
ICANN82 | CF – Q&A with ICANN org Executive Team
Monday, March 10, 2025 – 13:15 to 14:30 PST

ALEX DANS

Welcome to the Q&A session with ICANN Executive Team. I'm Alex Danz, ICANN's Communication Director for the Americas. This is a unique opportunity to engage directly with our Executive Team about the projects and initiatives at ICANN. Welcome your questions.

There are three ways to ask questions. If you're here in person, please go to the microphone and wait for your turn. Keep comments brief and respectful of others. If you're attending virtually, submit your questions through the Zoom Q&A pod. I'll either read your question aloud or you can raise your hand to speak directly. Simply click the raise hand icon at the bottom of your screen to join the queue and we'll unmute you when it's your turn. Please do not use the chat for questions.

Real-time interpretation is available in English, Spanish, French, Chinese, Russian, Arabic and Portuguese. Select your preferred language in the Zoom application. All participants must adhere to ICANN's Expected Standards of Behavior and Anti-Harassment Policy. Links to both are on the screen.

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Now I'll hand it over to Sally Newell Cohen, ICANN Senior Vice President of Global Communications and Language Services, to explain the session format. Over to you, Sally.

SALLY NEWELL COHEN

Thank you, Alex. And good afternoon, good evening and good morning to everyone who's joining us in the room and online. Welcome to the ICANN82 Q&A with the Executive Team. We hold this session twice a year. And as many of you know, we found it an incredibly valuable exchange for us to have with you, particularly now that we really focus on your questions. It's an opportunity to talk about the work that the Org is doing and to hear from you about the projects and initiatives that you're most interested in learning more about.

We're going to start today with a brief welcome from our President and CEO. We will then, after his remarks, have each executive introduce themselves and talk just a bit about the role of their function or their team. And then we're going to dedicate the rest of the session to your questions, whether you're in the room or whether you're participating on Zoom. So thank you, Kurtis Lindqvist.

KURTIS LINDQVIST

Thank you, Sally. Welcome, everyone. I'm Kurtis Lindqvist. I'm the new CEO of ICANN. Just start there, in case that's unclear. So as I said in my speech this morning, I really spent the first three months, the last three months, learning about the community's thoughts,

comments, or input on where you see ICANN, where you see challenges, where you see opportunities, and also internally to ICANN.

I think this session has been really useful and really, really valuable to me to start forming an opinion. I didn't come into this role with a vision of where I thought we had to go. I really wanted to learn and understand from the organization and the community of what your thoughts and concerns was, and then after that, form an opinion on where to go. And this session is very much part of that, and a great opportunity for me to learn. I mean, I haven't sat on this side of the table before. So for me, this is going to be very valuable as well to hear your questions and thoughts and comments on this, but also to be able to share my reflections or any questions you might have on that.

So that's really my outset on this session and what I look forward to doing here today. With that, as Sally said, we're going to introduce the executives and what their team does, what they're responsible for. So with that, I'm going to hand over to Sally on the far left. Sorry, Jamie. Sorry. Thank you. We've got one of our colleagues who can't be here today, who's Jamie Hedlund, who's online. And following this, I'm going to start with Jamie. So Jamie, over to you.

JAMIE HEDLUND

Thank you, Kurtis. Good afternoon, everyone. I'm Jamie Hedlund, and I lead ICANN compliance and U.S. government engagement. I'm sorry I can't be there in person. Shortly before this meeting, I

blew out my knee and wasn't able to travel. Shortly before the last ICANN meeting, I got engaged in Istanbul. So in balance, I think I'm doing okay.

In compliance, we enforce the policies developed by the community and other obligations contained in our agreements with registries and registrars. One highlight is our actions to enforce the DNS abuse amendments executed last April. We've launched over 300 investigations leading to the suspension of more than 8,000 domain names and the disabling of more than 365 phishing websites. We also recently launched our first proactive investigation against a significant phishing campaign. We are planning to launch more of those soon.

Our actions are in addition to those that registries and registrars undertake on a daily basis and on their own to combat DNS abuse. Leticia Castillo on my team will deliver a presentation at a GAC session tomorrow at 10:30 if you'd like to learn more. I am proud of the compliance team's actions to enforce our agreements with registries and registrars. Please reach out to any of us if you have any questions, concerns, or ideas on how we can do even better. Thank you.

KURTIS LINDQVIST

Thank you, Jamie. And with that, we're going to hand over to Sally on the left.

SALLY COSTERTON

Thank you. My name is Sally Costerton. I am ICANN's Head of Stakeholder Engagement. And that has three key elements. One is the globally based team of engagement professionals who are based all over the world and who take care of your needs and also of prospective newcomers, and all ICANN stakeholders around the world. So that's the first team.

The second team is what we call our engagement programs. And this is the team that looks after a lot of our public interest work, all our newcomer programs. Many of you will have been through their hands. If you're here today and you're part of the fellows or the NextGen, you'll be working with my colleagues in that area. And the third area is our events team, our meetings team. Some of you will have met and know who put on this amazing event for us. Thank you very much.

ANDRE ABED

Hello, everyone. I'm Andre Abed, Interim Head of Engineering and Information Technology for ICANN. I have the privilege of representing the NIT team, a function of ICANN. And this is a team that carries out ICANN's mission through the effective implementation and delivery and management of information services and technology for the benefit of ICANN staff and all stakeholders. And my team is also responsible for IT services, including but not limited to infrastructure and software and product engineering and end user support. Thank you.

THERESA SWINEHART

Hi. I'm Theresa Swinehart. I oversee the Global Domains and Strategy team. We have a range of responsibilities that relate to policy implementation, the reviews, and then on some of the projects that we are discussing, obviously, here. The next round, working cross-functionally and with the community on those, universal acceptance and internationalized domain names, likewise cross-functional and working with the community on those, and our relations with the contracted parties as well. So, welcome. It's great to be here and look forward to the conversation.

HENRY MEYER

Thank you. Hello, everyone. I'm Henry Meyer. I'm the interim head of human resources. The role of our function is to support staff in their full life cycle from when they join the organization until they leave one day. Our purpose, primarily, is to attract and retain the best talent and, importantly, to foster a culture where staff can perform at their best to deliver the mission. Thank you.

XAVIER CALVEZ

I'm Xavier Calvez, the CFO. The teams under this function work on finance, procurement, planning, risk management, and internal audit, and also supervise the grant program, and there's a session on Thursday in this room at 13:15 on the grant program, so please participate if you're interested.

JOHN JEFFREY

Hi, everyone. I'm John Jeffrey. I'm the general counsel and secretary for the ICANN board. I manage the governance function, which includes legal, board operations, the nominating committee support, and the complaints office.

SALLY NEWELL COHEN

Hello, again. I'm Sally Newell Cohen, senior vice president of Global Communications and Language Services. Our team is made up of two parts. The first is our comms team, and that includes the folks that are writing, graphic design, regional support, public and media relations, social media strategy, web strategy, and internal comms. We also, of course, have the language services side of the team where we conduct interpretation, translation, transcription, and these are the people in the back of the room that we thank for keeping us all in the same place on these meetings, and that's what we do, and it's all intended to create awareness, foster understanding, and consistent communications. Thank you.

RUSS WEINSTEIN

I'm Russ Weinstein. I'm the new senior vice president for policy development and support. This is my first meeting in this role, but a long time ICANN staff member. The fabulous policy team that you know supports the development of policy and almost every meeting and call that this community produces from the logistics side, as well as the note taking and substantive support to developing policy, and the team also supports the governance and

administration and management of each of the constituencies within the ICANN community.

VENI MARKOVSKI

Hi. My name is Veni Markovski. I'm the VP for Government and IGO Engagement and Interim Head of Government and IGO Engagement. IGO stands for Intergovernmental Organization Engagement, and we have a dedicated team, which is responsible for implementing the strategy to engage with governments and IGOs around the world. You may have heard one of our latest things was a briefing that we did, and Kurtis mentioned it in the opening speech, a briefing that we did for the UN diplomats in Geneva and the UN diplomats to the Office of the UN in Geneva and in New York. We have a team who are in Asia, Europe, and the United States. We are here to answer all your questions if you want to talk about governments and IGOs, and I'm looking forward to your questions.

SIMON GARSIDE

Hi, everybody. I'm Simon Garside, vice president of security operations and interim head of admin services. On the security side, responsible for intelligence-driven, risk-driven suite of security programs managed and led by a small team of security professionals. And then on the admin services side, really responsible for our global office footprint, be it the day-to-day operations, lease renewals, and that type of thing. Looking forward to taking your questions. Thank you.

JOHN CRAIN

Good afternoon, everybody. My name is John Crain. I am ICANN's chief technology officer. We seem to mainly be responsible for the creation of new acronyms. I run a group called IROS, which is Identifier Research Operations and Security. You can divide that into two elements, one being the office of the CTO, which is mainly a research and engagement group focused on helping the community have more informed policy discussions through the understanding of both existing and emerging technologies and protocols. And on the other side, I am the ICANN executive responsible for the oversight of PTI and the IANA functions. So, thank you.

SALLY NEWELL COHEN

Thank you all. With that, we're ready to take your questions. If anyone would like to come up to the mic or put a comment into the Q&A pod with a statement or a question.

ALEX DANS

We have a hand raised. Theo Gertz. You can ask your question, Theo.

THEO GERTZ

Thank you very much. So, this is Theo Gertz from Realtime Register. So, I got two questions here. And perhaps this one is directed to Jamie from compliance, but I'm really looking forward to have some update on the .top review that's been going on for a while. And we see more and more abusive domain names within that registry, even though it's under review. So, I guess from the

guys who are monitoring this, it would be nice to have a review there or an answer on how that is going.

And the other question is, and I'm not sure how to frame this, but when I turn on the news here, I see a billionaire with a chainsaw sort of cutting the entire US government. And I was wondering how the executive team is feeling towards how that might affect the US government who deals with, in terms of internet governance, the DNS, domain names, registries. I mean, I know several people from the GAC are probably there. Are they still there? I don't know. I mean, I'm just looking at the news there. Thanks. Those are the two questions. Thanks.

SALLY NEWELL COHEN

Jamie?

JAMIE HEDLUND

Sure. Thanks, Teo, for the questions. On the first, you're right about .top, it is an open breach investigation. They are one of the formal breaches that we issued. It is undergoing. It is ongoing. It's underway. We will have a full report after it is closed, but I can say that as with any investigation, whether it's an informal process or the formal breach process, as we learn more about issues that they may have, we investigate those and, as appropriate, require the party to take corrective actions. And so we are aware of the issues that you mentioned, and we are continuing, and largely because of that, we have kept the investigation open and will continue to do so until they are in full compliance. I hope that's helpful.

On your second question, as the organization responsible for the coordination of the Internet system of unique identifiers, ICANN is politically neutral. We're not aware of any concerns or issues raised by either the administration or Congress, but we are mindful of our global technical role. We have a politically neutral mission. Our mantra is one world, one Internet, and we don't take positions on any government's political systems, election results, or policies outside our mission and bylaws.

We do engage with governments around the globe, and we provide information, expertise, and support of ICANN and the multi-stakeholder model of Internet governance. We will continue to monitor the legislative and geopolitical landscape, and we will be prepared to respond to any potential impacts on our mission and our mode of governance. And then last, we will keep the community informed about legislative and regulatory proposals that may fall within our remit. Hope that's helpful. Thanks.

SALLY NEWELL COHEN

Thank you, Jamie. There are no questions in the queue, but I would encourage if anyone, do you have another hand raised Alex?

ALEX DANS

I have another virtual participant question from Kenya .ke. The question is, sometimes back in 2018, .ke enrolled in this program, DAAR, the Domain Abuse Activity Reporting System, initiative by ICANN designed to monitor and report on domain name registration and abuse behaviors across top-level domains,

registries and registrars. Is this program still active? We no longer receive reports and advisories.

SALLY NEWELL COHEN

John Crain?

JOHN CRAIN

Thank you for that. The system is still active, so we may have an operational issue there. We are, however, moving towards a new and updated system, and we would also like to talk to you about migrating over to that there. Please feel free to send me an email directly. If you are here physically, come talk to me, and I will link you up with our operations people, and we will make sure that you are getting the information you need. Thank you.

SALLY NEWELL COHEN

Thank you, John. Alex, I believe there's a question in the Q&A. No? Okay. This is going to be a very short meeting, exactly. We usually have more questions. So if anyone does have questions, please come up. There we go. Yes. Sébastien? Oh, right.

JOHN CRAIN

I don't think they realize the mic is open.

SALLY NEWELL COHEN

Tech support, we may need help.

MARCO HOGEWONING

Do we have audio?

SALLY NEWELL COHEN

There you are.

MARCO HOGEWONING

Yes, this is me. Good afternoon. Sorry for the delay. My name is Marco Hogewoning. I'm the GAC representative for the Netherlands. And thank you all for being here, first of all. It's really nice to have the whole executive team available. Thank you. Maybe not as much as a question, but a recommendation. In terms of Internet governance, including the topics ICANN deal with, we try to use a whole of government approach. And I would highly recommend to use the reciprocal and make more efficient use of the GAC representatives as the central contact point in the government and keep them involved also when you engage with other government agencies or departments. Thank you.

SALLY NEWELL COHEN

Danny, please.

VENI MARKOVSKI

Thank you, Marco. And I believe we have a session, actually, with the GAC where we're going to discuss about those issues. And we are always in touch with the GAC. We have regular calls with the GAC leadership. And once a year, we do a session with the GAC leadership, like a workshop for a couple of days in Brussels. So I'll see you there, hopefully soon.

SALLY NEWELL COHEN

Sébastien.

SÉBASTIEN BACHELET

Hello, everyone. Sébastien Bachelet. I will speak in French. First of all, because it is my mother tongue, but also because I think it is essential that we use the services that are provided to us. The interpreters are very well skilled. They are here for us, so please do go ahead and use your mother tongue or the language that you prefer to use. There are several languages available to you.

I don't know if it's a comment or a question, but I wanted to say that we have in front of us several topics related to the reviews. Some things are happening without any plans. We don't quite know how things are decided. Things are decided without our contribution. We are talking about continuous improvement, and we seem to be wanting to build a castle. And then we will see how the pieces come together. If we want to do continuous improvement, we need to do it. We may not agree on what continuous improvement is, but it's not a mountain. It's just a first step and then a second step. Otherwise, we're talking about a revolution. I'm not against revolution, but if that's what we want, we need to know.

We spend a lot of time trying to decide how we're going to do things, but we are not spending enough time actually doing things. I think that as a community, with the Board and with you, the executive staff, I think that we should think about that. It would

save us money, it would save us time, and it would help us do more important things. Thank you so much.

SALLY NEWELL COHEN

Thank you, Sébastien. I don't know if Xavier would like to comment or Teresa.

THERESA SWINEHART

Sébastien, thank you for your comments and your observations. I think it's an important one. Thank you.

FARZANEH BADIEI

Hi, I'm Farzaneh Badiei. So I have a question from Veni. Do you have an engagement strategy that the community can actually provide input on? And also, do you measure the effectiveness of that strategy when you engage with the governments? Because over the years, we have seen that some governments, of course, governments are there to come up with regulation and legislation. We are not saying that they shouldn't do that. But when the legislation impacts ICANN functions, then it would be good to open up the conversations and discuss with them.

So I was wondering if you have ways to measure the effectiveness of your engagement and how do you measure that? And also, engagement with governments has to be global with governments around the world and not just the few that are Internet-friendly. So I was wondering if you have plans to also reach out to those kinds of governments.

VENI MARKOVSKI

Thanks for the question. I just need to make a small clarification. We don't categorize governments as Internet-friendly or Internet-not-friendly because we think that every government, every stakeholder, in fact, wants to develop the Internet. Nobody has said we don't want to develop the Internet or we don't want our people to be connected. In fact, we also work very deeply with the GAC in terms of capacity building and making sure that our resources are at their disposal.

We do a lot of work, by the way, with Africa through the Coalition for Digital Africa and in our cooperation with Smart Africa. In fact, Kurtis addressed the Smart Africa ministerial yesterday, which was happening right across the street here. But we do talk to every government. There is no government that we don't talk to. And we don't take also any of those governments for granted. Like, we don't rest in thinking, this government supports ICANN and therefore we shouldn't talk to them. We are reaching out to governments in bilateral meetings.

Also, when Kurtis is traveling around, we are usually trying to organize for him meetings with government officials, mainly from the telecom administration or the regulators who are engaged through the GAC also, but also in the last, I would say, I mean, for Kurtis in the last 91 days, but who is counting, with ministries of foreign affairs or offices of the prime minister, presidential administration, depending on the country, because of the WSIS questions which are going to be discussed at the UN.

So we do that. We do measure. It's a very good question, because measuring how do you measure the work that we do? We measure it in several different ways. For example, last year, there was a big negotiation at the UN, which has lasted actually for about a couple of years. And we have measured our engagement with the governments in the outcome document, which was the Global Digital Compact, and especially the texts that were concerning the functioning of the Internet, which is Internet Governance and the Internet Governance Forum.

We were happy to see that our engagement, and it wasn't, by the way, only ICANN. We partnered with other ISTAR organizations, the Internet Society, the Regional Internet Registries, IAB, IETF, and others. So these efforts have proven to bring good fruits, because we have seen in the documents, starting from the WSIS in 2003, 2005, 2015, during the WSIS+10, and the GDC, how the language improves for Internet Governance and for the technical community. Those of you who are interested in this will have a session on Thursday, I believe, sometime in the afternoon, where we will be answering only questions about the geopolitical aspects of our work and Internet Governance. Thank you.

SALLY NEWELL COHEN

Thank you both. Alex, I think we have a Zoom participant.

ALEX DANS

I have a question from Sivasubramanian Muthusamy. On what Jamie said about phishing site takedowns and ongoing

investigations, ICANN maintains that it is not within its remit to go into content. In your line of work, have you found it necessary to go into the content in order to effectively carry out your security task? Would it be more useful if ICANN's policy on content becomes more flexible?

JAMIE HEDLUND

Happy to take that question. Thank you for the question. It's a good one. In ICANN compliance, we enforce the obligations as they exist in our agreements with registries and registrars. On DNS abuse, there are definitions of what is DNS abuse and what actions are required to take in the face of it. We enforce those obligations. They are in negotiations for those obligations. I think all parties were very clear to stay consistent with the ICANN bylaws and the prohibition on the regulation of content. So, content really does not come into play in enforcing those obligations. Thanks.

JOHN CRAIN

So, it is a complex space when you talk about what is and is not content. So, the reason that we look at phishing is not because necessarily the content behind it, but there is something that has been defined as abusing behavior that is specifically using a domain name, either in the lure or in the end point of this.

Now, when somebody is tackling a point of abuse, they may, which by the way, ICANN staff do not do that kind of work, but in the registries and the registrars and others that are tackling these, they will be looking at some forms of what people may call content. For

example, if you are looking at a phish, you may want a screenshot. People are going to argue that that is content.

So, the registries and the registrars and security practitioners, when dealing with abusive behavior, and in my context, those are the defined types of abuse that we see in the contracts, they may have to interact or look at images of contents, etc., to actually see whether there was something at the end of that lure. That is not part of ICANN policy, and it is not something that the staff are involved in. But there is always an interaction with the bad data out there.

I could argue with you that a piece of malware that is being dropped at the end of a lure, which has a URI or it has a domain name, you could argue whether or not that is content. It is obviously malicious content if it is content. So, it's great to define these things very simply, but when you actually get into the details of it, it is quite complex, and I'm happy to have an offline conversation about where you are struggling with this or where you think the interactions are, because it is not an easy topic. We've been talking about abuse and misuse of names and misuse for 25 years at ICANN, maybe longer.

SALLY NEWELL COHEN

Thank you, John and Jamie. Please go ahead at the mic.

MARY UDUMA

Thank you very much for allowing me to speak. My name is Mary Uduma, and I'm from Nigeria. My question is for my community. I

have a newcomer or second attendee from Liberia, and one of the questions, and this is the question that has always been here, the delegation and re-delegation of country code domain name for the countries. I'm wondering whether PTI, whether you have a process where you build capacity for countries on how they can get their domain name re-dedicated to the operators in their country.

Some of them are complaining that the operators are not in-country organization, and so they are worried. I just want PTI to look at this, whether there will be the opportunity of developing a capacity building process for countries to know how to do the delegation and re-delegation. This is a question that has been on ICANN. Every year I come to ICANN meeting, there's a country that is asking, how do we get our domain name re-dedicated to our country? Thank you.

SALLY NEWELL COHEN

Thank you. John Crain.

JOHN CRAIN

I would not go as deep as to call it a program, but there are processes that need to be followed when seeking to reassign a country code TLD, and the PTI staff do interact directly with those government representatives or anybody who is interested in this. If you come across somebody who is looking to figure this out or needs help, absolutely, you can send them to this, and we will help them navigate the system.

Now, I will say the system is not fast, because there are a lot of processes and a lot of things that need to be done, so we see people getting frustrated because either it's taking longer than they like, because we're following the process, or sometimes the process does not allow for what they are asking for. So you do sometimes see a lot of noise or a lot of discussion, noise is probably not the right word, around these matters, but we will absolutely engage and interact and help people through the process. The process is public and well-documented, so if you want to come to me later, I can actually introduce you to the people who are here from PTI and IANA who work on that very topic. So there are people here, probably in the room.

SALLY NEWELL COHEN

Thank you, John. I think we have a hand raised.

ALEX DANS

Yes, we have a hand raised by Marita Moll.

MARITA MOLL

Hello. Thank you for taking my question. I'm a member of the At-Large community, and I've been around here for about eight years, I guess. And I just wanted to share with you an observation that I'm just seeing, have been watching for this period. There's a lot of really dedicated volunteers working here with absolutely no reason to do so except that they really believe in the mission. The other

thing I'm seeing is that the workload on these people is ever-increasing, and it's all really important.

So I'm just wondering, my question to you is, to what extent is this on your horizon? Do you have any mitigation ideas, or thoughts, or work going on in this regard and how the workload that keeps on increasing on the volunteers? And it's all very important. I'm not saying cut this out. How do we continue to deal with it? Because it can't keep on increasing, I guess, forever, because there is always a limited group of volunteers. It takes a long time for new people to get up to speed. Thank you. I don't know who to ask. Is this even a good place to ask it?

RUSS WEINSTEIN

Thank you for that. Thank you. It's a fantastic question. I think volunteer workload has always been a challenge within ICANN and sounds like a continued problem that we need to continue to look at. I think we have venues to talk to where the work comes from, which is largely through the community, and talk with the SO/AC leaders and other venues to identify what's most important and what's the right sequence for work to begin. I think a lot of it starts with our strategic plan and how we can implement that strategic plan together as a community and figure out the right priority and pace and sequence for those things. I encourage the dialogue and if there's a mechanism you have in mind, please reach out to me directly and we can talk more about that or come through Heidi and her team. Thank you for your service.

MARITA MOLL

Thank you for the answer. No, I don't have a particular strategy. I wish I did. Thank you.

SALLY NEWELL COHEN

Thank you very much. We'll go to the mic next, please.

MICHAEL PALAGE

Thank you. Michael Palage. A couple of rapid-fire questions here in my two-minute allotment. John, I saw ICANN has just posted a position for Associate General Counsel. Can you just give me a total head count on how many attorneys ICANN Legal has right now on staff? And I'll just get through all three in my allotment. Xavier, over to you next. One of the questions I think I had raised in Kigali was the potential status of the ICANN office in Geneva and how that, whether that would be changing from a satellite office to a potential full-based office. I believe Kurtis is going to be based there. Liz is going to be based there. So can you please discuss some of the financial aspects historically and what the cost of running that office will be going forward?

And Jamie, remotely, this question to you. Recognizing the two hats that you wear, both as compliance as well as doing a lot of the legislative work in D.C., do you believe it would be best focused, given the importance of compliance, to perhaps just have one person focused solely on compliance instead of the current

multitasking that you're doing? Those are my three questions. Thank you.

JOHN JEFFREY

So we'll go back to the first one, which was how many lawyers do we have? But I think that you actually started with a more important point, which is we currently have an Associate General Counsel position open. That's in our contracting team. We recently had the retirement of Sheila Johnson, who ran that group for many years and was a great contracting lawyer who is no longer at ICANN. We're looking to find a lead for that team, which of course, as many of you know with the vendor agreements and the next round contracts coming up, that becomes an even more important role. So if anyone knows of anyone, please let us know. Contact HR. We have that posting up and we're accepting applications.

We have twelve currently employed lawyers in the ICANN legal team, which doesn't answer the broader question of how many lawyers were at ICANN. There's a lot. We have lawyers in policy. We have lawyers in contractual compliance and other groups. So we have twelve currently inside the ICANN legal team.

MICHAEL PALAGE

Thank you. And hopefully you get a good candidate. A little self-promotion here as well.

JOHN JEFFREY

Absolutely. Thank you.

MICHAEL PALAGE Always looking to help out, John.

KURTIS LINDQVIST I can respond to the Geneva Office. So currently it's only me and Liz based in Geneva and we have no plans at the moment to do anything else than that. Thanks.

MICHAEL PALAGE And Jamie?

JAMIE HEDLUND Sure. Thanks. So I'm I am really fortunate. I have a really strong team in contractual compliance and I think they do a great job. And with my role as leader there, I think I know I also have time and ability to focus on our U.S. government engagement efforts. It's an area in which I've spent my entire my entire career doing. So I think it's possible to do both. But I guess it's really ultimately a question for Kurtis, whether he wants me to continue in both. Thanks.

SALLY NEWELL COHEN Thanks very much. I see Nigel Hickson's hand is raised. So if we could open his mic, please.

NIGEL HICKSON Yes. Thank you. Good afternoon. I hope you can hear me. And sorry for being remote for a second, so to speak. First of all, thank

you very much for this session. I think these are very valuable, especially for new members. And I know the GAC appreciates the ability not just to be able to ask questions, but be able to see all the executives and understand what they do.

I had a wider question. I don't expect a full answer now, but I just really wanted to put it on me on the radar. And this is to do with the child sexual abuse images, which are clearly content. I mean, I'm not trying to pretend otherwise. And we just had some very useful exchanges on ICANN and content. But this is this is something which comes up from time to time. It's a top priority of governments, of course, to eradicate where as far as they can child sexual abuse images. CSAM material is something that most governments have some sort of legislation or are signed up to some protocols on. And I suppose what I'm what I'm wondering is what is whether and to what extent ICANN can do a bit more on this issue.

Now, I know the registrars and registries have programs and they cooperate together and they do amazing work. But when my minister drags me in and says exactly what is ICANN doing on this, because I've told they have no laws in this area or no regulations, then it's always useful to have an answer. But as I say, I don't want this to dominate the discussion. And it could be for another time. But thank you for this discussion.

SALLY NEWELL COHEN

John Crain.

JOHN CRAIN

I get all the interesting ones. Thank you for that, Nigel. So ICANN does have something in its bylaws about not touching content, etc. And it often comes up. But the industry is not ICANN. Right? So while ICANN itself will not probably be setting policies in this realm. We are very aware that industry does work with the Internet Watch Foundation, NEC, MEC, INHOPE, and other organizations that are highly active in that environment of child protection.

One of my very close friends was head of Interpol's Child Protection Agency. And I met that gentleman because he came here to an ICANN meeting to get on the stage and talk about the problem. So we are well aware of these societal problems and the industry does take action, but they don't do that through the ICANN forum. But it's not that there isn't anything happening in that realm, because we're very aware that there isn't good of all of those industry players that are taking this as a serious topic and taking action there.

SALLY NEWELL COHEN

Thank you so much. We have another question in the Q&A.

ALEX DANS

Yes, we have a question from Mutegeki Cliff from Uganda DNS Forum. How do we balance the need to fight DNS abuse while ensuring privacy and free expression online?

SALLY NEWELL COHEN

Thanks, Alex. Jamie, I believe this one's for you.

JAMIE HEDLUND

Sure, thanks for the questions. So the first answer is that the DNS abuse obligations are pretty narrowly tailored. It's not they don't, again, they don't touch on content. And so there's no direct, at least no direct attempt to or impact on freedom of expression. With respect to privacy, ICANN compliance, ICANN generally, and as far as I know, registries and registrars, in dealing with issues of privacy, respect the law and comply with all privacy laws. So I have not become aware of any major privacy implications. And so that's how I would respond. Thanks.

SALLY NEWELL COHEN

Thank you, Jamie. Let's go back to the mic, please.

DEAN MARKS

Thank you very much, Dean Marks. I'm with the Intellectual Property Constituency. And I just wanted to follow up on Nigel Hickson's question and John Crain, your really helpful answer. And I wanted to give a quick shout out to Public Interest Registry because they've done amazing work with the Internet Watch Foundation to combat child sexual abuse material online and have taken it very seriously.

Unfortunately, that's not the case with all with all industry in terms of voluntary commitment. And so my question to ICANN and in general is, is there a role where governments step in to regulate the

DNS industry? Because it seems to me a lot of the dialogue I've heard is that when governments step in to regulate in areas that ICANN has said is beyond its remit, it's still viewed as a threat to the multi-stakeholder model. And to me, it seems like they can be mutually supportive. So I'm very curious to hear the reactions from ICANN staff as to how you view government regulation in those areas where it's beyond your remit, but the regulation is touching directly on domain name service providers. Thank you.

SALLY NEWELL COHEN

Where to start, Veni or John? Kurtis.

KURTIS LINDQVIST

Yes, I'm a bit expert in this area, maybe Jamie or Veni can say more, but that's what I offer one thing from what John Crain said is that you used the word threat of regulation, right? And that's always, you used the word threat of regulation.

DEAN MARKS

Actual regulation.

KURTIS LINDQVIST

Well, if it's actual regulation, it's actual regulation, right? But I also wanted to highlight one thing. My point was going to be what John Crain said is that there's been a lot of self-work done in this industry as well. And as you acknowledged, I think we shouldn't underestimate that as a mitigating factor, or maybe as one of the best ways to deal with this. And I think I just want to highlight that

first part of your question, because I think that's a very, very important one for all of us as an industry that there is regulation unless we sort it out.

And I think the example you gave is actually a very good one. I just want to highlight that that doesn't get lost in the second part of your point, because I do think that is a very important part for all of us to remind ourselves of. But on the actual regulation, I am not an expert in this area, so I don't know if Veni or Jamie want to add more to that.

JAMIE HEDLUND

So the only thing I would add is that a huge benefit and advantage of the multi-stakeholder model is that it results in global policies and global policies that apply everywhere and that are a result of consensus policy development. The problem with regulation often is that there are multiple governments and multiple agencies around the world, and there can be conflicting regulation and policies that make it difficult for registries and registrars to comply with all laws all at the same time in all jurisdictions. And so in the best of all possible worlds, issues that touch on ICANN are addressed within ICANN. And by demonstrating to the world that we do those well, there is ideally less of a compelling need for government regulation.

SALLY NEWELL COHEN

Thank you. Thanks. Please, go ahead.

ESTHER JAROMITSKI MARGARETHE

Thank you so much. Esther Jaromitski, GAC, UK. Thank you for taking the time to speak with us. It's really, really valuable. I have two questions, and I think one of them is for Sally Newell Cohen about the ICANN and your languages program. We really welcome the program. We think it's a great initiative to use AI to expand languages. I do notice there's 12 languages at present, and I was wondering if you could elaborate on the process of choosing these languages. And whether you're thinking of expanding those. And then more generally on the gTLD program, the new round opening up, why do applications still need to be in English? And are you thinking of expanding that into other languages as well? Thank you.

SALLY NEWELL COHEN

Thank you. The first question is definitely for me, but the second one I think is more of a business language and contracting. But what I will tell you about ICANN and your language for the new program. So there are six ICANN languages, right? The established six. But the additional six that were selected were really based on where we already knew that there was need and demand for those languages. We have a process in place for people to request other languages as well.

So the beauty of the program is that we're actually using AI as a tool to help us expedite the translation process. And then work with the community and make sure it's properly localized. So what you do is you would work through and the process is actually on the

website. I think it's on the wiki is where you find it actually in language services. And then you can work with your local regional vice president or regional contact to ask for that service. And then we'll work with you through the process. So they can be added.

ESTHER MARGARETHE Thank you.
JAROMITSKI

THERESA SWINEHART Sure. With regards to the application and the contract, it's actually that that's the business language that we need to use. But we are certainly looking at with regards to the applicant guidebook and various other factors, what can be provided in the other UN languages.

ESTHER MARGARETHE Thank you so much.
JAROMITSKI

SALLY NEWELL COHEN Xavier, did you want to add something?

XAVIER CALVEZ So, simply that a certain amount of the documentation on the next round will be published in several languages, even if the official language for the application needs to be English for the reason that Theresa indicated, but the information and documentation on the

program will be in several languages to help the awareness of the program.

SALLY NEWELL COHEN

Thank you for that. Alex I don't think we have any other questions online. And we have no one else at the mic. So I think this is the opportunity to thank you all for the great questions. Thanks to my colleagues for contributing. And that's the end of our session. Is there anything else you'd like to add? Thank you.

[END OF TRANSCRIPTION]