
ICANN78 | AGM – Q&A with ICANN org Executive Team
Monday, October 23, 2023 – 1:15 to 2:30 HAM

ALEXANDRA DANS: Executive Team. My name is Alex Dans, and I'm ICANN's Communication Director for the Americas.

This is a unique opportunity to have a truly interactive session, a dialogue with ICANN's Executive Team about projects and initiatives we're working on in ICANN Org and to answer your questions. There are three ways to ask a question or make a comment during this session. If you are attending the event in person, simply go to the microphone in the session and wait for your turn to make your comments. Please remember to keep your comments brief and respectful to those attending online and in person.

If you're attending virtually, you can submit a written question or comment into the Zoom Q&A pod. Answers may be in the form of typed responses in the pod or I will read your question out loud and the question will be answered.

Alternatively, you can raise your hand online to join the queue to voice your question. You can find the Raise Hand icon at the bottom of your screen. Selecting it will automatically add you into the speaker's queue. Your microphone will remain muted until it's your turn to speak and we will then unmute you on your end, which will trigger a note to be sent to your screen requesting that you also unmute your mic. When your name is called, that's your cue to speak. Again, please

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

make sure that your microphone is unmuted and speak slowly and clearly.

Please do not put questions intended for the Executive Team directly into the chat. We will only be answering verbal question or those placed in the Q&A pod.

Real-time interpretation is available for this session in English, Spanish, French, Chinese, Russian, Arabic, and Portuguese. ICANN is providing interpretation within the Zoom application. Simply select your language. We suggest that even if English is your preferred language, select English so that you can immediately hear questions that are interpreted from another language.

If you need to download the Zoom app to access interpretation, information on how to use this feature is available on the Sessions page on the ICANN78 Meeting Schedule.

Please remember that all participants must adhere to the Expected Standard of Behavior and be aware of the ICANN Anti-Harassment Policy. You can find both links on the screen.

Now, Sally Newell Cohen, ICANN Senior Vice President of Global Communication and Language Services will explain the format of the session. Over to you, Sally.

SALLY NEWELL COHEN:

Thank you, Alex, and welcome, everyone. Welcome, everyone online and here in the room with us. As Alex said, I'm Sally Newell Cohen, and I'm Senior Vice President of Global Communications and Language

Services. I know I speak for the entire Executive Team when I say that we look forward to the session and we always look forward to the opportunity to have a dialogue with you.

We've held this session several times before in several different formats. And we know how important it is to actually get to your questions and spend the majority of our time answering your questions. So what we're going to do this time is not provide a lot of updates because we may not get to really what you're wanting to know. Instead, Sally Costerton, our Interim President and CEO, will just give a couple of minutes of remarks and talk a bit about some of the highlights over the year. After that, the rest of the session will be dedicated to your questions whether you're here in the room or if you're on Zoom.

But before we begin, I'd like to introduce the rest of the Executive Team. They'll wave their hands when I say their name. The first is Xavier Calvez, Senior Vice President of Planning and Chief Financial Officer. John Crain, Senior Vice President and Chief Technology Officer. You can applaud. That's nice. It's all good.

JOHN CRAIN: You don't have to.

SALLY NEWELL COHEN: Remotely, so not with us today, but on Zoom is Simon Garside. He is our Interim Head of Admin Services and our Vice President of Security Operations. Jamie Hedlund, Senior Vice President, Contractual Compliance and U.S. Government Engagement. Nice. John Jeffrey,

General Counsel and Secretary. Veni Markovski, Interim Head of Government and IGO Engagement. Henry Meyer, Interim Head of Human Resources and Senior Director of Global HR Operations. David Olive, Senior Vice President of Policy Development and Support, a fan favorite. Theresa Swinehart, Senior Vice President of Global Domains and Strategy. Our Chief Information Officer, Ashwin Ragan, isn't able to join us today. So in his stead, his deputy, Andre Abed, has graciously stepped in for him. Then, of course, our Interim President and CEO, Sally Costerton, the floor is yours.

SALLY COSTERTON:

Thank you, Sally, and thank you all. And thank you to my voice. Sally said to me at the weekend, "You have to keep your voice for Monday." She said, "After that, I don't care." So let's hope it holds out for this session.

Welcome to everyone, and I'm really looking forward to hearing from you in this session. During the Welcome ceremony, I said that I would be saying a little bit more about our achievement and progress on key projects since ICANN76 during this Q&A session. So before opening the floor for your questions, let me just quickly share some of our recent highlights.

So we held the inaugural global UA Day, Universal Acceptance Day at the end of March. This has never been done before, and I think we were all amazed by how popular and successful it was. We had a huge amount of help from our community, partners, lots of stuff in the Org and the UASG. Anil that you saw earlier on the stage with me, lots of support from our colleagues in the At-Large community. So thank you

so much to everybody who could who did their part. And that resulted in more than 9000 people around the world taking part in more than 50 events in more than 40 countries and territories. And as a result of that, we have started already to plan the next global UA Day. We will have a hopefully much bigger, much more expansive series of events in 2024. So it showed that even though sometimes people might think that the questions about Universal Acceptance and IDNs are a little bit specialist, if we connect them—and Anil used the term in the panel “to humanity,” the ability to be able to engage humanity in what the Internet has to offer, and we really, I think, in this project this year, we kind of cracked that. And if we do much more of that as we go into events next year, I think we’re going to see sort of fantastic participation.

Tripti mentioned that we’ve been developing the next round of gTLDs, the opening of the next cycle, and the plan for that. As you will all know, and many of you have participated in this for many years, the work that is needed to develop this has been substantial. I can see Becky Burr sitting in front of me, she happens to be right in front of me, and that makes me think of the hundreds, I think probably thousands of hours, Becky, that the Board has spent on calls, on meetings. It’s been quite spectacular. The level of focus and attention to detail that I’ve seen happening at the ICANN Board. We have a very large staff team working on this. One thing that Tripti called out and I would like to reinforce is the partnerships that we have built really with the GNSO Small Teams, extraordinary ways forward, showing what I said in my speech, that trust that we build when we work

together and we really commit to getting to an outcome and solving problems. So that's been a lot of work.

We're now into the Implementation Phase and that'll be a major focus of the organization. You'll see it in my CEO goals which are on our website. We've launched the Registration Data Request Service for ICANN Accredited Registrars, which is fully slated for launch next month. This is, as you know, a two-year proof of concept program, trying something new, trying to move that thorny debate back to the policy table.

We opened very critically, as I mentioned in my speech, the voting period for the DNS Abuse Contract Amendments. Again, incredible partnership between our contracted party community members and our staff, particularly to really work through what can we do differently? How can we increase the efficacy, the power of the contracts, to help us to tackle DNS abuse? Incredibly important action in its own right, but also an incredible demonstration of that multistakeholder process at work, helping to tackle emerging global problems. I just wanted to use this opportunity to say the voting is open. The threshold is quite high. So if you're eligible to vote in that, please do, because we want to take those forward.

Now, I'm going to open the session for questions in the room and remotely. I think we already have a couple of questions, don't we, Sally? So over to you.

SALLY NEWELL COHEN: Yes, we do. Alex, if you could read the first online question.

ALEXANDRA DANS: We have two questions from ICANN78 Fellow, Abdirashid Abdirahman. I hope I said it correctly. So the first question is “What are the key initiatives that ICANN will be working on in the next year? And what are the biggest challenges facing ICANN in the next five years?”

SALLY COSTERTON: Well, this is such a great question in the previous session. I wanted to give us a slightly longer to talk, because I think so many people want to talk about these issues. It’s just a great summary question. We’re just going to make a couple of observations and then I’m going to turn to a couple of my colleagues to put a little bit more detail into that, if I may.

You’ve had a lot of questions, a lot of challenges already discussed this morning. I think it’s important to focus on how are we going to tackle some of those? Well, digital inclusivity is definitely one of them. That’s come up several times this morning. And the importance of the accessibility of the Domain Name System for everybody in the world that wants to use it, whatever the language they speak, whatever script they use. So the pushing forward on the IDNs, the International Domain Names, Universal Acceptance, which we talked about earlier, absolutely key. We will be doing a lot of work as a community in raising awareness. We’re already doing it, actually, around the world, and we will continue to do that through the whole of the next year and into the following year as we go into the raising awareness for the next round of the top-level domains.

Another one is DNS abuse. John Crain—it’s confusing, we have two Johns. So even I have to say John Crain. Anything you’d like to say about our CEO goal on DNS abuse, and why we’ve done that?

JOHN CRAIN:

Those who have been at ICANN for a while will know that this is a long-term challenge and opportunity. It’s been going on for many years. We’ve had some really good recent discussions with contracted parties and the rest of the community about how we move the ball forward. One of the first steps of that is some contractual amendments. Currently, those are in the voting. If you work for a registrar or registry, please go vote. We’d like to count those votes. In some funny way, it’s almost better if you’re against it that you vote no, then you don’t vote. Because if you don’t take the time to vote, it will get counted as a no. So please, everybody get out and vote. You can even get a “I voted” sticker. They’re very nice.

But beyond the contracts, I think there’s a lot of work to do in the policy environment. So we’ve heard from the community that this is great. This is fantastic. The contract amendments are good. They’re a good thing. But there’s a lot more questions and a lot more policy work to come in the next years. So I think it’s going to keep keeping the community very busy. And we recognize that so we’ve put it into the CEO goals.

SALLY COSTERTON:

Thank you, John. Now, another issue we’ve been discussing, which is a huge challenge for the next two years, three years, four years, is the

question of how do we make sure that our multistakeholder model that we've talked about a lot already this morning continues to be the model that the Internet that is used for the governance of the Internet? I'd like to just ask a couple of my colleagues to comment on this. So starting with you, Veni, you're very involved, Veni leads our Government Engagement IGO Engagement Team, can you tell us a little bit on the question a little bit about how we'll focus, particularly on the WSIS process?

VENI MARKOVSKI:

Thanks, Sally. I'm not going to be looking at you because then the microphone will be on the side. But yes, it's one of your goals. Goal number six is WSIS+20 review process. So in 2025, the UN will conduct a review of the progress made since the World Summit on the Information Society, which was a two-stage event in 2003 and 2005. In this review, it's expected that the UN General Assembly will accept the outcome document as they did in 2015 during the WSIS+10 review. Based on experience from previous years, there might be some push for changing the multistakeholder model of Internet governance, making it more multilateral. So we are monitoring those at the UN. We are talking to governments around the world. We are going to have actually a session later today at 4:30, I believe, in the GAC room. So people are welcome to come and we will discuss with more details.

SALLY COSTERTON:

Thank you, Veni. This is going to be a big subject to this meeting, I know. I also wanted to touch on another, because you've asked a very important question about what are our key initiatives. One of the

things we've been working on intensively for the last little while, quite a long time, actually, is the ICANN Grant Program, which of course is the money that was accumulated as the auction proceeds from the last round of gTLDs. We're in the last stages of that. So, Xavier, would you like to just update the group on what to expect for the next few months?

XAVIER CALVEZ:

Sure, thank you. A little bit of advertising to start. There's a session on the Grant Program and its implementation that is on Thursday, early afternoon, I believe, during this meeting. So if you're interested, please do attend.

So as Sally indicated, this is an important program. It's a CEO goal as well. It's a program that is in the implementation phase, so that we organize the best possible approach to distribute those funds. And we expect the first cycle of applications to be opened at the end of March coming up, so in a few months from now, right after the San Juan meeting. That will be the first opportunity for interested parties to apply for funds, and there will be subsequent cycles after that. This first cycle will be for \$10 million of grants. We look forward to be able to see what interest there is, what type of projects will be of interest for this fund. We're all ready. I think the program and the implementation work is working so far very well. We have the team on board. The team is actually represented here during this meeting. We look forward to this project to start. Thank you.

Just one last comment, Sally. If we continue discussing all the initiatives, to answer the first question, one thing that we're going to

realize as a challenge is that ICANN has actually a lot of important things to do. And that's the challenge of its own. It's how are we going to be able to manage that work within our capacities, in our funding. Of course, that's a selfish comment. But a challenge of ICANN is to be able to tackle everything there is on the plate. Thank you.

SALLY COSTERTON:

Thank you, Xavier. While you're still on the floor, as it were, Xavier is responsible for leading our five-year strategic planning process. I think if there is one thing that in a way answers this excellent question, it's almost all captured in that. Do you want to just say a couple of things about that before we move on?

XAVIER CALVEZ:

Sure. Thank you. We are at the time where the next five-year strategic plan will start. It will be in FY26. But FY26 is not that far off from now. It will start in about 18 months. And 18 months is about the amount of time that it takes us to be able to develop that next strategic plan. So as we are finishing the FY21 to 25 strategic plan, we are also starting the development of the next strategic five-year plan. And there are sessions, the Board has worked on it over the past few days, as well as the executives, and there will be a session on Wednesday that is the start of the participation from this community on the development of the next strategic plan. This opportunity is about looking at our environment, being able to brainstorm about the potential factors that will affect our strategy down the road so that we do take them into account in developing the strategy. The Board will oversee this process, but do participate to those sessions. This is really the

opportunity to think outside of our environment and look at what factors will affect this strategy in the future. So do participate to that. This is important. We're all in this together. Thank you.

SALLY COSTERTON:

Thank you. Thank you, Xavier. So hopefully that's answered your question. I feel much better about that because I did feel bad that we didn't answer it in the last session. But I think it was good to give it the respect it needs and it's allowed us to talk about quite a few of the key things that we're dealing with in the next few months and the next year.

Now, Alex, we've got another question in the room. Would you like to read it, please?

ALEXANDRA DANS:

I have another question from Abdirashid Abdirahman, ICANN78 Fellow. "Somaliland is at de jure country and has been a country since 1960. Somaliland does not yet have a top-level domain like Taiwan. What are your plans for such countries? Thank you."

SALLY COSTERTON:

Thank you. Yes, John, would you like to take that?

JOHN CRAIN:

Yeah, happily. That's actually a question that we get a lot. So that's a really good question, and thank you for it. ICANN does not actually determine what is a territory or country or who gets a country code.

The International Standards Organization has a set of parameters called ISO 3166. And that's where they decide which territories and countries get which codes. That is the list that we use within the IANA and within ICANN to distinguish what is and is not available for a country code top-level domain. So if you're involved in that discussion, you should be having discussions with your government. They do that through the ISO process and see if you can get the name added to the country code list. It's not actually an ICANN function. A lot of people don't know that. So we get this question quite regularly. So thank you for it.

SALLY COSTERTON:

Thank you, John. We have another question. Yes, I was thinking I might go to this gentleman here. And then we have another question online. So let's do it that way around, please.

GIOVANNI CERBONI:

Hello, I am Giovanni, NextGen from Italy. First of all, thank you. It's really a great opportunity to be here. I am a student of philosophy and politics so maybe my question will sound a bit more abstract. But I hope it gets to the bigger picture, let's say.

I really am really fascinated by the motto, which is One World, One Internet. However, the world is increasingly fragmented, both politically and economically. And we're seeing rising tensions in almost every parts of our life together as a unique human community. I just wanted to ask you, if in your work, you're seeing how this is

impacting Internet governance, if you could give us maybe some examples and how you plan to deal with it in the future. Thank you.

SALLY COSTERTON:

Thank you, Giovanni. That's a very, very important and good question. I'm going to turn to Veni, my colleague here, but if any of my other colleagues would like to comment. John would as well. Okay, we'll go to Veni then we'll go to John. Veni, please.

VENI MARKOVSKI:

Thanks a lot, Sally, and thank you for the question, Giovanni. Noticing that with the tensions in the world, there are tensions also around the Internet governance. We are watching those at the United Nations, we are seeing that at the International Telecommunications Union. Sometimes in bilateral meetings, questions are being asked. But we are responsible for the technical functioning of a very small part of the Internet. And as long as this is functioning, the governments seem to be accepting the reality that we do our job neutrally. We don't take sides in any such tensions or conflicts because we don't deal with those. We are only working with the technical underpinnings of the Internet.

We also provide regular updates for governments, both at the UN and in New York and in Geneva which are very well populated. That is helping us also to raise awareness about the role of ICANN and what we actually do and what the broader technical community does in that field, which is also helping to kind of direct the discussions in the right setting, not necessarily at technical Internet governance. Thanks.

SALLY COSTERTON: Thank you, Veni. John?

JOHN CRAIN: I'll come at this from an engineering perspective. Because when I started getting involved in the Internet, and even when I joined ICANN some years ago, a while back, I actually thought it was all about engineering. But of course, it's not. So ever since its inception, and you could argue and if you look at this morning's discussions on the panel, that of course, everything is affected by politics in the world and the state of things in the world. So we don't operate in a vacuum. So while yes, we are very focused on the technical parameters and making sure that they work and that they have policy, of course, events in the world will always affect what we do, just like it affects everything else in the world.

SALLY COSTERTON: Thank you, John. Now I can see—and, Alex, if it's okay, I'll just read it out because we've had an online question which I'll answer, and then I'm going to go straight to the queue again.

We've been asked by Dora. Is that correct, Alex? "When will ICANN announce the location of ICANN81, which region or which country will be selected to host ICANN81?"

The answer to that that's this time next year, by the way, for those of you who are not into the meeting lingo. The answer, I hope, is very soon. That's an actual very soon, not an English very soon, if you see

what I mean, which means not very soon at all. No, seriously, I'm pretty confident we'll be in a position to announce that very soon. We're in contractual negotiations, which is why I'm not mentioning it now. We never do that until the contracts are signed off and approved, and we, the venue and the city and the hosts are all briefed. But we're making excellent progress. I'm very excited. So we will announce that as soon as we can. I think it will be soon. So let's go down to the queue again, please.

ATHANASE BAHIZIRE: Hello, everyone. Thank you so much for this opportunity to ask a question and be among you. My name is Bahizire. I'm newcomer through a Fellowship Program. The question is what is the recommendation of ICANN towards cybersecurity, especially due to rise to artificial intelligence and ChatGPT? Thank you.

SALLY COSTERTON: Wow, another really big question. Well, I think the obvious person to come to for that, I've got two people I'd like to talk about this one. Let Andre have a go. I'm absolutely with you. So Andre, why don't we start with you? And then I'd like to hear from John. Please.

ANDRE ABED: Sorry, I couldn't hear the question well.

SALLY COSTERTON: What's ICANN view on cybersecurity, especially the effect of the rise of artificial intelligence and ChatGPT?

ANDRE ABED: Thank you. Thanks for the question. The role of ICANN with respect to cybersecurity and with the emergence of the new AI technologies is to see how that benefits the community first. We do have also applications internally. So we're looking at how best we can utilize those technologies by first putting in a framework by which we can secure the content and the IP. So we are looking at some specific use cases as to how the ICANN staff, ICANN community can benefit from that.

SALLY COSTERTON: Thank you, Andre. John?

JOHN CRAIN: I think as you knew, when you ask the question, cybersecurity is a big word that means many things to many people. Obviously, we run an organization so we have our own cybersecurity standards, do our own trainings, all the things you'd expect from a professional organization. But we also look to the outside, and we look at the protocols. We try and stay within our mission bounds. So you'll see technologies like DNSSEC, RPKI. There are a lot of technologies that are used to improve the security standards and basically mitigate some of the threat vectors in our world. So that's where we do most of our focus. Now, obviously, when we're out talking about those, you can't talk about them in a bubble. So it's no good having DNSSEC if you don't have secure registration systems, etc., etc.

When it comes down to machine learning and artificial intelligence, that's actually a bit of a harder one because it's a complex area, we don't really know exactly where it's going. So we have this question and the obvious thing to do is ask ChatGPT. So that's what we did. There are definitely things that ChatGPT for it would be useful, uses a machine learning. And they were mostly around developing better algorithms. Some of them, for those who are in the domain name buying and selling industry, there was all kinds of suggestions about picking names. So there's a lot of opportunity. There's also going to be a lot of challenge because we're not going to be the only ones using this technology. I think it was probably Larry on the earliest days that said when these things also get used by bad people, so it's also going to present as challenges.

Now, in the office of the CTO, one of our roles is to look at emerging identifiers, look at emerging technology, and try and figure out the answer to those questions. The AI stuff, we use it internally, or machine learning at least, we've done some experimentation that uses machine learning. You'll find it's very expensive. It's not something that just anybody can do on their own. Those prices will probably go down at some point. So we could do an entire session on emerging technologies. In fact, we do an Emerging Technologies session coming up later this week. I do not have in front of me, bad for me, where we will actually be talking about some of the new namespaces that are using blockchain, and we'll have some other people from that industry coming and talk. So if you're interested in emerging technologies, come to those sessions. Thank you.

SALLY COSTERTON: Thank you. We've got lots of people in the queue now, which is great. But I'm going to get as this gentleman first because Sally and I reckon you've been standing there the longest, then we're going to go online, and then I'm going to pivot to this queue over here. Okay, so please.

UNIDENTIFIED MALE: Thank you very much. I just wanted to ask a very short and not general question, just quite specific one. Do you think DNSSEC will ever be mandatory or are there plans to make that? Would you think that is a logical development in ICANN? So simple question. Do you think DNSSEC would ever be mandatory?

SALLY COSTERTON: John?

JOHN CRAIN: This is just an opinion. I don't think so. That's just not the way the Internet works. I'm hoping that at some point, it will have a value proposition that people will decide to do it. So we spend a lot of time out educating and explaining the values of this. I'm hoping that is new uses of DNSSEC, things like DANE, etc., become reality that it will have a better value proposition and people will actually take this on. That does not mean that you will not see environments where it becomes obligated.

For example, in our own world, the generic TLDs, they're obligated to sign their zones. There are some governments that have procurement rules. And in those procurement rules, they will specify sometimes it's

just standards like NIST or ISO or some other standards. And sometimes they will specify specific industries. So you may see some level of push from places that are regulating, for one's a better word of this. But I'm hoping that that it will actually prove valuable enough that people will deploy it, because typically, that's a better thing for the Internet.

SALLY COSTERTON: Thanks, John. Thank you for a very important question. Alex, I think we should go online next, please.

ALEXANDRA DANS: We have a question from Rami. "UASG tech is down. Is this a quality we should continue to expect from the Universal Acceptance Team? I suggest before the next Universal Acceptance Day, you get the site up. ICANN has failed to treat all TLDs equally. All you must do to prove this is type x.com, x.tube on WhatsApp and see the results. iOS, Android, and WhatsApp are not Universally Acceptance and compatible. Will ICANN assume that all TLDs are treated equally before the next round of TLDs? Or newer TLDs be crippled also? Why is there such minor representation from English speaking countries in UASG? Of more than 30 members, there is only one member from North America and none from Europe. Is UASG synonym with IDNs? Or is ICANN aware that there are also American Standard Code for information interchange TLD that also deserve ICANN's attention? Thank you."

SALLY COSTERTON: Thank you very much for the question. Theresa?

THERESA SWINEHART:

So there's quite a few things in the comments there and I want to thank you very much for posing them. With regards to the resolvability of the name itself, I will look into that. We're seeing that in some cases, it's up, in some cases, it's down. So thank you for flagging that.

I think it is an important example, though, of some of the challenges with regards to Universal Acceptance more broadly about making sure that there's a continuity in the resolvability. So I'll take that back, look into it, and come back on that.

With regards to UASG and participation more generally, the membership is open and able to join. So some of the factors that were raised with regards to UASG specifically, I know that there's a representation at this meeting here and there may be an opportunity to have a conversation with them at that point.

If I may, I'll just use this to do a quick pitch for a few events that are this week. There is a UASG Planning and Governance session on Tuesday. There's also an IDN Implementation Roundtable session that may be of interest, I think, as Sally had started at the beginning. Inclusivity entails a lot of things, and it's not only about Internationalized Domain Names but also the ability for the resolvability in a cohesive way and consistently. And that involves many parties, not just ICANN, so the opportunity to partner with others in order to work on all this, in order to ensure a more inclusive Internet.

Rami, I'll get back to you on the specifics with regards to the one name and then with UASG. I hope you can follow up with the team here.

SALLY COSTERTON: Thank you, Theresa. Please.

NOVECK GOWANDAN: Hello, everyone. My name is Noveck Gowandan. I'm a first-time Fellow from Trinidad and Tobago. So my question is sort of meta analytical as it pertains to the multistakeholder governance model. And I ask this question in the context of me being a researcher in the realm of governance, politics, and culture. So given the significance of the outcomes of the multistakeholder model and all of these complex global partnerships, has ICANN ever considered researching the impact of national culture on the policy development process? It may or may not reveal interesting findings that can improve these outcomes. That's it. Thank you.

SALLY COSTERTON: Thank you. I just want to check I understand the question. The impact of national culture... Do you want to say a little bit more about what you mean by the term national culture?

NOVECK GOWANDAN: Each country or each region would have unique cultural attributes that would influence how the members think, feel, and perceive about different concepts, different ideas, different ideologies, and the different stakeholders involved in the process may have cultural

biases that would impact the decision-making process. So I think it would be a very interesting research project if national cultures or the impact of national cultures can be considered in the policy development process. And just one researcher comes to mind is the work done by Geert Hofstede. He is a well-known researcher in the realm of national culture. He has some fantastic stuff that can probably get the ball rolling. I know this is an easier project for, of course, Mr. Crain in the OCTO?

SALLY COSTERTON:

Welcome to ICANN as a Fellow, it's great to have you with us. It's a very good question. I think I can answer that. Because I honestly believe in my time at ICANN and my experiences, but also for what I understand about the formal structures of ICANN—look here to my colleague here who's our Bylaws expert—the answer to your question is everywhere. I can't think of any parts of ICANN where national cultures are not... From voting structures to where Board seats sit from, from the way we choose our models of behavior, from where we hold our meetings, from the way we organize our staff, and how we spread our stuff out around the world to come and do things in local languages where we can, I mean, it is an intensely inclusive environment for people to come as themselves. And that's one of the reasons why we're talking so much about Universal Acceptance, because we want to remove the barriers that still exist for people to feel able to participate in their own language, with their own cultural priorities, with their own scripts. So I hope as you settle down in ICANN, we see more of you. You will only experience that more everywhere you go. But it's an incredibly

important part of our legitimacy and of how we deliver our mission. So wonderful question. Thank you very much.

Now, are we going online next, Alex? Are we going to this queue? Okay, Vanda, please.

VANDA SCARTEZINI:

My point is not exactly a question. But back to the geopolitical issues, how this community as a whole, not only the staff business to do that is how to improve in our environment, in each one environment, maybe a contest? I don't know. It's just a general question to everybody how to improve the concept of multistakeholder facing the challenge we're going to face in the future. So we need to use this community.

When ICANN started with a very small community, of course, we did a lot of work pushing around many governs to understand blah, blah, blah. So we need to have some kind of, I don't know, contest in each country, something that help that community, that's a lot of people to work inside their countries to building the concept of a multistakeholder, because you need to go from the bottom to the up, because the politics only accepted what this population accepts. So that is something for challenge and I'm here to help.

SALLY COSTERTON:

Vanda, I think what you said, of course, it's incredibly important. We're an inclusive community. We have legitimacy as a community. It is our togetherness that gives us our strength. To answer your question, a little bit linked to the earlier gentleman's question about national

culture, actually, because you're quite right. If we go and talk to governments in different countries, often they will want to talk, for example, they say, "Well, you guys run the Internet, don't you? Hey, we have a ccTLD. They do that, like, where are they?" I think you're so right, we have to be very clear as we engage outreach and engagement, particularly, which I think is what you're talking about, with governments but with other stakeholders, that wherever possible, we meet together and we do that in a coordination joined up way, by which I mean the staff. In different countries, we have so many different structures, we have RALOs, Regional At-Large Organizations. We have business constituencies, we have lawyers, we have GAC reps, we have ccTLDs. And increasingly, I see that self-organizing happening at country levels. I think the staff can do a lot to coordinate that. But I couldn't agree with you more. I think that the more we do that, especially in big projects where we need to come together, it was very effective during the IANA transition, for example. It was highly mobilized. There is no question in my mind that we're going to need to do that as we go forward with, as you said earlier in your comments and I said in my speech, we have to show the world that our model is the right model. When we say we, I mean we, all of us. I think where the staff can play an important role is coordination, that activity at the regional level, so that we make sure that those kinds of engagements are as inclusive as they possibly can be. So thank you for the question. It's a big effort of work for the staff and for the community. And you absolutely have my commitment that we will continue to do that. We have to because we won't be successful if we don't, in my view.

Do we need to go online? Are we going to the next cue? Online? Please, Alex.

ALEXANDRA DANS:

I have a question from Paul [Jul]. “ICANN has made a point of valuing its credibility as a technical body, that while engaging with governments, it doesn’t allow its autonomy to be undermined by governmental bodies. This is not true of other bodies involved in the structures of Internet governance. Does ICANN regard sibling organization, and more importantly, organization constituents through ICANN processes, actively seeking government interventions in Internet matters as a risk to the proper functioning of the Internet? Thank you.”

SALLY COSTERTON:

Thank you. It’s an important question. Veni, would you like to just comment on this? It’s quite a philosophical question, I think.

VENI MARKOVSKI:

Thanks, Sally. It’s an excellent question because people keep on asking us about the fact how is ICANN functioning? How is the relation with the governments within the Governmental Advisory Committee being realized? I think we are actually noticing that we’re engaging with more and more governments, and to have a multistakeholder model, you do have to interact with the governments, and that’s what we are trying to do. I think at least for the moment on the technical level, there is no undermining of our work by governmental bodies. There are discussions going on, we participate in these discussions.

That's why we have an IGO, the sector member. That's why we have team dedicated to the United Nations. And that's why we are thinking that we have to partner with them, we have to talk to the governments, they are not necessarily the enemy. They are actually somebody that we can work with. And the fact is that we have a GAC room downstairs, and everybody is welcome to go there and talk to the GAC members and see on their own. Thank you.

SALLY COSTERTON: Thank you. I'm going to go to the queue. Please, over here.

BENJAMIN AKINMOYEJE: Hello, everybody. My name is Benjamin Akinmoyeje, and I'm the chair of NCUC, Non-Commercial User Constituency. So my question is around the legitimacy of the multistakeholderism. And I'm saying this to ask you, what do you think in order to make this governance framework successful, what do you think of active and empowered participation of civil society groups, especially non commercials, that the attrition level they have is very high, you can't sustain this participation. How do you want to encourage and continue to support their participation beyond just saying the door is open for everybody to come? And you know that their voice will really legitimize our process. So that's the first question I like to ask you.

The second one is how vested or interested is ICANN in clarifying or stating what human rights means to them to give a clear definition that to us, this what human rights means and to our PDP processes? Thank you.

SALLY COSTERTON:

Thank you, Benjamin. Nice to see you. Good to have you with us. Yes, well, you and I have discussed that first question several times, and it's a great question. Forgive me and tell me if I'm wrong, but I think your question, actually, is a very practical question, isn't it? So what Benjamin is saying is what can ICANN do to help on the ground participation to support civil society participants with travel and access to ICANN, not necessarily just travel but the ability to participate in our community? Now, that takes lots of aspects. So some of that is about travel. And you will know there are programs where we provide supported travel. If you participate in parts of the community, that also happens and those are available on our website.

I think it's very important. We talked already about accessibility by language. So we provide interpretation in most of our working spaces. And one of the great benefits, not many benefits of the pandemic, but one of them is that the world has dramatically improved the availability and the spread of translation technology and interpretation and RTT technology that, as we've got here on the screens, that allows us to use that in all our working. That's a big step forward for people so they don't always have to travel. They don't have to wrestle with Visa issues and things like this.

Thirdly, I want to make sure—and Sally is particularly spearheading this in her team—we have major programs, which have been multi-year programs to open up our digital content. Not just the Zoom Room technology, but the way in which work is done and the way in which we share communication. So I think it's about accessibility, both in

terms of digital accessibility and language accessibility, and it's about education and awareness.

And finally, I would say, it's back to sort of Vanda's point on this question, how do we make sure that we're to the best of our ability, we're coordinating staff and the volunteer groups are coordinating at a country level so that we're looking at Internet schools of governance, we're looking at local IGFs, we're having joined up thinking so that when people express an interest, we do everything we can to support them and mentor them and bring them in. We know this makes a big difference with the attrition point you made.

Now, you also asked about human rights. And you said, how do we feel about human rights at ICANN? I'm going to turn to John to take that question, if you will. Human rights. How do we feel about human rights at ICANN?

JOHN JEFFREY:

Human rights has been a big discussion over the years at ICANN. We've recently had a number of different approaches. And if you think about the way we include it in the global public interest framework, we're trying to think about how ICANN responds to all questions and how we answer any question that comes back at the Board level or any decisions that are made at ICANN in the context of global public interest and in the context of human rights, where possible. I think, actually, Theresa has something else she probably want to add there.

THERESA SWINEHART: So in addition to all of this, of course, it was a topic in some of the Work Stream 2 related area, and some of the work around that. So there was some thoughtful aspects that were included into the Bylaws in relation to that, of course, as well. I think what John covered is very good. And I didn't have too much more to add other than the very thoughtful work during the Work Stream 2 related discussions as well. Thanks.

SALLY COSTERTON: Thank you. Important question. Are we going to go online next, Alex? Go to Sebastien next? Okay. Please. Headsets on, okay.

SÉBASTIEN BACHOLLET: Hello, everybody. Sebastian Bachollet, head of European User Organization within ICANN. I don't mean to be a stick in the mud here. I know that there are seven languages here translated and interpreted. Well, sometimes I like to use the services.

Well, first thing, Sally Costerton, you have a lot on your hands. A lot is asked of you. But luckily, as we can see, you have a great team surrounding you. I don't know how you could handle that on your own. So in some way, it's your goals but it's also the goals of the team.

To add to the question asked by the person from Trinidad and as Theresa mentioned Work Stream 2, we have worked on diversity that was done within that framework and some work is underway. So if that person would like to join those who are working on it, well, it's perfectly open. The door is open.

I'd like to thank you, as well, because it's your initiative. The RALOs, so the regional organizations for users, are very pleased, pleased with the relationship that they've been able to forge with the global actors' engagements. I would Xavier to say a few words on the ICANN review, the Holistic Review. It's the perfect time to comment on it.

And finally, we mentioned languages a lot while you put in place a great tool that is integrated in Zoom. And for months, I've been asking the question, why don't we use that tool in many telephone conferences that we have between meetings? It would be so much simpler. It would be so much easier. For example, for me, I could be able to switch from Spanish to French to English without juggling three different phones to switch languages. Thank you very much for this session.

SALLY COSTERTON:

Right. Thank you for your comments. Yes, they are our goals. We share them. They are the CEO goals, but they are the organization's goals, so very good observation. Now, you also asked Xavier to talk about the review. Did you mean the Strategic Review or the Holistic Review?

SÉBASTIEN BACHOLLET:

I was thinking about the comments open about the Holistic Review. I think it's important just to inform the executives, but whatever you want to say.

SALLY COSTERTON: Xavier, I think that Sebastien just wants you to speak in French. Yes, he's going to. But, Theresa, if there's anything you want to say on that, if anybody else wants to say anything on Holistic Review, please feel free. Xavier, please.

XAVIER CALVEZ: Thank you, Sebastien, for the question. So Sebastian's alluding to the Holistic Review, which is the review as part of the recommendations of the ATRT3 and it's one of the most significant recommendations of that review. And that recommendation consists in making a Holistic Review, which aims to look at the structures of ICANN, what structures the community so that we can optimize them. Right now, the Public Comment is open and it's designed to determine how we can structure a pilot for that first review. Sebastien pointed out that this Public Comment is open. The more comments come in, the better because that'll help us create this pilot in the best way possible. Thank you, Sebastien.

SALLY COSTERTON: Thank you. Merci. Okay, that's enough of that. I'm not going to start speaking different languages but my colleagues may very well do so. Sally, do you want to just quickly answer the question on Sebastian's very specific question on the Zoom application?

SALLY NEWELL COHEN: I can. It's a good question. It's one of the reasons that we don't have it available today is it's extremely cost prohibitive. So what the team is doing is we're looking for more cost-effective ways to make that a

possibility. But we have explored it and we periodically check to see if it's something that we can do in a cost-effective way. So that's the reasoning for it, because it's a massive scale to set it up. That's why. But not forever, no.

SALLY COSTERTON: Thank you, Sally. Alex, do we have another question in the room? I can see question seven.

ALEXANDRA DANS: Yes. We have a question from Theo. I don't know if I pronounced it correctly. ICANN78 Fellow, "Is there any advices to young people to be part of ICANN staff team? And how does ICANN tech team support gTLDs while struggling over DNS abuse? Are there any benefit from that support if there is financial loss or other types of losses? Thank you."

SALLY COSTERTON: Thank you. Two very different questions. The ICANN jobs—Henry? Are you done there, Henry? Can I go to you? If you could just let everybody know how people can apply for jobs if they're interested?

HENRY MEYER: Thank you, Sally. Every single opening we have in ICANN is posted on our website, ICANN Org. There is a career page there. It tells you about the process, about the benefits, and how ICANN works. Every role is posted there. It goes into our systems and applicants are screened through that. We make a concerted effort to also define where the job

is available. Because we're not just posting jobs in Los Angeles or whatever. We have global offices across all the regions, as you know, and then all those jobs are available, for most cases, across all those regions.

SALLY COSTERTON: Thank you, Henry. I'm going to go to John to answer the second part of the question, please.

JOHN CRAIN: Okay. The second part of the question is really about how we can help registries and registrars. It focuses on DNS abuse, but the answer is very similar for any other technical or semi technical issue. Firstly, if you're a registry or a registrar, you can use the global support e-mail or you can go through the system and ask questions of our GDS staff. But if you have technical issues or technical questions, you can also send them to octo@icann.org. That's my group.

We provide a lot of training. We've focused training on things like DNSSEC and building nameservers, etc. But we also do training around DNS abuse. We've done a lot of that towards law enforcement and public safety officers. A mixture of explaining how to evaluate and gather evidence, and also helping them to understand this ecosystem, because most people outside the ICANN world don't actually know how this system works.

So we can certainly help in that manner. I don't know if Adiel is in the room. I think he is somewhere. Adiel Akplogan. There he is. He's over there waving. He runs our Technical Engagement Group. If you can pin

him down, I see Mr. Huberman in the front here and I see a few other of our staff, come talk to us and we can absolutely help with that. Any kind of situation where our colleagues in the industry have questions of a technical nature, we're always there to help.

SALLY COSTERTON: Thank you, John. We're going to go back to the queue. I'm going to go to you next Mason, please.

MASON COLE: All right. I have a policy question, if I may. Would you agree that at least part of the reason Article 28 of NIS2 came into being was in response to EPDP results where the claims were that there was no legal basis for WHOIS. NIS2 provides that basis. The RDRS, especially since it hasn't been implemented yet, need to be updated. Otherwise, it's out of date and may invite additional governmental incursion. Would you agree?

SALLY COSTERTON: Right. Mason, we're slightly scratching our head. Policy question. Would you agree that at least part of the reason Article 28 of—then what did you say? Because it says indiscernible.

MASON COLE: NIS2.

SALLY COSTERTON: NIS2 came into being, was in response to the EPDP results where the claims were that there was no legal basis for WHOIS. In other words, one created the other, one influence the other. That's what you're saying, isn't it?

Okay. This provides that basis. The RDRS, especially, since it's not been supplemented it would need to be updated otherwise. Well, I think this is an interesting question. Veni, this is a regulatory question, I think. Do we think there's a link between what happened in the—it's Mason's first part of his question, and how NIS2 was created. It's quite a technical government engagement question, I think, that one.

VENI MARKOVSKI: Honestly, it's a question that I could answer later when I talk to Elena Plexida who is covering this because I don't want to—

SALLY COSTERTON: I don't want to jump on you. Certainly, Mason. I think this is one of those questions we need to give you a better answer after this session. But let's give you a high-level view now, if you wouldn't mind.

MASON COLE: Sure.

SALLY COSTERTON: Please. No, we're not going to give you an overview. I got that wrong. That's a key question. It's a very subtle and important question. I want

to get it very precise because we've done a great deal of work on it and I want to make sure you get a very good answer to that.

JOHN JEFFREY: Also, it's a very carefully crafted question, which we should give a proper attention.

SALLY COSTERTON: Precisely. Thank you. Better put than I did. Thank you.

MASON COLE: We can cover that in the governmental update later today?

SALLY COSTERTON: Can we give that in the governmental update later today?

VENI MARKOVSKI: Totally, the best thing is for you to come to the session at 4:30 in the GAC Room. Because all my team will be there and they can answer. There will be a Q&A session there as well. And we will cover actually some of the legislation.

MASON COLE: Thank you.

SALLY COSTERTON: Hurrah. This is the right answer. Thank you very much, Veni. Okay. Do we want to go online next, Alex?

ALEXANDRA DANS: We have a question from Paul [Jul]. “Will ICANN attend the IGF in Saudi Arabia next year? Will it do so unconditionally, or will it only attend if credible recognition of the multistakeholder nature of the Internet and the importance of human rights is centerpiece? It was troublesome enough that the IGF last year was in Ethiopia. Thank you.”

SALLY COSTERTON: Thank you very much for the question. Well, as I think most people or everybody, I hope, knows ICANN supports the IGF and we support the multistakeholder model of Internet governance resulted in establishing the IGF. Now, what some people may not know is the choice of the country to host the IGF is made by the United Nations. And this will be a meeting under the United Nations umbrella. So it shouldn't be any different from any other IGF. That's the key point, is the country, the location is not in our hands. It's in the hands of the United Nations. Thank you for the question. I hope that's clarified. Okay. Let's go next to this side here, please.

UNIDENTIFIED MALE: Thank you. Firstly, I thank ICANN Org for supporting UA Universal Acceptance work. Some kudos to staff for some money and some good plan. In 2019, I think, in Kobe, Japan ICANN meeting, they discussed about UA-related things. At that time, we suppose ICANN's internal ecosystem should support UA. At that time, ICANN's information system is not UA-ready. Very short time, have a PDP show that within two years or three years, ICANN's internal system will be

UA-ready. At that time, we think it's a very good plan. But after two, three, four years, now I just the check the e-mail system of ICANN, it seems not UA-ready. So my question is, is ICANN internal info system UA-ready? If it's not ready, when will it be ready? That's the question. Another suggestion. ICANN maybe need a tool move to UA work, how to outreach some bigger organizations, with UASG or something for more outreach will be helpful to UA deployment. Thank you.

SALLY COSTERTON:

Thank you. So the question is, "How are we getting on with the UA-readiness of ICANN's internal systems?" I'm going to come to you, Andre, because I know that you know the answer to this question. And then I'll follow.

ANDRE ABED:

Thank you, Sally. Thanks for the question. We continue to push ahead with our two-pronged strategy on UA. First part is retrofitting and enhancing our internal systems to support UA and be compliance for Universal Acceptance. As a result, the staff has made significant progress on that work. We do support the short and long domain names and TLDs. As of two weeks ago, our work to complete the upgrades to our core systems to support Universal Acceptance on e-mail has been completed. There's more communication to come as a result of that work. So I'm happy to report that e-mail is also both on the ongoing and incoming communication is UA compliant.

The second part of that two-pronged strategy is that going forward, any applications, any systems or services that we build internally will

make UA compliance a fixed requirement. Last comment that we continue to work with technology partners, whose solutions and services make a part of our ecosystem, to continue to engage with them and garner their support so that they can also support Universal Acceptance on their products.

UNIDENTIFIED MALE:

Thank you. If ICANN's e-mail system is UA-ready, maybe you can show it on the website so we can test it. Also give some free account number, e-mail account, to other people or Internet companies who are ready for the test. They will [inaudible] help test. Maybe in the future, they can look for ICANN to test this. Thank you.

SALLY COSTERTON:

Thank you for the suggestion and thank you for raising the question. You're making a comment, which I think is a good idea that we should be regularly updating our UA-readiness progress. I think that makes lots of sense.

Now I'm going to keep going to the queue. Would you mind very much, the gentleman at the front, if I just bought the first gentleman behind you forward? Because you've asked a question before. And we close the queue. We'll just see how we get on with the rest of the time in the session if that's all right with you. Please.

PAULO HJUL:

Hi, my name is Paulo. I'm from Hamburg. Welcome to Hamburg, first of all. I'm also a member of the NextGen Program. My question is

about the GDC and the future of Internet governance. The GDC is coming up in the negotiations at the United Nations. I'm wondering what is your vision for Internet governance and how is ICANN defending its role in these negotiations? Because like you said, of course, your work has to do with politics and with geopolitics. What are you doing to ensure that you can accomplish your mission through the way that you do? And maybe also looking to the next 25 years, what is your happy vision of Internet governance for the next 25 years? What do we need to improve? And how can the community also contribute to that? Thank you.

SALLY COSTERTON:

Veni, what is your happy vision?

VENI MARKOVSKI:

Thanks for the question. Remind me to give you a drink after in the café, because it's free. Just for the sake of the people who don't know what GDC is, it's the Global Digital Compact. It's to assist the United Nations, which will result in Summit of the Future next September. The negotiations at the GDC will start in January next year at the UN. We are talking to a number of governments trying to explain the role of the technical community and, in particular, ICANN. We believe also the IGF that just finished in Kyoto is going to be very helpful to the diplomats in New York because there was an overwhelming support for the continuation of the Internet Governance Forum for working to make sure that the WSIS+20 happens and in a positive spirit. There was also not support for one of the ideas behind the GDC, which is the

creation of a Digital Cooperation Forum, which is supposed to be a multilateral one.

I don't think that we need to dream happily. The Internet is functioning. If it continues to function as a single interoperable Internet, that means that, A, we're doing our job, and B, every stakeholder understands what we actually do and how it impacts the Internet development overall. As far as everyone understands it, every stakeholder, I think the Internet will continue to develop in this manner as it is. Who knows what new applications will come and how they may be governed by different governments. In terms of governmental bodies, I mean, we have helped the Secretary General of the United Nations asking the member states to create an AI agency, the Digital Cooperation Forum, which was another idea of his. Ideas come and go but as long as we do our job as ICANN, I think that we don't need to dream, we just need to do what we do. Thank you.

SALLY COSTERTON:

Thank you, Veni. We're close to the end of the session, but I think if we're reasonably quick, we can get through certainly the last two questions. Please.

KOUPAM ALASSANE:

My name is Koupam Alassane. I'm from Benin. I live in France. I'm a Fellow. I'm here for the first time, very happy to be here.

My question regards the interest you have for young people. Now we have a tool. We use the Internet all the time. We were born with the Internet. We know that ICANN takes care of the technical part so that

the Internet can work properly. My question is what is your role when it comes to the content that is found on the Internet? What are the initiatives that you put in place to protect children on the Internet? Because today, they are victims of DNS abuse. Of course, we say that a lot but there's harassment too. Harassment is awash on the Internet. What do you do concretely to do away with harassment? Thank you.

SALLY COSTERTON:

Thank you for the question. Just for clarity, content is not an ICANN scope. That doesn't mean we don't care as individuals and we're not interested. I wouldn't ever want you to think that. But the short answer to your question is that it is outside ICANN's scope. And we get involved in many groups with our technical ecosystem partners that have slightly different briefs. I hope as we build your fellowship, that we can expose you to some of those partnerships and groups if that's an area you're interested in. But I can't answer the question because it's not in our scope job.

JOHN CRAIN:

What we can and what we do is we interact with the groups where that is in their mission and we explain to them how our ecosystem works and how to work within our ecosystem. As Sally said, it's not that we don't care but we have very specific rules that disallow us to get involved in content specific issues.

SALLY COSTERTON:

Thank you for the question. I encourage you to, if you're interested, talk to John's team too, because they can tell you more about that.

Please, I'm going to make this the last question. Forgive me. I know you've been standing very patiently. If you could put your question into the chat, we'll make sure we answer it online. And we've got a couple more questions in the chat that we won't have time to answer in the room but we will answer them online. So you'll see the responses. Please.

SOPHIA FENG:

Hi. This is Sophia Feng from ZDNS. We're actually an ICANN contracting party based in Beijing, APAC region, and we're also a member of the GNSO.

My question is related with the next round gTLD Program. As we know that in the first round of gTLD Program and compare with the number of populations on a number of TLDs being applied and also organization being applied has been significantly underrepresented. My quick question will be, as we now have a date and also timeline for the next round, what will be the awareness building program and marketing program for the APAC regions? I'm just finishing my questions.

My suggestion will be we shouldn't wait for a date to be announced to be actually starting the marketing program and we should actually be doing a plan right now, because that actually will take a long time for all the translations, for all the different target groups. We'll have to analyze things, where were they going to, what marketing plan actually is making sense. That would be my suggestion. But I would really like to have the Executive Team's opinions and view for what's coming around in the next three years. Thanks.

SALLY COSTERTON:

What a great question to end on. Well, I can answer that with both of my hats. I'm the interim CEO, as you know, but I'm also the head of Stakeholder Engagement for ICANN, I have been for 10 years. Mainly with that hat on, I'm going to answer your question because that's my job. What you've just described for me for the next three years for our teams here, not only will that be front and center an incredibly important part of our priorities and our resources. It is already. Two my colleagues, particularly on this panel, Sally and Theresa, are working with me very closely and with all our teams inside ICANN. We have a fully dedicated team working on this plan at the moment. It's global. There are three types of engagement: technical engagement, government engagement, and broader stakeholder engagement. So all our staff are involved in that. Veni's team, my team, John Crain's team, Sally's Communication team, and Theresa's GDS team, we're all deeply involved. So there's a fully resource program and a resource of team now working on this, including a detailed program.

Everything you say is right, it takes time. Soon, we will be in a position to start bringing those plans to our regional community groups, as Sebastien was talking about in his comments, through Jia-Rong, who's our Asia Pacific head of engagement, who you may well know. We will have lots of local dialogue in the regional teams about how to do it, who needs to do what, how do we coordinate, what are the goals? It's going to be a big left. But if we're going to use this round as we want to to bring the new Internet users who don't speak English, who are from different parts of the world, who are from Asia, from your region, in particular, to the new gTLD space, we must do it. So thank you for that

rallying cry. And I want to reassure everybody in the room that we so agree with you. And we're looking forward to that activity. We're in the middle of it now but we're looking forward to it over the next couple of years. Thank you for your question.

SOPHIA FENG: Thank you so much. Thank you to the team. We will be looking forward to it.

SALLY COSTERTON: Thank you. Now I want to close the session. Thank you all very much for a lot of great questions and lots of energy in the room. Thank you for everybody online who's also asked great questions. Thank you, particularly to my fabulous Executive Team here, who, as you can tell, we don't plan the questions. So this is truly live. I like that and I know everybody else likes that. But it's a great opportunity for us to talk to you to hear what's on your minds and hopefully to answer some questions. We'll publish the ones we haven't answered online.

We'll see you through the week. We're all here. You'll see us lots of times over the next four or five days. So if there's anything else you'd like to ask, just come and ask us and we'll do our very best to answer you. Thank you all very much.

[END OF TRANSCRIPTION]