
ICANN83 | PF – ccNSO: Newcomers Meet Up
Wednesday, June 11, 2025 – 09:00 to 10:15 CEST

JOKE BRAEKEN

Thank you very much. Hello, welcome to this informal session at the ccNSO here at ICANN83. My name is Joke, I'm joined here with my colleagues, Claudia, Julie, and Bart, who's on his way. And we will be the remote participation managers for this session. The session is being recorded even though it's an informal gathering and it is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy.

During this session, there are some instructions which are rather formal, not really appropriate to this session since it's an informal conversation. However, if there are any questions or comments that we would need to read out loud, please let us know. There's no interpretation for this session. If you would like to raise your hand, please raise your hand if you're on Zoom.

When called upon, virtual participants will be able to unmute in Zoom. On-site participants can use the physical microphones. Please state your name for the record, language you will speak in, if speaking in a language other than English. I'm sorry, that is not appropriate because we do not have any interpretation here today. And we will now hand the floor over to Jenifer.

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JENIFER LOPEZ

Thank you, Joke. And hello all, I'm Jenifer Lopez, the Chair of the Onboarding and Mentoring Committee. And I'm really happy to welcome you all today, not just to this meetup, but into the heart of the ccNSO community if you're new. And we know that attending your first ICANN meeting or coming back after a long time can feel a bit overwhelming, that's why we have launched this program to help newcomers feel supported, confident, connected from the very beginning.

And as part of this, we are pairing new participants with experienced community members or ccNSO bodies. These bodies are here to answer questions, offer guidance, and help you make the most of your time in each ICANN meeting. And this is not just about logistic, it's about building relationships, and it's about making sure everyone feels welcome, included, and empowered to contribute from the start. This meetup is just one small way where we can all connect and share experiences and build a stronger sense of community together, where new and long-standing members can connect in a relaxed environment.

For this session, we want people to feel comfortable, being honest, saying, I don't understand this, or how do I get involved in this, and hearing real answers from people who've been there before. And beyond the practical side, we hope there are lots of new connections and that sense of I belong here, because that's the heart of this initiative. And we're so glad that you're here, so thank you, and let's start the conversation.

BART BOSWINKEL

Good morning, everybody. I'm sorry I'm a little late. This is quite an informal meeting. I see a lot of people with interests from the OMC, et cetera, and the body. I don't see real... are there any newcomers?

JENIFER LOPEZ

There are two there.

BART BOSWINKEL

Ah, two of them. So you're welcome. Let me introduce myself. I'm Bart Boswinkel, I together with Claudia and Joke, we are the secretariat of the ccNSO. So if you have any questions around how to join, how to participate, reach out to one of us for future. The purpose of this meeting actually was to, how should I say it? Yes, sign you up to a buddy, people who have really experience in the environment and who can lead you through the sessions of today if you have any questions. So may I ask you, first of all, where are you from and your names as newcomers?

UNKNOWN SPEAKER

Good morning, everybody. My name is [00:04:51 – inaudible]. I'm from ccTLD .tn. And my colleague, Issam.

ISSAM KHATELI Good morning. I'm Issam Khateli from Tunisia. I'm a network engineer in the ETI, Tunisian Internet.

INDIKA GOONETILLEKE Hi, I'm Indika from .lk domain registry, Sri Lanka. I'm currently heading the operations of the organization. This is my first ICANN meeting, so a lot of new things, I think, for me. So I'm picking up things.

BART BOSWINKEL And we wanted to make it easier for you, that's why we have this meeting. I know there are a lot of experienced people. Maybe the gentleman in the back.

DECLAN MCDERMOTT I'm Declan. I'm from .ie.

BART BOSWINKEL How many meetings, is this your first or second, or?

DECLAN MCDERMOTT I'd say about four. Number four, I think.

BARK BOSWINKEL Yeah, possibly four, okay. And you feel still you could help and sign up or you're just interested in--

DECLAN MCDERMOTT

I just wanted to meet people, I guess.

BART BOSWINKEL

Okay. No, it is very valid. And then next is very experienced, so people who know in the back. I don't know if you did a round table? No. Patricio, may you introduce to the newcomers because then they know where you can end up.

PATRICIO POBLETE

Thank you. Yeah, my name is Patricio Poblete. I'm from Chile, Director of NIC Chile. I'm currently also a Board member appointed by the ccNSO. I've been attending ICANN meeting since the last century, so I've lost count by now. So I'm very happy to be here and meet all of you.

ABDALMONEM GALILA

Yeah, Abdalmonem Galila, the Director of Numbering at the National Telecom Regulatory Authority of Egypt and the Chair of the Universal Acceptance Committee within ccNSO and also GAC representative, Alternative 1 for Egypt. Thank you.

EVERTON T. RODRIGUES

Hi all, Everton Tellez Rodrigues from NIC .br. I have been a newcomer for three times at ICANN. So my very first ICANN meeting was in 2006 in São Paulo, then I was a fellow in ICANN51 in

LA in 2014, and then since 2019 I've been attending ICANN meetings regularly. So currently I'm the chair of the Meetings Program Committee, a member of the Council of the ccNSO. So nice to see you newcomers and experienced members of the ccNSO. Good morning.

YURI TAKAMATSU

Hello everyone, I'm Yuri Takamatsu from Japan.jp and I'm not so new. Actually, my first ICANN meeting was in Prague in 2012. So this is the second time for me to have ICANN meeting in Prague. And I just came to this room because I was interested in how the newcomers are thinking about the ICANN meeting itself, so I'm really happy to be here.

Actually, I work as a ccNSO activity, I'm joining Meeting Program Committee, like Everton and Guðrun. And also, I'm not the ICANN structure, but I'm also the Board member of the APTLD as a specific ccTLD association. So if you want to be connected with the AP region ccTLD, please come up to me and maybe I can be some help to you. Thank you.

SUSANA CHAVEZ-ARAYA

Hi, I'm Susana Chavez from .cr. This is my second time fellow. The first time was in Panama in ICANN62, I guess, in 2017. I work in my ccTLD as a corporate and relationship manager, and so glad to be here and still learning about the ccTLD's environment and ICANN environment as well.

HEIDY ISABEL HERNANDEZ

Hi everyone, my name is Heidy Hernandez. I am also not a full newcomer. This is my third ICANN and my second time as a fellow, but I believe I still have a lot of opportunities to learn and understand how to engage more. I work for the Guatemalan ccTLD, .gt. In there, I'm in charge of the marketing strategy and also the PR, so I'm very excited to getting to know people and best practices and understanding how to actually be a valuable member of the community.

GUÐRUN POULSEN

Hi, my name is Guðrun and I'm from the ccTLD .fo, it's the Faroe Islands. I have been around for seven years, so I have attended many ICANN meetings. Welcome to all the newcomers. I'm also the vice chair to the Meeting Program Committee. We arrange the sessions in the ccNSO.

JENIFER LOPEZ

Hi all. I'm Jenifer Lopez. I'm the manager for the Panama ccTLD and also an assist in a ccNSO council for Latin American Caribbean and also I'm your Chair now on the OMC or Onboarding and Mentoring Committee.

WAFDA DAHMANI

Hello, everyone. I'm Wafa Dahmani. I'm a NomCom councilor, ccNSO councilor, and also a member of the Onboarding and

Mentoring Program. My first ICANN was also in Prague and I remember that my first meeting I was lost, I was really lost then, at that time, and I wish perhaps there was such a program for me at that time.

BART BOSWINKEL

I'll make a confession. I think, this is ICANN83, this is my 80th, 81st ICANN meeting. So my first one was in 1999 in Berlin. At the time, ICANN was a zoo, and I felt completely lost, I had no clue. I started two weeks before with the registry, so that's one of the reasons. But then again, knowing that feeling, I still recall it, is one of the reasons I think we are, from a staff perspective, really supportive of this program.

JULIE BISLAND

Hi, I'm Julie Bisland, ICANN Staff. I usually support the GNSO. I'm here with the ccNSO this week to help out in however I can. But my first ICANN meeting was in San Juan, Puerto Rico. I think it was 63, ICANN 63. It was in March of 2018, and it was very overwhelming, so I'm here for moral support if anyone is overwhelmed.

CLAUDIA RUIZ

Hi, Claudia Ruiz, ICANN Staff, I support the ccNSO. That was also my first meeting on site. And I can attest that even as staff, first meetings for us are also overwhelming and exhausting. So, yeah,

we understand if you have questions, we're here to help and happy to support you in any way. Thank you.

JOKE BRAEKEN

Thank you. My name is Joke Braeken, and I'm also from the ccNSO Secretariat. Not really a newcomer. My first ICANN meeting was in 2000, but I didn't attend 82 ICANN meetings like Bart did. At the time, I was working for a registrar, domain name registrar, and I joined that job in August, and then the ICANN meeting was in October. And I knew a couple of abbreviations, but not as many as I heard there at the ICANN meeting. I was definitely completely lost. And a couple of years later, I joined the ccTLD registry, .eu, and that was almost 10 years ago that I joined ICANN, so in the ccNSO secretariat now. And yeah, glad to see you here, happy to talk to you, and give the floor to Margarita.

MAGARITA VALDES

Good morning, my name is Margarita Valdés, I'm from Chile, .cl, registry, Patricio is my boss. And, well, I have been involved in ICANN since, I think, the third ICANN meeting. I don't have so many, like Bart, but the third ICANN meeting, I think, was in Santiago de Chile in 1999. I'm the legal director, legal and business director at ICANN Chile, and I'm very involved in this kind of activities, I like it so much. I'm a mentor at the University of Chile in the Faculty of Law. I try to do exactly the same in terms of these students and

how they could involve in their future as lawyers or technology or whatever.

So feel free to contact me, to ask me, whatever. Also, I am well known as an ICANN singer because we have a kind of band that's called GEMS, and we gather sometimes at the ICANN meetings, so if we have the opportunity to have music in Oman, probably we will see at this stage. Thank you.

JAIJIT BHATTACHARYA

Hi, I'm Jaijit Bhattacharya. I'm from a civil society organization called Center for Digital Economy Policy Research. We have been helping multiple governments across South Asia, Southeast Asia. I have also been a professor at IIT, which is a premier engineering institute, where I introduced a curriculum on internet governance about 15 years back.

I also run a technology policy entity which helps the private sector also in figuring out and navigating through the myriad issues of technology policy. I've been reading, in fact I'm a perfect glue between the ccNSO Council and the newcomers because I'm a newcomer in the ccNSO Council, and I've been reading all the outcomes for quite some time, but once inside it, they just seem to come out magically.

And that's where I would need a lot of hand-holding and support to really plug in on this side. Excuse me. And also, there are legions of students who would like to plug in, and I could help in that. But

first, I would need to know where I can get them in to support what ccNSO is doing. So that's really where I come in from and the kind of help I need and the kind of help I can provide. Thank you.

BART BOSWINKEL

And Ian, maybe, and Stephen and Nicky. Ian, can you introduce yourself?

IAN CHIANG

Hi, this is Ian from tw.nic, and I'm kind of a semi-old guy here. So my first ICANN meeting was in 2002. I feel it is a good place to meet my CC colleagues, meet old friends, new friends, and also if you have any question about your daily operation, I think people here are very kind to offer their solution and kind of assistance as well. So I feel it's a big family here, so I'm happy to be here to share what I can offer. And also, if you have any question, just let me know.

UNKNOWN SPEAKER

Hello, my name is Miao Lin [ph], I come from tw.nic, [00:17:28 – inaudible]. I attended an ICANN meeting-- the last time I attended an ICANN meeting was more than 10 years ago. Nice to meet you. Thank you.

STEPHEN DEERHAKE

Hi, Stephen Deerhake representing American Samoa .as. If you want to see what an ICANN dinosaur looks like, you're looking at one. I've been involved with ICANN for a little over 25 years. I've

been involved in a lot of PDP working groups. I'm happy to answer any questions that anybody has pretty much about any topic. My interest has been in retirement review mechanism policies for CCs. Thank you.

TUHAFENI NICHOLAS LISSE

Hi, Nicky Lisse from the Namibia registry .na, and I've been involved in ICANN on and off since about 2008. So we've seen a lot of the crazy things and we've seen a lot of the productive things that we've come from the meetings. And yeah, if you have any questions, feel free to reach out and also rely heavily on the Secretariat, because that's what I intend to do.

BART BOSWINKEL

And maybe can you introduce yourself?

UNKNOWN SPEAKER

Hello, my name is Adir Miller [ph]. I'm from DNS Africa. We provide software services that run the .za domain namespace. This is my first ICANN meeting. I'm as new as they come. I'm currently also doing a master's in computer science, specifically in network security, software-defined networks. And I've been in the industry for about two years.

BART BOSWINKEL

And just a question, are you in any way, .za, that's your relation with the ccTLD space? Yeah. Okay, thank you.

SIPHOKAZI SIMANDLA

Good morning, everyone, my name is Siphokazi, you can use Sips for a shorter one. I'm Simandla, I'm from .za, domain ZADNA, I'm a board member, it's my first time at ICANN, and I'm part of the technical committee there. So, happy to be here and to learn from the colleagues.

BART BOSWINKEL

Thanks. So, both you've heard the experience of the newcomers and the experience of the older hands. And I think this is really about onboarding and getting people in connection so you feel comfortable asking, touching up. Maybe I say you've attended, I hope, the first ccNSO Meeting Day.

May I just ask you to share your experience of what stood out for you, where you feel it was unclear to you, because I know it was overwhelming, but say what is an area where you think and you are interested in to learn more about? Because I think this is all for you to ask, or not to ask, is we are here to provide help to you, but yeah, we can say we help you, but that's not it.

I think what we need to do is be a little bit more specific and see how we can learn from you and you can learn from us. So, may I open the floor especially to the newcomers, what stood out for you

yesterday and maybe even the day before? And what do you want to learn more about? What was really overwhelming?

ADIR MILLER

I can say from my experience as a newcomer, the one biggest thing with especially ccTLDs is obviously multi-jurisdiction, and that's one of the things that I'm coming from more of a technical background. I'm a systems developer at DNS Africa, so we run usually behind the computer, making sure the lights don't turn off.

But something that's interesting to me, and I've been trying to pick up with the meetings, is trying to understand from a technical standpoint, how we can find similarity. Because although there is difference in the jurisdictions, difference in policy, there's difference in legality, I think they can be used in trying to find certain systems that are similar in a technical standpoint to make sure that everything runs smoothly.

One of the things that we try to do now is, for example, Kubernetes. It allows us to run ccTLDs, gTLDs, all under a common system. So I think finding the technical commonality is one of the reasons that I came and one of the things that I'm looking for.

BART BOSWINKEL

May I ask you, did you attend Monday's Tech Day?

ADIR MILLER

I was due to actually give a talk on Monday's Tech Day, but unfortunately there was a visa issue. So I only flew in, I only arrived around 12. I was going to give a talk on RDAP.

BART BOSWINKEL

And the reason for asking is, say, I think Stephen, you are also part of the tech working group. I think tech working group, so the Mondays, and it will, going forward, it's at every meeting, it's exactly the area where you would fit in. It's been created for those who were, and the gentleman with the engineering background as well, I don't know if you attended the Monday meeting.

The tech day is really providing that type of background information, it's finding the commonalities of ccTLDs and even gTLDs. So you'll see these technical operational issues discussed at tech day, it's not just presenting but it's also learning from each other, that's why it's created. So maybe for next time, and Stephen, if you could align up with this gentleman and explain a little bit more about what is happening, not online now or not during this meeting.

STEPHEN DEERHAKE

Absolutely.

BART BOSWINKEL

Yeah. But that's really the purpose of, say, thank you for sharing this. Did you attend? I know you're a system engineer, as you said. Did you attend Tech Day?

ISSAM KHATELI

I'm interested for the Universal Acceptance project, and I hope to run this project in my office. Yes.

BART BOSWINKEL

Yeah, okay. At least that works. Anybody else wants to share their experience the first two days?

SIPHOKAZI SIMANDLA

I think for me the one thing that stood out that is a question that we were debating with the Board is the future regulator and the business case that will make it sustainable. So at the moment, we are grappling with it. I think there was a case study that was presented by Taiwan. There was two countries that presented, one in the tech session in the morning, and they really looked, I think it was your digital signatures and other hardwares they've also added in the routers as part of the offering.

So that did help but I think more on the business engagement and what makes the future regulator and the domain name space evolution, that for me was good and more information would be needed. And also, the WSIS session yesterday was also a good session because I had recently chaired in South Africa the IGF day,

so all the organizations as they evolved trying to answer the similar questions, how do they coexist in ways that places of overlap.

BART BOSWINKEL

In that sense, it's unfortunate that we couldn't sign you up to, for example, somebody like Nick. He's not in the room. I think Nick Wenban-Smith, maybe we should, during the day, introduce you to him. And that's exactly the idea of the buddy system, because he's with Nominet, he's very much involved in the Internet governance structure, and he will be able to provide you and get you in touch with people who are experienced. So that makes it worthwhile for you. See if we can check it out.

CLAUDIA RUIZ

Yeah, well, actually, Nick did volunteer. He's just not here, but yeah, we can definitely match you with him.

BART BOSWINKEL

But we'll try to do it at the start of the next session because he's both in that way. His background, he's the legal and regulatory member of Nominet, head of that part. But say from that experience, he will know a lot of people and also he's very active in the center space and in everything else. And he will be around.

SIPHOKAZI SIMANDLA

Thank you so much.

BART BOSWINKEL

Anybody else? May I ask you what stood out for you, the two gentlemen over there, the newcomers?

INDIKA GOONETILLEKE

At my age, I think I should not be telling something like this. But as all of you experienced, I think, not I think, I'm completely lost. But having said that, I'm picking up things, I'm learning since this is first for my ICANN. Just to add up something, I'm more interested in the governance aspect in terms of a ccTLD. So I'll learn and come back to you.

BART BOSWINKEL

If you're interested in governance, probably there are a lot of people, maybe even Margarita, are you willing to introduce him? Because the next session, you will see a lot of different aspects of ccTLDs, and I think the governance will have an impact this afternoon as well in some of the sessions. And if you have questions, then just ask them, and she's more than willing to explain. So meet her. The gentleman next to you.

UNKNOWN SPEAKER

I'm interested in compliance of ccTLDs with ICANN bylaws, ICANN legal framework from our perspective, from our internal work at .tn.

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- BART BOSWINKEL And my understanding is that you already, yeah, say Wafa is already assisting you.
- Wafa DAHMANI He's also interested to understand the voluntary contribution and report back to his office about the financial contribution.
- BART BOSWINKEL And the idea is basically, Wafa, if they have questions you don't know, reach out you know the members in the community to get you in touch and et cetera. This is really breaking down the barriers. Jaijit, you wanted to say.
- JAIJIT BHATTACHARYA No, when you said next to Indika, I thought next was here.
- BART BOSWINKEL Abdalmonem.
- ABDALMONEM GALILA Yes, this is Abdalmonem Galila again. Just I want to add something to this gentleman for South Africa, as I recall well, you have .Durban, you have .joburg, you have .africa. Actually, all of these new generic top level domain names are affected by the issues that are related to Universal Acceptance, which is a technical requirement for IDNs, EIs, and the new generic top level domain

name. So I think it will be good for you in order to join such committees that are related to the technical requirement for gTLDs and for ccTLDs that are affected by these issues. Thank you.

WAFDA DAHMANI

I think the same for Issam, he's interested in the Universal Acceptance project.

BART BOSWINKEL

So I think I forgot you because you've been, yeah, this is your newcomers, relative newcomers.

SUSANA CHAVES-ARAYA

Yeah, the Central American newcomers. Actually, it was overwhelming. This is my second time as a fellow, as I said before, but even though I know the ccNSO is my place to be as a part of a ccTLD, I need to understand the ecosystem because I'm in charge of the few internet governance projects in Costa Rica, such as the Internet Governance Council and Dialogue of Internet Governance in Costa Rica. So it's primarily a need for me to understand how the pieces go in this ecosystem.

BART BOSWINKEL

And I assume, Jenifer, you are already--

JENIFER LOPEZ

I'm being his hair buddy now.

SUSANA CHAVES-ARAYA She's a great mentor, actually. She didn't tell me that I had to say that, so.

BART BOSWINKEL Heidi.

HEIDY ISABEL HERNANDEZ I won't lie to you, I'm not really sure what I'm interested in, mainly because my role in the Guatemalan ccTLD, it's commercial. In the past few years, as I came to the ecosystem and learned about ICANN, I've been very interested in policy and governance.

But the truth is Guatemala is in diapers when we talk about digital literacy, and I think that's what I'm kind of the most interested in, capacity building, helping our ccTLD to be more professional. And whenever I come to these meetings and they talk about what they're doing and other ccTLDs, I just feel it is so far away sometimes.

We're still teaching people what a domain name is, and that's good because that's the first step to get to something, but I'm not completely sure what I should be interested in, but I do believe capacity building and digital literacy is the place to start in a country like Guatemala.

BART BOSWINKEL

Thanks. What is interesting, because I know this is not part of, say, the program that the ccNSO is offering to people, that's really focusing on ccTLDs. But at the same time, what you see, there are a lot of ccTLDs around in the room who may face the same issues. And maybe that's the way, and that is how we hope the buddy system can work as well, in the sense of it's short, but that they can introduce you to people, and that's something for the people who are going to be buddies.

Introduce them to people where they have requirements. So set up your own network, because I think that's invaluable for people themselves. Why do you come to ICANN meeting? You build your own network to learn and to share information. So that's a good one. Go ahead, Margarita.

MARGARITA VALDES

I'm too small. If I could say something that is very positive in this community, it's almost all are very people that is gathering this huge amount of people around and moving between rooms and so on. And normally, they are very available to talk with you, to give you some kind of orientation or share information or knowledge, which is other level.

And I learned a month ago, I think, from my colleague in Chile, that you have to have a purpose when you participate in these kind of meetings, which is you have to come back to your usual business or activities, at least having four to ten new connections, new

people that you are available to ask anything or email or something in order to build a network.

Try to have this network growing, and each time try to have this purpose in terms of how you can grow your network. And I have to say that from the non-native English speaker perspective, sometimes it's hard because perhaps you do not have this fluent capacity to express all the things that are in your mind.

But most of us are not English speakers at the mother tongue. And sometimes it's a barrier, I felt that many years ago. But do not hesitate to contact somebody else that is interesting for you. Try to grow in this sense. I think it's a good practice in terms of building the network. Thank you.

BART BOSWINKEL

Yeah, Everton, just a minute. I fully agree, and now this is, say, this is almost, I'll be very almost Dutch. This is at the academic level. How do you make that work for people like Heidy? So you tell them, this is what you should do, but how to get there? What is your advice? How can you teach them?

MARGARITA VALDES

Very good question. I have the answer. I think, well, at the old times, before pandemia probably, well, I still do it. I have my cards, physical cards. But if you don't have this kind, the new way is to have your QR in your mobile with your LinkedIn profile, for

example, or your WhatsApp, the QR that is made by WhatsApp, for example.

And I think it's the easy way to interchange the first interchange of information with somebody perhaps you don't know or perhaps was given a presentation, for example, in many of the sessions that we have in this meeting. I think that's the most easy way to do it.

BART BOSWINKEL

Maybe to follow up, and then I'll get to you, Everton, it's to follow up. Once you've done this, you will find, and that's the good thing, the threshold of people are very willing to help you, but they need to know that sitting next to you is very nice. You see, they really want to assist you, but there is some action from your end as well needed. I think it's important. And the buddies are really here to help you introduce and get introduced to those people. They will not stay with you for forever, maybe two or three weeks after the meeting and that's it. That's the intention of the program at least.

EVERTON T. RODRIGUES

Yeah, just to add to what Margarita was saying that there will be times in which we don't have all the answers as well. All ccTLDs are different and some of them are one person ccTLD who is running absolutely everything, so they know everything about the ccTLD. But there are some cases in which, for example, in the ccTLD that I work for, sometimes I don't have all the answers because we have two or three people doing part of the work at the ccTLD and I need

to reach out to them. So the connection, as Margarita was saying, is so important because sometimes I don't have the answer, but I know someone who does and it happens inside this community as well.

So sometimes I work more with the commercial perspective, but I know the person who works with a technical background, so I will introduce you to that person, and it happens here. So all it takes, as Bart was saying, is that you reach out with your questions, with what you have been willing to learn more and let people around know that that's something that... people are willing to share information, so speak up.

BART BOSWINKEL

I think I have two more topics from my end and then I'll hand it back to Jennifer. One is, as I said, the intention of the buddy program is that it ends in two or three weeks after the meeting. Because by then, not that you, but at least if you want to continue, that's fine, but that's where the end of our role or the role of the buddies ends.

What I want to propose is that at least the last five or ten minutes of this meeting that you meet up with your buddy and sit down and say what is of interest, and to start the dialogue of what you can do, which sessions are relevant. The second thing that is related at least to the program is that in two or three weeks or maybe a little bit longer, we want to send you a survey about your experience.

This is the first time we do this, so we want to learn from you where we can improve as well.

So I think Claudia will walk around and ask you for your email if you want to assist because we are testing and trying to improve the program as rapidly as possible and this is probably the best way. First of all, Claudia, you will walk around and gather the email addresses, both of the buddies and the newcomers.

And secondly, yeah, meet up with your buddies. And maybe I just open the floor for any other business about the program itself. Okay, so are there any questions from your end? Anybody, especially from the newcomers? I don't have many much more to say. Jenifer.

JENIFER LOPEZ

Well, I just want to say that when I was a new comer, what helped me the most was realizing I didn't have to understand everything right away. So maybe one conversation at a time, one person, one friend could help, and if I could be your friend maybe, I can help you too. If I'm not having the their answer to your questions, maybe I can derivate it to another people that can help also.

JAIJIT BHATTACHARYA

If I may chime in. I've seen similar situations where there are no questions because people don't even know what to ask they're so lost. So maybe it'll evolve, and I think in some time there will be

questions coming up, and that's where the buddy system will be very, very helpful.

BART BOSWINKEL

With this, please introduce yourself.

WAFA DAHMANI

To the buddies?

BART BOSWINKEL

Yeah.

WAFA DAHMANI

[00:42:56 – inaudible] and Issam, we already know each other, and since the first day, we were doing this work. Already I know what they are interested before and I'm trying to link them.

MARGARITA VALDES

Sorry, a digression. But I think something that could help to be overwhelmed, it's because your brain is trying to focus and the focus is hard in this kind of situation, the meetings. And also probably, which is just because my brain is different, is because you have a kind of divided heart in terms of the, for example, what kind of things or matters are currently happening here in terms of your daily job?

And a lot of things that probably are very interesting, and your brain is trying to think about if it's your personal interest. Do you

understand the idea? Because the focus is, I'm a ccTLD, well, I am in the operation of the ccTLD, commercial, whatever, but there is, I don't know, human rights matters that are interesting for me, not because it's my daily job, just because it's my personal interest. So sometimes it's a good opportunity to try to combine this, because to be here, it's a great opportunity, there is a lot of knowledge around, and there is nothing bad to combine this.

Yes, I run a ccTLD, but also, I'm very interested in intellectual property, for example. It's true that sometimes at the ccTLD, we do not talk about intellectual property. But there is a group that there is this kind of conversations or discussions. And sometimes, perhaps it's helpful to combine these subjects and you have the opportunity to change the room and have the opportunity to listen something different. Thank you.

WAFDA DAHMANI

Yeah, just I wanted to add for the gentleman from Sri Lanka, I can help, I'm here and we can start after the coffee break if you want to.

GUÐRUN POULSEN

I just want to say that you can also use the ICANN website for previous ICANN meetings. For example, we had a ccTLD news about capacity building, which would be really good for you to listen to. I would like to sign up to be Heidi's buddy. Thank you.

BART BOSWINKEL

We'll close and just meet up with your colleagues informally so we don't need to sit around. I don't have anything. That's it. Just sit down. Sit somewhere in the corner with your newcomer. Go ahead, Abdalmonem. Yeah.

ABDALMONEM GALILA

Just want to add, maybe a gentleman would like to join USC. What are the steps required for him to do in order to join the USC?

BART BOSWINKEL

We can answer that. If you want already to join working groups, just go to Joke or Claudia or to me, preferably not me because I will forget. Go to Joke and share your information details and which working group you would like to participate in. There are many of them, but it depends. And again, that's where a buddy may come in helpful.

It ranges from Universal Acceptance to operational planning, et cetera, ICANN's operational planning. And some of them are very nice to start with, directly related with your work, others are very far away. Just go to Joke and explain, say, whether you want to sign up to one of those working groups, and then it will take care of itself almost. From a customer point of view.

JENIFER LOPEZ

Thank you all for being here. We are delighted to have you here and to learn with us because we are learning too, we don't expect to

know everything of all. And in my opinion, this was a very nice space for us, and hopefully, we can help you and you can help us to build this initiative and continue it for the growth of the ccNSO buddy system. Thank you all.

CLAUDIA RUIZ

Okay. You can stop the recording. Thank you.

[END OF TRANSCRIPTION]