
BUENOS AIRES – Meet ICANN for Civil Society and End Users

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UNIDENTIFIED SPEAKER: In the For-profit Operational Concerns Constituency, it's as difficult in English as it is in Spanish. He's translating that into Spanish. It is the specific interests in civil society in the domain name policy. When I tell you I do this, what it means is it's important and what I tell you not just what I do, but what other places are there in ICANN and hear from you from businesses, from another type of venue, whether you come from Europe, Latin America, and how you can relate to lend your hand from the inside to explain how this works and save some high information costs to join this community.

Full of acronyms, full of information, even when it has a number of translations, the language barrier is a natural barrier, such as governance. Klaus, would you like to add anything else?

KLAUS STOLL: Everybody wants in Spanish language, please go with Martin [DaSilva], but just wait one moment. We also have the people who speak English, the minority I hope. We have two people who are extremely experienced and can help you on that front. It's Joan Kerr and Sam Lanfranco. It's just for shortness sake. They will introduce themselves now very, very quickly. After that, just to the others, I'm just now – how to say that? Basking on the corner of the street, which I have got a little bit of experience because that's what I did to finance my studies

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in Heidelberg many, many years ago. I don't know if it did me any good, but that's another thing.

For those who are so kind to come here and to support us, what I would like to offer you is I would like to talk. We have Rudi Vansnick, the chair of NPOC here, and we've got some work which NPOC did with regard to doing research on outreach to NGOs and there are some interesting findings we have. And we have some initiative going called The Pathfinder Initiative for those who really know a little bit about ICANN and don't want to walk around being told what they've known since many, many of years. I offer you that we stay here, that I do a short introduction on the findings of that and what Pathfinder does, that we take it from there and maybe have actually quite useful discussion afterwards. Is that something you would agreeable to? Just a show of hands, who would be interested in that? Anybody over there? Yes? Okay, let's try it.

At the moment, the people who are speaking Spanish, please join Martin over there. Joan, can you just give a one-minute introduction of yourself, and Sam, before you form your group? Right now, just use microphone.

JOAN KERR:

Here we go. Hello, I'm Joan Kerr and I'm the Membership Chair for NPOC and I would love to take you around and hear your ideas and come back and talk about what you've learned. If for nothing else, we would encourage you to join NPOC and become a member.

SAM LANFRANCO: I'm Sam Lanfranco. I'm the chair of the Policy Committee. What I'd like to engage you in is two things. One is helping you understand what ICANN is and what NPOC is as a constituency group within the structures of the multi-stakeholder model of ICANN, and also ask you what you think ICANN and NPOC can do for you, not just what can we get you to do for us. Okay, thank you.

KLAUS STOLL: Oh, wonderful. Twelve remote participants who are around, you will have actually getting wonderful show because we're improvising but we're having now two very powerful speakers here. Rudi, please join us, too. Yes, please. Rudi, can you do the introduction?

RUDI VANSNICK: Yeah, very quickly. I'm Rudi Vansnick. I'm the chair of NPOC, to use the short abbreviation – the Not-for-Profit Operational Concerns. I'm emphasizing operational concerns because that's where we are trying to help the NGOs in having their place in the Internet. I have a quite short message to the NGOs. It is don't use the social media to get your value, because if you put it on the social media, you're not the owner anymore of that value.

It's better to take a domain name, create the website, and use that space to put your content because then if somebody is trying to capture and use your content, at least you can sue that person or

organization because that's the value of your structure, of your organization, and that's the most important part.

I think it's incredibly important that we are convincing NGOs to use a domain name because due to the results of our first survey in Europe, we discovered that from almost 1,500 NGOs, we selected and addressed the survey. 60% bounced because the communication channel was dead. Two reasons for that. Or the domain name was captured, or as we know, that NGOs essentially based on volunteering work. The volunteers were just moved out, were somewhere else, and you cannot reach them anymore. So those are the two big issues to communicate with NGOs.

That's, in the definition of operational concerns, that's where the operations are failing and we as a constituency in the GNSO are looking how to get the right policy in place and get the right implementation of the existing policy so that we don't lose this big group.

To close my session, I would say that based on my personal results also of checking around in the community, it's clear that NGOs in today's time don't get the budget anymore that they had before, which means the funding is going down, and at the end, they don't spend time coming to an ICANN meeting because it's expensive for them and it doesn't bring immediate return if we're not talking about their problem.

That's why I was asking also Tijani Ben Jemaa to join me, because I'm in fact coming from that community. I've been spending seven years in

the At-Large and I discovered that it was time to move to another department and bring my help over there and let the baby grow. I'm now handing over the mic to my friend, Tijani.

TIJANI BEN JEMAA:

Thank you, Rudi. My name is Tijani Ben Jemaa. I am from Tunisia. I am the ALAC vice chair, one of the ALAC vice chairs. I would like to tell you some words about ALAC, what is At-Large Advisory Committee.

The At-Large Advisory Committee is representing the end users, the Internet end users in ICANN, and it is in the bylaws. So we are organized in original manner. So in the five ICANN regions, we have original organization, an At-Large regional organization. So wherever you are, if you want to join the end users, you can contact us. We have our representatives in all regions, and in each region, we have several ALSes, At-Large Structures, which are organizations, which are associations, which are NGOs. Any organization representing end users can dare to the regional organizations of At-Large.

We are looking only for, or we are acting only for, the public interest. No political interest and no commercial or financial interest. Also, in ICANN we are making advices to the Board and the policy development in ICANN. We are giving advices and we are always, in our advices, always considering the public interest more than any other thing. If you have any question, if you want to join, please don't hesitate to contact me and contact my other colleagues. We have Heidi who is staff in charge of At-Large. We have Yulia, [inaudible]

sitting here. Olivier, he just left. So we are numerous here. If you want to contact us, we are here. Thank you.

KLAUS STOLL: Thank you, Tijani. There is a question from the floor. State your name, please, before you speak.

NADIRA ALARAJ: Nadira Alaraj. I'm from the Internet Society of Palestine Chapter. We are recently started being member of the At-Large in the Asia-Pacific three months. But this morning, in the presentation they were mentioning that there's still the individual members. Is it open? Because I've been told that individual members are not allowed to – it's not open anymore. That's my question.

TIJANI BEN JEMAA: Thank you very much for this question. It depends on the regions. The North America region had in their rules the possibility of having individual members in their RALO. In other regions, it is not possible. In the open region, it's possible. So you are in the Asia-Pacific region. I think they are on their way to permit the individual affiliation. So I am sure it will be possible in the future.

I would like to add another point. I have here material for you. I have here flyers and flash disks for you to have more information about At-Large. In the flash disk, you have the material for the beginners. You will be very good informed. Yes, Roberto?

[ROBERTO GAETANO]: Thank you, Mr. Chairman. I would also point out that in Europe we have an At-Large Structure that is called individual users that has as members individual users who are not connected with any ALS. So European individual users could join this organization. It is a little step. It's not like individual membership in a RALO, but it is still a possibility to provide contribution to the discussion. Thank you.

KLAUS STOLL: Yeah, thank you, Roberto. And myself, as a member of the Internet Society Belgium Chapter, we are also in EURALO active. As I said, I spent seven years in the At-Large and I found it time. I don't have that much time in front of me anymore to be able to travel around and be at all this ICANN meetings, but at the end of the week, you get so tired that you need at least two weeks to recover.

But I learned a lot, I have to say, through the experience of being a cofounder of the EURALO and a cofounder of the At-Large, I learned a lot about ICANN and the difficulties to participate in meetings in ICANN.

It's not just saying, "Okay, I'm taking the plane. I'm flying in in the city where the meeting takes place." There is a lot of preparation that you have to do up front and it takes some time to be able to really flesh out your agenda of the meetings and that is the goal that we have here, to help you trying to figure out when you're going to an ICANN meeting how to prepare yourself to be able to really be attentive in every

meeting. It's a week long. It's a lot of energy that is requested to be able to participate

Most of the work, as well as in At-Large, in NPOC for instance, all the work is happening between the ICANN physical meetings. We are in conference calls every week in working groups and that's where I learned all of ICANN. Not during the physical meetings, but in between, that's where I learned what policy means and where I can bring value.

I'm looking essentially to all those newcomers. Please join us. We're not going to kill you. We're not going to eat you. You can be an observer in the beginning, so that you're allowed to speed up with us and take over leadership in these working groups when we want to retire because that's important. We need a continuity, but not with the same hands all the time. We need new hands, new faces, that are able to carry the message and help us improving the policy work so that the next generation will be able to use the Internet in a better way than we were able to do it today.

But now I would like to hand over the floor to Klaus.

KLAUS STOLL:

Okay. As I said before, my name is Klaus Stoll. [inaudible] from NPOC, the Not-for-Profit Operational Concerns constituency. I would like to start with a personal statement, and the personal statement I would like to make is I believe in the DNS. I believe in the Domain Name

System. I think it's one of the best things and products, whatever happened to mankind.

The domain name – first of all, if somebody starts criticizing ICANN in that area, I always say, okay, think about it. If we put Internet governance in the hands of a government or a company, how many downtime would we have? How many times you would have switched the computer on when you want to connect to the Internet, it would have said it's down, under maintenance, it's under something? I think ICANN did a wonderful custodianship of the DNS.

I also believe that the DNS is something which really serves humankind in the sense that it's a wonderful, good tool for development and to sustain ourselves.

Why I'm in the Not-for-Profit Constituency is quite simply because I'm coming out of a not-for-profit background, and the point is – that's why I [inaudible] as a name. It's the operational concerns. NPOC is about the operational concerns of not-for-profit organizations of the DNS.

I would like to give you some very boring, but I think very interesting, numbers before I had it over to Sally to use these numbers, basically as a starter point for the conversation.

Last year, we spent actually half a summer trying to go through the database of ECOSOC and the affiliated organizations and NGOs with the United Nations ECOSOC. These were 3,578 members which are listed in Europe alone. I'm only talking about the European members.

What we could find out that from these 3,578 we could only about 39% - I'm just roughing up the numbers to the nearest percentage point, otherwise it's getting too boring - could be reached and had actually an operational domain name.

We did something, and I could tell you it was heart-bending and long. We actually tried to contact via Skype contact numbers given 2,148 of these organizations, and literally to ask, "What happened? Why don't you have a domain name anymore? Why is there no website?"

The reply was that 827 or 38.5% just simply could not be reached. So we take these 827 as actually don't exist anymore. But interesting that 457 - and that is 34.5% - gave as a reason that they lost their domain name, that they didn't know that they had to renew it, that they didn't know that they had to do some administrative task, that they didn't know that they had to pay a regular fee to maintain their webpage.

332 just straightforward, and 24%, just simply said, "We didn't even know that we have to renew. We got some e-mails from somebody called GoDaddy, but we didn't take it serious, so we just lost it."

16% of the organizations just simply said that they no longer wanted a worldwide website because they moved over their operations to social media sites. And 24.5% of the organizations basically said, "We don't even actually know why. We just lost interest in the whole operation."

So to make long things short, I think we have got a huge gap and a huge problem with because everybody thinks, "Oh, the NGO, they're using the World Wide Web. They're doing fundraising. They're

promoting their causes.” But we can easily say that 50% of the NGOs, which are around there 45% of the NGOs have a huge problem with actually using the Internet and using the domain names and moving over to the social media sites.

Social media sites basically are the second choice and a very bad choice for NGOs to use, because just think about the restrictions of format, of content, of control, of data mining, of security, of all these things which you have with the DNS, which you don't have when you're using social media.

We can't allow that social media is becoming the Internet of the poor for NGOs, and if you want to hear more about the use of the disadvantage of using social media sites instead of a webpage, talk to Sam Lafranco. He made a very adequate and very good presentation on that in Singapore the last ICANN meeting.

What are we doing? What we as NPOC and in partnership with other organizations is simply an initiative called Pathfinder. And Pathfinder is really taking the name of the constituency operational concerns serious. We are not interested, and quite openly, not interested in politics. We are not interested in trying to make any kind of point.

What we are trying to be interested, to serve our constituencies, the NGO world, the development world, and small and medium enterprises, whoever comes to make the best strategic use of Internet. We are doing this by simply going to them, explaining to them how it works, how they can maintain their websites, how they can sustain their websites and all that stuff.

For example, another point which is very, very important, it isn't good enough that somebody has a webpage, an organization has a webpage. They have to have to have a business plan about it. If they have a plan to sustain, if they have a plan how to pay for it, how to maintain it, how to update it. It's a pity because these plans exist and there are ways to do it, but simply most of the organizations don't know it.

So our cause is, for example, to go to these organizations, to the grassroots, and explain it. Another thing we are doing – and we've got another set of figures – is the worst thing what can happen to you on the Internet is to be having a successful webpage and not knowing how to maintain it because once you get over a certain ratio of hits, typically 50,000 hits a month, all the domain name pirates are after you and the average cost to get your domain name back is about \$3,750. We have to avoid this.

As I said, what we are trying to do is simply to protect the not-for-profit sector organizations from these things and doing capacity [inaudible]. No more, no less.

And I think we'll need a few years, and I hope that when we might talk about this in five years that these numbers fundamentally change and that NGOs are able to use and maintain their world-wide websites. Thank you.

SALLY COSTERTON:

Thank you, Klaus. My name is Sally Costerton and I lead stakeholder engagement at ICANN, which sounds very grand. In fact, it encompasses pretty much everything Rudi has been talking about. All our outreach, all our engagement, all our capacity building, all our communications with all our current and future and potential stakeholders around the world. It's a very big brief.

I'm on the ICANN staff. This, as far as I know, is not yet its own SO/AC structure, although you never know. But we are, for those of you who are new to the ICANN world, the ICANN staff are deeply involved in this area.

I have a fantastic team working with me, some of whom are in the room. Perhaps, guys, you could put your hands up. I can see all three of you hear. Great! This is our Brazilian, and Caribbean, and Bolivian actually representation here. So these are all part of Rodrigo's team. Oh, Rudi's joining the team! No, I don't think so.

We have people resources in different engagement places around the world, of which this region I think has five Rodrigo was saying this morning, and in similar amounts in different parts of the world. We've built that team up over the past two, two-and-a-half years. There's human beings who speak your language as close to you as we can realistically get them. And that's not enough, because even if they're the greatest communicators and the most energetic capacity [inaudible] building guys and women, we have to leverage. We, too, have to use and we increasingly use our own tool, the Internet, to help us to take our message out.

Klaus's points are tough points. It's not a cheerful piece of research, but it is true. It reflects the reality that we face every day. The primary problem that we often have is even explaining to people why they should be interested in the DNS. Then what is ICANN and why is that a relevant thing to be paying attention to, a relevant organization.

And only then can we start a conversation about how to participate, how to join. The many different aspects, as Rudi said, of preparation and understanding of what it is to participate.

Even assuming you get through all those gates, you then have a lot of people coming to ICANN, although particularly people from the private sector and from government, who are completely unfamiliar with a multi-stakeholder bottom-up environment.

This concept of the way we make policy, the way we have meetings and discussions, is not common practice in most parts of the worlds in those kinds of areas.

Now, this area I think represents a huge opportunity because despite some of the many barriers that exist – and I applaud Klaus for the work he's doing to try to be very practical. I think this is great. We spend lots of time talking about politics and about policy in Internet meetings. We don't spend enough time talking about practical ways in which we're going to help people to understand why what we do matters, and understand the fact that they can participate matters. And indeed, that without them, that participation is less legitimate and less powerful.

And it's very easy to make speeches, but in the end, it comes down to people and tools and plane tickets and content and lots and lots of content in different languages, increasingly in different formats. We're moving to a world where the challenges beginning for my team to be not just "how do I get to a city and organize a meeting?" which is what it probably was two years ago.

Now it is building on that to how can I take complicated, often quite technical content, and turn it into things that people will really understand and use like infographics, pictures, video. This is our modern life, and increasingly for many of our – anybody probably at least under 40 – this is normal. So we also invest a lot of time and money and energy in that communications process as well.

I think there is a really big opportunity in the NGO space, because at least in this space, there is a much better understanding of the model, the multi-stakeholder concept, and the idea of free speech and equal representation and the passion that comes that you heard this morning and you heard for the last six months around the accountability discussion. The passion to make sure that ICANN cannot be captured in the future by any government, any business, any organization. We share that passion, but I think there's a special place in the NGO and IGO community. There's a special missionary zeal, if you like, to protect that, those values.

The more people we can get in to join our organization, our community, from other NGOs, other not-for-profits, it will really help not just for this constituency, but to spread that understanding in the

registry and registrar community, in the government communities, in the private sector. Not so much I think in the technical community, because I think pretty much they get it, to be fair. They're probably leading that charge, to be fair.

But it's not just about doing it for, because it's the right thing to do. It's for just this part of the ICANN world. It's very important for the wider mission. I really believe that.

Thank you for letting me join you today. It's great. It's a great privilege. If you have any ideas, there are many ways to contact us on the website through our team here. You heard them in the opening ceremony in the [inaudible] Internet, in the Montevideo. We have three of our guys here in the room. We have our great community partners in NPOC. We talk all the time. There's a very close partnership between the SO/AC structures, as we call it, and the staff.

Please, if you have ideas, if you have feedback, do share them. This is how we will improve. As Tijani said, we do want you. And I do know that sometimes – I came 25 years working outside the Internet space in the private sector and my first ICANN meeting was a shock. It was a real shock. I really thought that I had, by mistake, joined a cult and there was no exit door.

I really sympathize with newcomers, those of you who are here for the first time, but I promise you my advice to you is just let it flow. Don't worry too much that you don't understand. You'll get there and you will make fantastic friends. I thought this was going to be an

organization that was all about technology, and it's all about people. That's my personal perspective.

It's those relationships that actually have kept the Internet sustainable, and open, and secure for the last 20-25 years. And that's what we're trying to preserve, I think, moving forward through this transition. It's grabbing hold of that somehow and turning that into something you can implement that is so challenging.

Thank you. If there's anything we can do and if there's anything you'd like to participate in, we'd love to hear from you. Thank you for the opportunity for the pitch.

KLAUS STOLL:

Thank you very much, Sally. Before I open up for questions and comments, I just want to make another observation quite simply in the direction of governments and the business sector.

45.something percent of domain names not renewed after the initial registration, that's 45% new market to be explored and developed. It makes sense. It makes business sense, it makes development sense, it makes money sense to look at operational concerns and making sure that NGOs are using the DNS to the best and sustainable advantage.

Okay, that was my last pitch on that one. Any comments, questions, to the panelists? Suggestions, especially? Yes, over there. Please state your name and bank account number.

[ROMINA]: Thank you. My name is [Romina] [inaudible] Argentina. A question and a few comments about the great presentation. Your opinion both [inaudible] and a human right in [inaudible] relation [inaudible].

KLAUS STOLL: If you want to speak in Spanish, no problem.

[ROMINA]: I'm going to speak in Spanish briefly. The relationship between cybersecurity and human rights. That is to say, privacy, intimacy, freedom of speech. What is your opinion, the experts of the area, to attain that balance, to regulate that? Currently, the liberties are threatened by laws, which are quite harsh in terms of freedom of expression or intimacy and privacy to benefit national security.

Those interests are struggling and they deserve to be treated as a whole, as an equilibrium. I would like to know your opinion about this. Thank you.

KLAUS STOLL: Who wants to reply? You want to reply, okay. I have a reply, too, by the way.

TIJANI BEN JEMAA: Thank you very much for this question. First of all, I will give part of the answer. I will let the others give other parts of the answer. As you

know, ICANN is about, if you want, the vehicle of the Internet. It's not about the content of the vehicle. You understand?

So human rights are essentially in the content, and what you put on the Internet and what you use from the Internet. So it is the content. ICANN cannot do anything about something which is content. ICANN work on the security on the areas you spoke about, the cybersecurity. The security part, which concerns the DNS, yes, ICANN work on it, which is technical more than other things.

But any other kinds of security concerning the content is not the job of ICANN. Thank you.

KLAUS STOLL:

ICANN has a very, very important job. The important job is that those who are speaking for freedom, liberty, human rights are able to speak, but ICANN cannot speak as a voice for human rights on its own. We have to enable. We have to be the platform. We have to make it possible. We have to do everything for a free and open Internet. What comes after is a different story. Thank you very much for the question. Thanks for your answer.

We have a remote control question.

UNIDENTIFIED MALE:

It's 21 participants in the Adobe Connect room. The question is from Alexander [inaudible] from the Ukraine, [inaudible] hub. "What are the perspectives for the Cyrillic IDN domains for the NGOs?"

KLAUS STOLL: Has anybody an answer to that? Because I have none. Rudi Vansnick to the rescue!

RUDI VANSNICK: I would say I have no answer immediately to that question, but it's good that we are hearing the questions and it demonstrates that during these meetings it seems that it's still a lack of guidance for people having these type of questions. You see, we are a group here. We try to identify how you can best meet with ICANN. This is good. It discovers us that we need to work on another way to get the people being able to address the question.

But I think that we have somebody in the room that has experience and maybe you can take the mic for that issue.

YULIYA MORENETS: Thank you. Thank you, Rudi. My name is Yuliya Morenets. I'm actually EURALO secretariat, so a member of the At-Large. I would like just to maybe help a bring a few points on this. I'm a member as well of the working group on Cyrillic IDN. I would just advise Alexander to include this question in our discussions as a priority point, and then we can – because we are working standards. So we can bring [inaudible]. This will be my suggestion, actually. Thank you.

KLAUS STOLL: Thank you very much. There's two speakers in the room. Please. Yes, you, the red shirt.

UNIDENTIFIED MALE: My name is [inaudible]. I am from Brazil. This meeting is very interesting. [inaudible] I am a member of civil society. I just come to this meeting organized by Rodrigo de la Parra for the civil society, and the name Rodrigo de la Parra is on the title.

I just imagine do we see on table all the constituents for civil society. But I missed the NCUC. Why NCUC was not invited to this table?

UNIDENTIFIED MALE: Well, they are invited just like we are invited. We have taken up the lead because nobody else was really trying to enforce to have this discussion and enable people. I think it's up to them. It's up to every constituency. For instance, At-Large is also present. You have to pick up the occasions where you can be at the table and speak up for your community. It's not something that is reserved for us. It's just a space that we wanted. We discovered that there was an issue in enabling people to understand what an ICANN meeting is and allow you to bring to us the questions that you have related to when I come to a meeting of ICANN, where can I best go? What is the constituency which I can join? What are the topics that have special attention and I should be part of it? It's up to them.

NCUC sometimes organizes also events where we are not invited either, but okay, that's life. We cannot be everywhere. And we focus

essentially on NGOs. Users, okay. And there is a space. There is At-Large. There's NCUC. But our constituency, NPOC, is essentially focusing on the group that is missing today in the discussion.

I think that the users are quite well represented and that's one of the reasons why I left At-Large is that I did my work. But now I think it's important that with the figures we have demonstrated that this community, the NGOs, are missing in the debate and we need them.

So NCUC was invited just like we are invited. Why they are not here, I don't know.

KLAUS STOLL:

There are several speakers. Just because you asked me directly, to be absolutely honest with you, I am completely stunned about your question because there is nothing exclusive or hidden what we are doing. The only thing what we are doing is quite simply we're not saying to everybody explicitly. The people who are here are here. They know about, they participate, and that's our expectation.

You might have seen, for example, with NPOC we have a lot of [call] operations outside the not-for-profit sector with government, with private-sector companies, law firms and so on. That's the only way how it works because we can't solve these problems on our own.

If NCUC comes and joins and says, "We want to participate," of course. But we are not running after NCUC in that sense. That is already an expression too negative. It's just an open door policy. Nothing else. One and two.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Klaus. Olivier Crepin-LeBlond, ALAC. I must admit actually, I know that invitations weren't sent out for everyone. It must've been lost in the flood of my e-mails, because I actually have to admit I only remembered and saw this meeting this morning again and thought, "Hang on. I think I might have seen an invitation on this. I don't know anything about the meeting." I did the [inaudible] a little bit and so on.

But it probably is the case with a lot of people here having so many meetings taking place. It's just unfortunately that some people in NCUC didn't maybe remember or see the thing in the mailbox. Certainly for me, and I regret there are so few of us from At-Large who are here as well. It's just one of these things. We've got Tijani. He's a reliable guy. The rest of us are pretty unreliable maybe; I don't know. At least I'm not very reliable. I guess it's a case of a very busy meeting.

KLAUS STOLL: Thank you very much. I know for certain that it went out twice, and on the other hand, I'm looking for some the ones I have to go this week since [inaudible] in my e-mail. I can't find them because there are so many.

We've got four people who want to speak, and I will acknowledge them. One, two, three – who else? Ah, four! Okay, okay, okay. Yeah, you in the back.

UNIDENTIFIED FEMALE: Hi. I will probably be speaking Spanish, so if you could – I am [Adela Caberna] from Argentina and my question for this panel about civil society is associated to remote participation, disabled people, and without an access to Internet as a major tool. The question is what steps are being taken in this arena? Because in this panel there was a question that was remote, but typically there's no access of [inaudible] users to the knowledge of these tools. I wanted to ask what steps are being taken in this regard, what progress has been made? And I thank you all.

KLAUS STOLL: [inaudible] for remote control. I have to give you, from my point of view, not very satisfactory answer. When everything started and my first experience with the Internet, it was we will never have to travel again.

You might have heard about Avri Doria, one of our most honored members of the ICANN community, who once coined the phrase, “The curious need of the Internet to travel.” It looks like that, in the end, it all comes down that face-to-face is much more desired and much better than remotely. But on the other hand, for example, to come to Sally, I think Sally in her professional capacity can teach us more and more over time how to use actually remote stuff to get that going.

I'm the old guy. I can't stand it, this remote stuff. I need to look people in the face. On the other hand, like Rudi, I'm spending days and days

on the phone and on Skype in ICANN-related events. But now he wants to speak.

RUDI VANSNICK:

More precisely to your question about the organizations that are standing, especially for disabled people, looking to how, for instance, in ISOC this is happening. We had a special chapter that has been created that looks into the issues and collects disabled people to allow them to participate.

I have myself in my chapter a blind person and we are learning a lot from that blind person. That's what is a little bit missing, and that's one of the scopes that I have also in my plan for the next year in NPOC as we talk about operational concerns. That's also part of the operational concern. If people are not enabled to participate, we need to help them to get into this process of meeting with the tools that they need.

That's where we need also NGOs that are focusing on these groups so that they can learn us what is required. If you're not blind, you don't know how to read the mail. You first have to be blind to understand that you have to use other techniques and other tools and other culture in communication than the one we are using because we are seeing each other. They don't.

So I think it's important and it's part of the strategy we are trying to put in place in NPOC is that we are getting all these NGOs for all these different groups and cultures participating so that we learn from them

what is needed to get their groups and having their voice. We need them.

Internet is a great space for disabled people, essentially. I've seen that blind people are able now to read much more information and books than before. So there is a new space for them, but we have to help them getting into it. That's the issue.

We have to learn from you. That's why we are calling on you. Please help us to understand how we have to operate, how we have to function, to help your groups.

KLAUS STOLL: Sorry for the delays.

UNIDENTIFIED MALE: Part of my question was answered, but I will try to re-ask the question again. [inaudible] from Tunisia.

My question has two layers. The first question is I wanted to hear, or at least to see, the influence of civil society on ICANN policy making. The second question is how community groups or civil society can make this process of ICANN multi-stakeholderism accountable and transparent for the long term. I mean, how civil society can check on that on the long term. Or the short or the long term.

KLAUS STOLL:

If nobody else answers, I will try to answer how I see it. I think civil society plays a very special role into ICANN. For example, what Sally turned out. But there needs to be inside and outside civil society in ICANN. There needs to be the one which is concerned about names, numbers, and operational concerns and that needs to work very, very closely with outside civil society ICANN, and the IGF in the [inaudible]. Both depend on each other, because if the inside ICANN civil society does a job without the outside, it doesn't have a job.

And if the inside ICANN civil society doesn't do his job [inaudible] doesn't have a voice. So there needs to be a clear, clear distinction of role and functions; at the same time a very, very close cooperation between the different factors. That's how I see it.

TIJANI BEN JEMAA:

It was a reaction to our friend from NCUC. For your information, I have never receive any invitation for this meeting. I saw it on the schedule and I came. For those ICANN meetings, you have a huge number of meetings, of sessions like this, and you have to choose where your interest is and you go. That's all. There is no formal invitation to be sent.

KLAUS STOLL:

Next, Sam. No, you, the gentleman in the black hood. Then Sam Lafranco. And who else did I leave out? I'm not very good in moderating today. Who? Do we have on the remote more? No, okay.

UNIDENTIFIED MALE:

[inaudible], ISOC Trinidad & Tobago. I'm usually at the At-Large. Not so much a question, more of a comment, especially with regards to my experience with NGOs, especially within the Caribbean region doing support for a few of them.

You usually end up in a situation where there may be one person or two people, especially in volunteer organizations, who are very, very much enthusiastic about developing a website and interaction with social media. Usually, over the course of time, that person leaves. [inaudible] no longer [inaudible] position and there is no contact information necessarily being forwarded to the rest of the organization.

So I've had cases where I've had a website up by an NGO, and two years down the road, you notice they did not pay for the hosting last year and you call them up and they say, "Oh, yes, we were trying to get in contact with you, but we did not know how, because the person left and they didn't leave any forwarding information." That's just point one.

Point two, quite a few NGOs depend on their level of technical skill. They may not necessarily be savvy enough to build and maintain their own website. With regards to social media and its integration in pretty much everything, [inaudible] and so on, it's pretty much easier for them in some cases to create a Facebook group. That's tied to the phone and so on. That's just my two cents more or less.

UNIDENTIFIED MALE:

You are absolutely right about the other solutions. For example, Latin America has unique solutions. It's so common that nobody was thinking about it. What happened in Latin America where a lot of [inaudible] from development organization from the Canadian, from French [inaudible] and they paid basically, actually, NGOs to create their webpages.

What happened was some kind of technician – the technician did the webpage and it disappeared. But he had the registration of the domain name, he had the passwords and everything, and you couldn't find the guy.

They solved the problem in a very, very simple way. It was quite simply there is a tele-center movement in Latin America and they let the local tele-center take care of the registrations and make sure that there was a continuity. That was a very simple, straightforward solution.

On the danger that Rudi will hit me, I've got another solution. The other solution is quite simply that I know it's technically not possible, but I just want to explain the principle. How about you have a domain name and after every domain name, you have /icann. Every time you put in /icann after your domain name and put in the password, you have all the renewal information, all the background information, what you need to maintain technically your webpage there.

It has two things. It serves the communities. It serves the NGOs. That everybody knows when to renew, how to renew, who's responsible and it has a second effect which is equally important. Everybody will

start asking, “So what does that ICANN mean? What does it do?” It’s actually a huge promotional tool for ICANN.

KLAUS STOLL: A question in the back.

UNIDENTIFIED FEMALE: I’m going to speak Spanish if you want to change. I am [Ivy Contreras] from Guatemala. I work for the ccTLD .GT. Precisely what you are mentioning happens all the time to us. We receive contacts or users who did not renew their information and their domain name is locked and eliminated.

We are a very small organization. We have the opportunity to call every customer when their domain name is locked and we ask them, “What happened?” A lot of times, they tell us that we didn’t know what a domain name is and what it is used for, or the person in charge left and he never told us.

So we are concerned about informing the user of what the Internet is like, how it works and what a domain name is, because sometimes they go the [inaudible] webpage and do whatever you may. And they don’t want to know, because they’re not interested. That’s the problem. The hosting are left with the ownership of the domain name because they take the opportunity that the users don’t know, and when they want to change the hosting suppliers, they say, “No, you have to pay,” so that they assign the domain name to you. It’s quite complicated and we are trying to solve that situation. But this is just a

comment. It's not a question. We do have this issue and we would like to help spread the word on how the DNS system works so that we can help maintain the DNS.

KLAUS STOLL:

That's why we need this. I know it's not very sexy just to go back to the basics of everything, but that's where we need to go back. Then we can build up again. Anybody more? Sam?

SAM LAFRANCO:

Thank you, Klauss. A couple of short comments to put some things into perspective. Humans have been dealing with humans for over a million years. We've got our processes that we do things together and against each other.

The Internet is both an enabling venue and it's a disruptive venue. It's enabling and disrupting every aspect of life and commerce and so forth. One way to think about is we've kind of, in the last 25 years, we've gone from birth to adolescence. We're young. We're now developing a sense of responsibility, what it means to be a citizen of the Internet ecosystem. What are those obligations?

Human invented fire a million years ago, or began to use fire a million years ago. We finally figured out matches 150 years ago. That was a very slow rate of change with respect to dealing with fire. The speed with which we have embraced the Internet, its potential has made us impatient.

So part of this teaching us what it means to have citizenship in the Internet ecosystem. Part of that citizenship is knowing where to go for what struggles, where to go with opportunities, and to realize that ICANN is only part of that landscape. It's not all of the landscape. Some of the advances take place here. Some of the struggles take place here. Some of the lessons learned, in particular with respect to a multi-stakeholder governance process. Probably the only one on the planet at the moment.

Those are lessons to be learned, but we shouldn't expect that we're going to solve all of our problems here. For NPOC that sponsored this particular session, we are concerned with how NGOs and civil society organizations use the Internet, the opportunities, and the destabilizing and disruptive aspects of the Internet in terms of what they do.

The earlier person who asked about human rights and security and so forth, those are all extremely legitimate questions. Part of the base can be covered here, but as a citizen of the Internet ecosystem, you have to figure out where the other bases are and where you go to carry on those struggles. Both [have to] take advantage of the opportunities and to confront the problems.

We and I as the policy chair on NPOC are particularly concerned with what looked to be coming down the pipeline as the risks to not-for-profit organizations that are exclusively using social media. There are enough birds in the air with respect to the problems that are going to happen there, in particular with respect to the financing, that part of

being a responsible citizen of the Internet is to say, “Okay, what are the issues? What are the opportunities? Where do we go to move forward on these?”

We’re at a period of impatience. That’s good. But when you’re impatient, you also have to have a plan and part of what we’re doing with these meetings is helping develop that plan. Thank you.

KLAUS STOLL:

Thank you very much, Sam. Any further comments, questions? Yeah, we got Joan Kerr.

JOAN KERR:

Hi. Lots of NGOs, civil society, many of them are really, really small organizations. So they don’t have a dedicated person, a techie person, so it’s outside. We’ve covered that. One of the opportunities that we have as civil society is to come up with solutions as to how they can handle issues like what are the passwords and stuff like that for your website? Board development.

We have such an opportunity to help small not-for-profits function and operate. I know we’re supposed to look at the domain name servers, but they’re looking to us to be leaders to help them function every day. This is a wonderful opportunity for everybody to work together, not just outlining the problems, but also how they’ve overcome some of their solutions.

KLAUS STOLL: And about solutions, is tomorrow after the Constituency Day at the end of the NPOC Constituency Day, we are talking about [inaudible] implementation of the topics we talked about already last Saturday's event which was here in the same room. Olivier, you wanted to? Ah, okay. Sally?

SALLY COSTERTON: Thank you. Just one final comment. Very interesting hearing the questions and comments from the participants. I'm very grateful for them. On the disability access point, there is a quite well-established working group I think within the ALAC. I'm not sure if it extends to other constituency groups. I'm sure I should know. It does? Okay. A cross-community effort. It's quite well-established. That includes I know ICANN staff.

In terms of really trying to address quite deeply the many aspects of this, it's a very wide topic. If you are keen to engage with that, please come and join that discussion. We have to be very dedicated as a group and very tenacious, too. It's not always very easy to solve these problems. Sometimes we're looking for software solutions that don't exist yet, for example, which is not always well-understood

In terms of the question that you raised there at the end, the recommended suggestion that you made, I think I would just make a personal observation. We make many decisions, particularly in my team here, about where to draw the line. Where do we put resources for engagement and where do we not?

I think this particular area of practical help is an area where we need to try with all of us, not just staff. I think it's more the staff of ICANN [inaudible] enable you all to do more, whether that's with some travel support, whether it's with events, whether it's often increasingly with content – digital content, printed content – to get to the groups in your regions that really have these needs.

You're right. I think if I was running a small charity with three or four people, one of the first things you have to do is work out how to register a domain. If it's too difficult, you're just going to go to Facebook. I get that. I completely understand that and I think we're doing ourselves a great disservice if we think that other people won't – they'll just do what's easy. They'll worry about the security of it later.

Civil society groups often campaign groups. They're urgent. They're in a hurry. They want to change something. They want to stop something. They want to start something.

You can sit and lecture them about legal liability, but at the end of the day, if you can't help them do that one, two, three pretty easily, they won't. So I think it's very good to take that point on board that I think is part of reinforcing the power of the DNS. We have to reach out a little bit more and make it easier for people to actually just do it. Thank you.

KLAUS STOLL:

Thank you, Sally. I would like directly [inaudible] before Olivier speaks on this one. I would invite you to talk to people like Rudi and so on

about the practical implementation on how we actually can get that done. Olivier?

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Klaus. Just a quick note on the Accessibility Working Group. It is indeed an At-Large working group. It is not a cross-community working group, per se. There are plans to make it a cross-community working group at some point, but as you know, there are so cross-community working groups being created at the moment, the moment you mention the letters CWG or CCWG people run away out of the building.

So we thought for the time being it remains a working group and we can – yes, just to let you know, the working group is open for everyone to participate. So we welcome everybody.

And just one small second point. Sally Costerton earlier mentioned about ICANN being a place all about people. I think it's actually a characteristic of the Internet itself. We often characterize the Internet as being a technical thing and we focus way too much on that. But there were a lot of networks before the Internet was out there. There were a lot of private networks that spanned the whole globe. The big difference between the Internet and the other networks was that the Internet was the one that the people wanted to be on, and spontaneously people joined the Internet and it remained about the people. So the Internet needs to be user-centric and I would say draw the parallel to ICANN needing to be user-centric as well. Thank you.

KLAUS STOLL: Thank you very much. One more comment.

ALBERTO SOTO: About the recent comment. I'm Alberto Soto. I'm the chair for LACRALO. I heard a very good suggestion about small organizations that cannot [face] their own website. I think it's relatively easy for ICANN to generate a standard model. It's very easy for the tech person to do it and make it available for the organizations who cannot, who do not have staff or do not have the funds to do it.

The investment is only hours, not man hours, not money because the teams exist within ICANN, generate a webpage and make it available for the different organizations. Maybe there should be some requirement, so to speak. At least it should be a certified ALS, for example, so that the effort – I think we would cover at least within our region in LACRALO, Latin America and Caribbean, we would cover a lot.

And I believe, I dare say, that the other RALOs, it would really be an important help for many ALSes, and so in that manner, they will be able to reach their users. I'm going to repeat something I said before. Within LACRALO, we have one ALS that has 7,000 member. Others have 450. Others have 150 members with an open vote system, and at every vote they receive 4,500 votes.

So I believe ICANN would do outreach by generating that type of contribution to the organization. Thank you.

KLAUS STOLL: Thank you for your contribution. Anything else? Only leftover to say thank you, and of course I have to sell you something. Those who are interested in Pathfinder, please come to me. I've got some [inaudible]. And those who are interested in becoming an NPOC member, please go to John. And those who want to know everything about ALAC, please come over here.

I apologize to those who are in the remote control that you can't have that option. But thank you very much, especially to the people who were online. Thank you.

RUDI VANSNICK: And thank you to the interpreters. Thanks to them that we are able to understand each other, even talking other languages. Thank you.

[END OF TRANSCRIPTION]