasons to bring At-Large structures into an ICANN Meeting. It's not just to learn about At-Large, it's to learn about ICANN as a whole. So very important on this.

Of course, At-Large is always an open room, an open door so we'd definitely be inviting other parts of the community to come and join us and meet the ALSs. It might be called an At-Large Summit but it's not a summit restricted to At-Large. So that's another thing. Here's the At-Large Summit as an outreach opportunity and certainly cross-communication, interaction and At-Large should also try and get the general public involved. And that's of course through the use of media and to try and get as many people to be involved and to know about the summit.

Anyway, we've got Sebastian here for us, so he's opening with questions but perhaps you want to start with an opening of a few words? Sebastian Bachollet.

SEBASTIAN BACHOLLET: Thank you Olivier. First of all thank you Olivier and Heidi for having made this presentation this morning and the Public Participation Committee. I think it was useful and important. I am still running around the bylaw to see how we can go further on that, but I really think that you have a – and this is my personal view – you have a good dossier, you have put everything… We need to put somewhere to be discussed by the Board.

I have to see what will be the next step because I think it must go to the Board as soon as possible, to have a decision taken for the budget purposes but just because there is some issue about the hotel, they have some issue about timings, travel and so on and so forth. And it's important that it goes ASAP at the Board level. And I am ready to answer questions if I am able to answer those questions, I will. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sebastian. So the floor is open for questions from the community and for anyone here who would be interested, I gather that you are interested in the At-Large Summit, because this is going to bring everyone together, including those people who are not able to make it here. Yaovi Atohoun?

YAOVI ATOHOUN: Yaovi speaking. I just want to ask if this summit will be in conjunction with one ICANN Meeting?

SEBASTIAN BACHOLLET: I am not sure that I'm the one who needs to answer this question, but I guess the goal of the At-Large Summit is to first of all – and remember the first and unique one for the moment was in 2009 in Mexico. The idea was brought to this assembly a few meetings before in Portugal and it took time to be agreed by the Board. I hope that this time it will be shorter and easier to make this decision. And the goal… Even the way you have worked on that, for me it is particularly interesting how to

decrease the time where you are not participating to the ICANN Meetings.

And it will be during the ICANN Meeting in June 2014. It happens that it will be in London and it seems to be that everything is okay to have the meeting rooms in the same venues as the ICANN Meeting – if ICANN split the two I don't like that because the At-Large Summit is one part of the meeting of the ICANN Meeting in London, in 2014. But if we want to split… In 2009 we were obliged to have another hotel, another conference room, another set-up. And it was better than nothing but this time everybody will be together and it will be easy, you will go out of your room and you will meet with other people from ICANN and they can come to your room. It will be great.

And the idea is to have that embedded in an ICANN Meeting and it will be part of the ICANN Meeting.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sebastian. Next is Heidi Ullrich.

HEIDI ULLRICH: This is Heidi. Sebastian, I have the pleasure of letting you know that Meeting Staff have confirmed that there will be enough space in the hotel for the sleeping rooms for the ALSs.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Heidi. And Yaovi did ask a question with regards to the location etc. I realize maybe not all of you have heard the basic proposal of the At-Large Summit and I was going to suggest just

taking three minutes to quickly go through the document. We know the reasons why we need a summit. The proposal was to hold it in London in 2014, in June 2014 for several reasons; one being that it has hotels that are large enough to accommodate everyone and the venue that is large enough to be able to accommodate the whole ICANN circus, as one would call it, plus all of our ALSs – I'd written 50 plus ALSs – so that's one thing.

The other thing is it's a location with more direct flights, more direct international flights than any other airport in the world so to the detriment of the local residents around Heathrow that absolutely hate this fact but there you go. They are able to leave London to more destinations than anybody else. So that's really one great thing. Another is the Commonwealth; the fact that there are less visa restrictions for more countries than in other locations around the world. It was a choice between that or the one afterwards, definitely the one before because there's just not enough time to be able to prepare things.

And then of course in terms of planning in the location, London is a well-known international town; very easy to get around in, English speaking, we all need to be English speaking. Funny English speaking, some people would say, but [laughs] you know it's likely to be very well attended. And there is also another added thing, which is somehow serendipitous and that's the fact that Sally Costerton, the Vice President for Global Stakeholder Engagement – and I'm losing the time because it's that time of the moment – okay, getting tired.

Sally Costerton originates from London and has got a very extensive network of contacts over in London and so we would be able to have maximum media impact on this, which is really, really good. And I know that Tijani you've had your hand up for a while so I'll hand the floor over to you. Tijani Ben Jemaa.

TIJANI BEN JEMAA: Thank you very much Olivier. Since Sally has a very good network, please tell her to use her good network to facilitate the visa obtaining. We have a lot of problems with the Schengen visa; so don't think that Europe is the best place. We will not discuss it now, we will not.

OLIVIER CRÉPIN-LEBLOND: Tijani, your wishes have been answered. Britain has stayed out of Schengen, so it's not Schengen, no, no. And if you say Europe they might even argue that they're not part of Europe. [laughter]

TIJANI BEN JEMAA: Sorry.

OLIVIER CRÉPIN-LEBLOND: Alan Greenberg.

ALAN GREENBERG: I just wanted to point out, you said the one before would be too early to get organized. The one after is in North America, not known for its good visa situation.

SEBASTIAN BACHOLLET: Yeah, but to add one of the reasons why it would have been not a good idea is that the budget for the North American meeting will be just in one year and we will not have time to be ready because it will be the first meeting of the year and the budget will be decided in June 2014. The time to be ready, the time we will have the budget, sure sign will be too late. It's also this reason. Because the decision of this budget must be taken in the next few weeks, months. It's one of the reasons it's a June meeting also. Just to give you some of the kitchen side of this discussion.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sebastian. Yes, 11 months to prepare for the summit is a long, long time. Well, long time on paper, in a calendar. [laughs] Fouad Bajwa.

FOUAD BAJWA: Fouad Bajwa for the record. I believe participants from the South Asian countries are going to receive extraordinary scrutiny by the British Embassy, at least for Pakistan I know that our visas are normally processed in Pakistan. They're actually… The passports are sent to Abu Dhabi, that is where the decisions take place. So it's become completely like a neutral system and the minimum time for submission, the maximum time for issue is three to six months. It's actually more than all the European embassies.

So that's going to be a bit of a challenge for South Asian participants. A good strategy would be to keep in mind, to notify the participants from

these countries to apply at least for a British visa six months prior to the meeting so that they can at least get rejected and they can do a re-appeal. Because you need at least three months for re-appeal as well. So that's a challenge for our part of the world.

SEBASTIAN BACHOLLET: Thank you. It's Sebastian. Just to take one point. We tried – and when we say we tried, Staff tried – hard this time to be ready well in advance to help everybody to get a visa for China. I am sure that it's a trend that will be taken in each and every country. ICANN will go for every participant who will need more assistance for a visa. We understood very well that Canada was a very good in the bad side of the situation. Example, to allow us, and I am sure that Staff will do their best to solve these issues. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sebastian. Next is Alan Greenberg.

ALAN GREENBERG: I just wanted to remind people, for the last summit we decided to – I don't remember what words we used but – essentially put a barrier up to going that it wasn't just a free trip, we wanted to make sure the ALSs really still existed and little things like that. And I expect the ALAC will decide to do something similar this time. The discussion hasn't been held but a six-month visa requirement is going to make that… We'd better make sure we do that part real quick in that case.

OLIVIER CRÉPIN-LEBLOND: Thank you Alan. Next is Sandra Hoferichter.

SANDRA HOFERICHTER: I just want to reiterate what Alan just said; get the ALSs included at a very early stage and maybe we should start organizing conference calls, inviting ALSs on this topic, not only to get their feedback but also to make them aware that we are seeking to have participation from active ALSs.

OLIVIER CRÉPIN-LEBLOND: Thank you Sandra. Next is Cheryl Langdon-Orr.

CHERYL LANGDON-ORR: Cheryl Langdon-Orr for the transcript records. Sandra, the Organizing Committee, which is still open for more participation, is doing all of that and surveying the ALSs and indeed that's very much what's happening. One of the things that is essential to recognize is that you're not going to get 100% participation. Sometimes, tough. You're going to get rejected. We have remote participation. We can't actually get… We can't crawl over hot coals to get everyone there but we can do our very best effort and certainly starting now, which is what the current Organizing Committee has don, even pre-emptively, we have no confirmation; this may all be wasted.

I hope not, but it may all be wasted. But what we did decide is things such as the ALS survey, which goes to Alan's point, is worthy exercise regardless. So yeah, that is absolute. But remember please Regional Leader, you are more than welcome to join that Organizing Committee.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Cheryl. And just to say yes, these are very early days for the Organizing Committee. As I said, you've got the Wiki page that's got the list at the moment of the current Members. Eduardo Diaz has very kindly worked on a first draft of… Well, not a constitution, a charter. That's it a charter, to try and put some shape to it, what it needs to do etc., and maybe the sort of way forward. Do you want to say just a few words about it Eduardo?

EDUARDO DIAZ: Yes. This is Eduardo Diaz for the record. I thought that doing something like that would help look at what this [inaudible 08:49:29] needs to be done. And for the people who will eventually work on this, we will know what you're supposed to do. That's why I thought that was a good way of looking at it.

OLIVIER CRÉPIN-LEBLOND: Absolutely, a very good way and a very helpful document indeed to get the ball rolling. Certainly, as I said, early days and the ball isn't really rolling very fast yet and we are hoping for more people to join in, to be able to push the ball and get us to be ready by the time we get an answer from the Board on our funding request. Anything else you want to add Sebastian, on the…? Shiva, go ahead, I didn't see you.

SIVA MUTHASAMY: Sivasubramanian. Have you started planning the content of the summit? Are we going to have some sort of Multi-Stakeholder panel discussions, or work shops or…? Thank you.

OLIVIER CRÉPIN-LEBLOND: I heard a yes, but I'm not quite sure. Could you just elaborate?

CHERYL LANGDON-ORR: Cheryl Langdon-Orr and she said yes, yes and yes because there was three parts to that question. [laughs]

OLIVIER CRÉPIN-LEBLOND: Yeah, no, there will be planning for all the contents and everything but it's early days so. So Wolf and then Fouad. Wolf Ludwig.

WOLF LUDWIG: Working. Yeah, now. Wolf Ludwig for the record. Well, if you read the transcript from the last calls, there are some kind of proposals make already and we agreed at the last calls there will be like, for the procedure of the first preparation a survey made among, including all ALSs, to express their ideas for a summit program, said it would not exclusively depend on the composition of the Working Group, having their ideas on a program. We will consult the ALSs and they can express their ideas and topics etc., to be included during the programming process.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Wolf. I'm getting a big confused with the Wiki page. It doesn't seem to have the links to the calls etc., etc.

CHERYL LANGDON-ORR: Cheryl Langdon-Orr. We can fix your confusion later but we don't need to deal with it now.

OLIVIER CRÉPIN-LEBLOND: No, we don't. But it's just in case people are looking at it. There seems to be something missing on there so… No matter how far I scroll down I find documents, resources, first At-Large Summit Web space and At-Large Summit, which is the first one. So…

CHERYL LANGDON-ORR: Okay, so noted, and if there are broken links we'll fix it.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you. Next is Fouad Bajwa. What's that? Siva?

SIVA MUTHASAMY: Yes, there is a secret custom in ALAC. That the ALACs are taking out all the Executive Members for a drink on Friday so London being closer to his home, is there a plan for you to take all the ALSs out for a drink?

SEBASTIAN BACHOLLET: I'll just remind you that the guy who was supposed to talk to you today, now, it's not your share. You have time to discuss with him. Please ask

me questions… [laughs] No, it's a joke, but if you have, if not I will go to some other duties.

OLIVIER CRÉPIN-LEBLOND: No, I think Sebastian has very well put back the debate onto him. I'm sure he would be happy to take everyone for a drink [laughter] in London.

SEBASTIAN BACHOLLET: At home, yes you can come, but it will be far.

ALAN GREENBERG: Or to the ALAC World Headquarters located in Bath, UK. [laughter]

OLIVIER CRÉPIN-LEBLOND: No, any more questions for Sebastian? Victor? No, Fouad said that his question was answered with Wolf.

FOUAD BAJWA: There were two thoughts. One has been answered by Wolf and the other was that the support of the At-Large Summit, by the Regional Organizations has not been emphasized to the Financial Committee from ICANN. That there's strong support from the Regional Organizations and that would add up a point for approval; that we've all moved our budget request into that, basically, that is a combined request together.

SEBASTIAN BACHOLLET: Yes, it was noted by the Board Finance Committee. As a matter of fact I am a Member of the Board Finance Committee too and yes, we took that into account and it was appreciated to evaluate the overall budget.

OLIVIER CRÉPIN-LEBLOND: And the request was made as a special request so it's aside from the RALO requests that were made. The next person was Victor Ndonnang.

VICTOR NDONNANG: Merci Olivier. Victor Ngonnang. Thank you Olivier. Victor Ngonnang. My question has been already asked but I wanted some clarification. It was asked by my other colleague about the Agenda of the next At-Large Summit. I want to speak basing myself on the experience we have, the same kind of meeting, a global work shop of the ISOC Chapters that took place last year in Geneva and on this basis I propose that an Agenda Committee can be created differently from other Committees.

And I want to propose myself because I was a Member of the Global Chapter Committee that took place in Geneva and I'd like to work on this Agenda from now on to include the questions of all the regions and to reach an agreement on a Global Agenda so that everybody can agree with this Agenda.

OLIVIER CRÉPIN-LEBLOND: Thank you Victor, we are going to organize this through Sub-Committees so for now the first step is to get integrated to this Committee, At-Large, and then we are going to create Sub-Committees and one of these Sub-Committees is going to take care of different issues like sponsors or like

the outreach, etc., so don't worry about that. There are many things to do. We need to work in different Sub-Committees to work on that.

CHERYL-LANGDON-ORR: Cheryl Langdon-Orr for the record. Victor, consider your name added to the list. You are now a fully qualified, card-carrying, hard working Member of the Organizing Committee.

OLIVIER CRÉPIN-LEBLOND: Are there any more questions to Sebastian Bachollet regarding the At-Large 2? No? Okay, just a few more words from Sebastian?

SEBASTIAN BACHOLLET: Yeah, I would like to thank you and I hope that all will go smoothly, that we will get approval of the Board and that you will be able to deliver during the London meeting good and important summit. I wish you all the best. Thank you.

OLIVIER CRÉPIN-LEBLOND: Well, thank you very much Sebastian and thank you for coming here. Of course you know that if you do have any further questions you can ask this community. Or if any of your colleagues have any questions they're very welcome to ask us too. We have really high hopes that this will be accepted and I think there's a clear determination from this community that it's time that we meet again. One-third more ALSs, 150 now, we're just 100 in Mexico City. The world has changed so radically since then. We need to have another one, so thank you. [applause]

And now, surprise, surprise, we're actually finishing on time. We've got DSSA back on schedule, yes. It's the DSSA update and Cheryl Langdon-Orr has to go. Both Cheryl and I are on the DSSA. I can't see anyone else who is. That's the DSSA DNS Security and Stability Analysis Working Group. Yes, Julie Hammer is there, oh you were hidden behind a computer, I couldn't see you! Julie Hammer is there as well. I'm not really sure whether there's that much to talk about. What we had done was to think that there was going to be some feedback from the Board; was it DNS risk?

CHERYL LANGDON-ORR: It's the risk management program and that's an external – sorry, Cheryl Langdon-Orr for the record – it's an external consultation. Correct me if I'm wrong Julie, it's Wednesday I believe that there'll be a public meeting on this matter? I think it's Wednesday morning. I'm going to say 10:30 or 11:00. It's the whole Risk Management Framework is the program that will be reported on to the ICANN Community and the Board over this meeting and undoubtedly Durban and beyond. But thanks Julie, have you got the numbers for me? Thanks.

JULIE HAMMER: Yes, Julie Hammer for the record. The DNS Risk Management Framework update will be in Function Room 9 between 10:00 and 11:00 immediately followed by a DSSA Working Group meeting in the same room.

OLIVIER CRÉPIN-LEBLOND: With that, Julie, would that be on the same day because I have on the Agenda that on Thursday…?

JULIE HAMMER: Sorry, did I say Wednesday? My apologies, Thursday. My apologies.

OLIVIER CRÉPIN-LEBLOND: Okay, so just to give you a quick round up of what's happened. The DSSA, which is the Multi-Stakeholder User, well, ICANN-Wide Working Group, Cross-Community Working Group, arrived at a certain point where they'd presented a paper, there was some feedback. Then the Board also requested some work to be done by the Board DNS Risk Management Group and they enlisted a consultant to work on risk scenarios, and the consultants have only now come back with some risk scenarios and with results from their work.

There has been some regular contact between one of the coaches of the DSSA, Mikey O'Connor and I don't even know…. Is he here? No. Mikey O'Connor and the Staff Member in charge of following the process on behalf of the Board. And we've been told that it's only now that some of the work is ready for discussion. So unfortunately there's very little to tell you because in the meantime the Working Group has been in a dormant state and we were hoping that we would get some slides or something by now but we still haven't, which means that I think we can probably move onto the next Agenda Item.

And apologies while I wait for my computer to move back to the Sunday Agenda. I know it's reporting but mine is not reporting at all. I don't know what's working slower, my head or the machine or the link. It's

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not working. Okay, the network is dead, great. Or at least for me the network has died. There we go, so the next thing that we have on our Agenda is the At-Large Beijing Reporting. So, why are you all here? Why are we all here?

Well, we're here of course to attend meetings in this room and to talk about the different issues that we need to talk about, but at the same time we also have to mix and mingle with the rest of the community and find out what's going on outside these walls. I know I keep on repeating this and I keep on having people nodding like yes, yes, yes, yes, yes, we'll do it and then afterwards, while looking at the meeting report, which by the way, might only need to be a few lines. I was in that meetings, such and such things were discussed. Somebody brought up a point of view that surprised everyone but altogether no decision was made. That's fine, but at least we have a report, we know that something's happened there and not only that, we actually know who has been there.

So if anybody is interested specifically in that session and might wish to ask a questions that they have not seen either on the transcript or that they've not seen in the [mitural? 09:04:35] that was there, they could ask that person and say 'oh, someone said this or someone said that, could you point me to who I should speak to if I want to clarify that or go further?' There's a whole number of reasons why these reports have to be filed and I hope that you will be able to file those reports. We're not going to go through the whole list of meetings that are taking place in ICANN, there are quite a few, but what I will point you to is the link that you have on you Agenda and that is the page where people file their reports.

At the moment it's a blank page, it's very blank, which means that my computer is back to working, thank goodness, but [laughs] the page will have to be filled up. Can we make this page a little user-friendlier to start with? Perhaps... I'm looking at Matt so Matt, please, what's the plan for this page?

MATT ASHTIANI: This is Matt Ashtiani for the record. For the Toronto meeting reports, what we did is that people posted in it as we went. I went there and I would clean it up a little bit. Glenn had some videos that he wanted to put up. There's a few PDFs, some people just wrote text on the site but at the end of it I went there and I cleaned it up so it... Thank you.

OLIVIER CRÉPIN-LEBLOND: That looks good. Only a subset of meetings were attended there. Of course I don't think we'll be able to attend every single meeting here either and there might even be some meetings that are even more boring than the meetings that we have here, so if you do fall asleep, don't just write a long line of 'zzzs'. Do try and put something. Listen to this recording afterwards, but no, it's really important that we do that, for two reasons. One, that we ourselves go and see what's happening outside, two is that we inform our own ALSs, that we inform our own community about what's going on outside.

If we all come back from an ICANN meeting and say 'yeah, I've just sat in the ICANN room and listened to Olivier speak and ramble on', they're not going to be very impressed. So it's good for you, it's good for us and it's good also – I'm appealing to our new ALSs, not new ALSs but our

local ALSs – to go and to experience ICANN, the big circus. And I've said it three times today. Oh, and I've been told to remind you that the link that we have to that page, once it's filled, goes into the Chair's report, which then goes over to the Board.

So when the Board reads their report they could click on that and when they click on that they see the different reports from the Members of the At-Large Community that are present in this venue. And I'm saying Members of At-Large, I'm not saying it's just the ALAC that has to write those reports. Everyone in this room is able to do that. If you're not able to write on the page you can send your report to Staff by email – I believe you do have email? – by email, and it's staff@At-Large.icann.org. and they will be putting it for you on the Web page. Any questions or comments regarding this? Yaovi Atohoun?

YAOVI ATOHOUN: Yaovi. [inaudible 09:08:32] my understanding is that somebody from At-Large can decide to attend another meeting, because when I see the sorted view, and before coming to that meeting, and the program for ALAC, it was almost full. So, my understanding is that we can sometimes maybe be in another meeting in order to report to the group. Not be in town, but in another meeting to report. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Yaovi. You can do a number of things. You can do one thing that Cheryl does, which is to be in a meeting and be connected via remote participation to another meeting and therefore follow two meetings or even three meetings at once – I wouldn't recommend it, it's

not something that everyone likes to do – but some people have done that. You can of course get out and move over between the different meetings. I think yes, the At-Large schedule is very, very full, however a number of these meetings are Working Groups and I hope you're not a Member of all the Working Groups. [laughs] That would be a bit difficult.

So of course it's really up to you. I would obviously urge ALAC Members to be here during the ALAC sessions on the Tuesday, the constituency day when we really need to work on things, and of course on the wrap-up, because we need to have a quorum in order to be able to vote, and in fact I will touch on this in a moment. And apart from that, the rest of the time it really is down to you choosing which ones are the Working Groups that you're part of, that you want to follow and which other subjects interest you in the building.

Okay, so everyone is looking expectantly at me thinking close this one, move on and let us go home. I'm not going to close this right away. There's one more thing, which is the work session wrap-up. I hope I'm not going to take ten minutes for this. Just to let you know of a couple of things that are going to take place this week. The first one is – and that's gone again. Oh, here we go – the first one is that we are going to have some statements that we are going to vote on this week. We as in the ALAC is going to vote on those.

There are several statements that still have a comment period closing on the 9th of April. Today we're the 7th so you've got 48 more hours to look through these. The first one is the FY 14 Community Travel Support Guidelines, which Tijani has drafted. And of course he's in front of you

so if you do have things that you wish to add you can talk to him directly rather than sending emails and things like that, it's good to be able to interact directly. Tijani, a couple of words?

TIJANI BEN JEMAA: Yes, I have only accept the [inaudible 09:11:35] that I have already undulated. I have only one comment. So please, if you have comments, now.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. So that's one. Then we have the At-Large Preliminary Issue Report on gTLD Registration Data Services. And Carlton has drafted a first draft. Carlton? Oh, well Carlton is here as well so if you do have comments then speak to Carlton. Right here. And perhaps rather than this whole thing flying around could we just have a link to the At-Large Policy Development page, please? In the AC, yeah. That would help. Oh, you've put it in there? And it all went down yeah? Oh, it's there, great.

So that's the second one. The next one is ICANN FY 14 Security, Stability and Resiliency Framework. And guess what? We have Julie Hammer in the room, right over there. Isn't that fantastic? This is a miracle today, it's incredible. There must be someone who's going to be missing. Oh, yes. The one who is always here but he's… Yes. So the next one is the Public Interest Dispute Resolution. The PIC Dispute Resolution Procedure, PIC DRP. And I thought for a moment that we were going to say he's not here but no, Alan Greenberg is here.

We're going through the whole list of public comments that are still open at the moment. And so if you need to, if you wish to comment on this then you can speak to Alan directly. Do you want to say a couple of words? I mean, I think we've discussed this a number of times today. We've even explained what the problems are and so on, so we're all pretty much aware of it.

ALAN GREENBERG: It's been out there for a while. I received a few comments and I either have made or will make the one adjustment that has been suggested. If anyone else has another suggestion, make it soon because I'm getting tired of it. And I think we're supposed to vote some time soon.

OLIVIER CRÉPIN-LEBLOND: Thank you Alan. And the next one is the proposed 2013 RAA, Registrar Accreditation Agreement posted for comment. This is one where I have actually complained that the comment period for reading more than 200 to 300 pages was way too short for this Community to work on. Thankfully, we do have someone who is able to read 200 to 300 pages in one night and that is Alan Greenberg. Alan has very kindly, with the help of a few others, been able to put together a statement and I think that's really good.

Not happy with the fact that we were given until the 9th of April to have that statement finalized and then vote during our wrap-up on Thursday. We were asked to submit is a little bit earlier because It actually might be used in the RAA negotiations but also in the gNSO discussions. Is this correct?

CARLTON SAMUELS: Telling tales for the school. Carlton for the record. Fadi came in today and was talking to the Expert Working Group and that's one of the things that came up; that the ALAC was unhappy with several actions of the RAA negotiations. So they are waiting to hear what we have to say, believe it or not, on this thing, to make some decisions. Yes.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Carlton. And I'm saying this here of course because Alan has sent a message today to the ALAC list and I've sent a follow-up, but knowing that you don't check your emails well, your attention is captivated by the discussions taking place here. You will have missed that email. Any update on this? Has this been sent or utilized? Heidi?

HEIDI ULLRICH: This is Heidi for the record. Yes, that document has been sent to Margie Milam and to Samantha Eisner.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you. And of course whilst the document has been sent it's also been mentioned that this is pending ALAC ratification. And I'm mentioning this because the ALAC will ratify or will vote on each one of these statements on Thursday's wrap-up and hopefully will ratify them all. That's all for the weeks so far. I'm not sure if I've forgotten anything apart from someone waving their hand in my blind spot. Alan Greenberg?

ALAN GREENBERG: I was just going to summarize what the state of the RAA Statement is. Someone bring me a knife. There were a number of changes submitted, there were comments made via email and on the Wiki. There's one more change that our honored Chairman has asked me to make – as he just implied that we should complain about how many pages of documents – that will be made before it's formally submitted, but that's not a substantive issue for the RAA negotiations. And what makes you think I actually read all those pages? [laughter]

OLIVIER CRÉPIN-LEBLOND: Okay, thank you very much Alan. And I do have to thank you for doing so much work on so many of these statements. It is very hard to keep up so… Of course there was an Australian person. No, no, a number of people did read all of the paperwork and it's really good. And thankfully they were all able to bring input on this. Right, we're all waiting to take a break, a long break actually, until tomorrow. So I do thank all of you for being here. Am I forgetting anything Heidi? No?

Dinner tonight is at 7:00. For the ALAC Members that are invited by Hong [Chewy? 09:18:04] and James [Sang? 09:18:07] and that's all. I think it's meeting over in the lobby or…? At 7:00, yeah. Tijani?

TIJANI BEN JEMAA: Only ALAC Members or all the At-Large Members here? Because I see some names who are not ALAC Members so please advise because we have people who didn't receive their email.

OLIVIER CRÉPIN-LEBLOND: The people who got their invitations, so I don't know whom that would be. [Maurine? 09:18:40]?

MAURINE: I just also wanted to mention that there's an ISOC Meeting in this room at 7:00 pm. It's Internet Society Participation at ICANN.

OLIVIER CRÉPIN-LEBLOND: Yeah, there's an ISOC and ICANN Meeting taking place in this room at 7:00 pm. That's correct, yeah. Okay, the response we've had is by invitation only. So if you've received invitation then you're invited, if you're not then you're not. But you could always say you're someone else, like you could say you're Olivier and it might work. I don't know. Anyway. All right. Any other business? Siva you wanted to bring something?

SIVA MUTHASAMY: Yes, Sivasubramanian. We started at 8 o'clock and it's now 6:30 so why do you plan a meeting ten and a half hours long without a break? And is it very efficient? Should we maybe bring it down to seven hours? I'm very serious.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Siva. I agree with you that it's a very, very long day and we haven't had any break. One of the problems that we have to work with is… Well, first we have the number of subjects that we have

to discuss. The other problem is the Staff's schedules. The people who are coming to visit us are only available for specific lengths of time and sometimes things change at the very last moment.

So when we suddenly said 'we have a 40-minute break now, that's really great', someone who was supposed to see us on another date suddenly tells us 'I can only see you on the Sunday now. That time would be perfect for me.' And you end up with the whole thing being absolutely choc-a-block. And that's unfortunately how in the morning for example we haven't had any break whatsoever, which was very unfortunate. So I am mindful of that.

ALAN GREENBERG: That, and our Chair are masochists. [laughter]

OLIVIER CRÉPIN-LEBLOND: So if you think this was bad for you Siva, in fact it was bad for people who spoke during that whole length of time, and I am of course thinking about our interpreters, which I am to thank, and everyone has to thank very much. [applause] And the technical crew also who have been making sure that everything has been working well. [applause] And of course of magical stars; we're talking about our At-Large Staff. [applause]

TIJANI BEN JEMAA: But we missed Gisella, we missed Gisella.

EN

OLIVIER CRÉPIN-LEBLOND: And Gisella is with us virtually. Thank you very much to all of you and bravo for having lasted the day!

[End of transcript]