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DURBAN – Fellowship Morning Meetings  
Monday, July 15, 2013 – 07:00 to 08:30  
ICANN – Durban, South Africa

UNIDENTIFIED MALE: It's Monday July 15, 2013. Room Hall 4-AB. This is the Fellowship morning meeting. Staff leader, Janice.

JANICE DOUMA LANGE: Good morning. I'm not hearing anything back. Good morning.

PARTICIPANTS: Good morning.

JANICE DOUMA LANGE: All right. We're getting there. We are getting there. I know I had my own morning yesterday, so I'm allowing you a little bit of slowness this morning – just a little bit because it's so very early.

So I was going to go over our week schedule, but I want to get Olivier up and going, because as all the chairs of our advisory committees and supporting organizations, his docket is full today. So I want to be respectful of that time.

If you haven't signed in, we have a sign-up paper – it's back here behind me – from a fellowship perspective only. All other visitors and guests do not need to sign in for [Mamma J]. So just those fellows, please make sure you hit the sign-in list.

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*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.*

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So this morning, we have chairs from two of our supporting organizations or advisory committees coming in. Olivier, who is the current chair for the At-Large Advisory Committee will be sharing with you imparting some of his wisdom, experience, and overall knowledge. Following that, we will have Alissa Cooper who is the current chair of the Business Constituency. She'll be stopping in a little bit later. Olivier, if you would like to take it from here and just let us know when you want us to advance the slides. We're good.

OLIVIER CRÉPIN-LEBLOND:

Thank you very much, Janice. The first question I was going to ask is whether anyone has a laser pointer, by any chance. One of these little laser things. The reason is because of course I always come unprepared. And I should have a laser pointer and I have to ask for one every time. Never mind.

I'm here to tell you a little bit about the At-Large Advisory Committee, which is effective the part of ICANN that is supposed to bring forward the points of view and the interests of Internet users into the ICANN processes. So we don't have any contracted parties or people who are primarily involved in creating new gTLDs or involved in any of the business side of ICANN. What we're particularly interested in is to see what ICANN policies – well, see whether ICANN policies can be changed or advised on and taking into account what pretty much each and every one of us is, which is a user of the Internet and user of the web. If we could have the first slide please.

I'm not sure. Is this the second day of fellowship? Have you all already seen this horrendous diagram? This is the multi-stakeholder model. As

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you know, ICANN is a multi-stakeholder model in itself. What we sometimes do actually, because everything points over to the Board of Directors – and I’m sure someone will explain to you, or has already explained to you the overall structure. If we can go to the next slide.

We got rid of the Board, which makes a lot of people happy sometimes, and basically looked at all of the different component parts of ICANN. In fact, even according to Steve Crocker, the chair of the board, really the board is there to maybe not rubberstamp, but to make the final decisions on things. But really the hard work takes place in all of the supporting organizations – the SOs and the Advisory [inaudible] policy gets developed in the supporting organizations.

So you have the ASO if you look at the bottom of the screen. The ASO, the Address Supporting Organization. The GNSO for the Generic Names Supporting Organization. The ccNSO that deals with the country code, the name supporting organization. Two of these three supporting organizations are multi-stakeholder models in themselves. They might not be full multi-stakeholder models. They might be one or the other stakeholders missing.

For example, the governments would not be taking part directly into the GNSO and into the ASO. That’s of course because the governments have got their own advisory committee on the right-hand side of the screen – the Government Advisory Committee.

There are other advisory committees that are part of ICANN that are mostly technical in nature. Then you’ve got this thing called At-Large, which has Internet users and which in itself is multi-stakeholder. If we

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move to the next slide, please, we can have a look at the At-Large organizational diagrams.

So the way that we are structured is into five regions – the five ICANN regions. And each one of the regions has got a Regional At-Large organization that takes care of the region. Since we like acronyms in this environment, we call them RALOs. And of course then we just add a few more characters in front of that to make the name of each one of our regions.

So for Africa, it would be AFRALO. For Asia-Pacific, it would be APRALO. For Europe, it would be EURALO. I'll let you guess the Latin-America and Caribbean and the North America one. there is a pattern here.

So each one of these RALOs have as their members At-Large Structures. Now, what is an At-Large Structure? An At-Large Structure... [audio cuts off]

JANICE DOUMA LANGE:

[inaudible]. They're going to break everyone up into working groups. We've opened up obviously always transparently to the community about the strategic plan, but this is the rebirth of the strategic planning process, so it's a great time for you to start to get engaged with how we're going to move forward as a community.

Also the New gTLD update is at 1:00 today in Hall 1-A. The implementation of the Africa strategy today in Hall 6 at 1:00. DNS SEC for everybody is at 5:00. That is the best, coolest – I said this in the newcomer. Again, I have a conflict with a press conference I have to assist with, so someone else from ICANN will be there running

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[inaudible]. It's a skit. It shares at a place that all of us can grasp DNS SEC. And it's like this. There's an opportunity to ask questions.

And these are people from major corporations. This isn't ICANN staff only putting out to you what they think is the right thing. Everyone out there in the industry is saying DNS SEC is the future. It is now. It's what we need. And they're describing it to you in a way that all of us who maybe aren't so techie can understand. I love this session, so that's in 1-B, Hall 1-B.

Unfortunately, conflicting with that is the Internet governance update in Hall 6, which I know is of major importance to others too. Again, remember, this session is being recorded. All sessions are being recorded. If you are conflicted, the skit is something that you really can only get being in the room. That doesn't stop Internet governance being hugely important, but if you pick one over the other, it will be recorded, it will be transcribed, it will be translated and you'll be able to find it forevermore on the ICANN website within the Durban schedule. You'll always be able to click on there, find the recording, find the transcript; and in several weeks down the line, get the translations.

So choose wisely. Choose with what makes you feel like you're getting the most out of your day and your time here, but you will never be at a loss for anything else going on. It'll be there.

For those of you who were late this morning, I'll say it out loud. It's the teacher in me. Not tomorrow, okay? I'm a human being. You saw that yesterday. But we are here to learn, we're here to bond together. You are given a tremendous opportunity here to be hand-held through the process and there are amazing individuals who are coming to speak to

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you and give their time. I do not want you walking in in the middle of their time, okay? So one's forgivable, second not. Have a wonderful day and make sure that you're signed in on the sheet right behind me. All right.

I'm always available through e-mail or Skype, so you're never lost. Always come find me or a fellow anytime today if you need any help, or the ICANN booth in 3-AB. Those guys are there to help. They're alumni and staff. They're there to help. OK. Have a wonderful day. Get to the welcome ceremony.

OLIVIER CRÉPIN-LEBLOND:

[inaudible]. The first one is to issue comments in response to ICANN public comment requests. That's a very important part of the ICANN mission in order to keep things, multi-stakeholders, any decision, any report, any work that has been done is subject to public comment.

And in the public comments you will find individual comments by people, but you will also very often find comments from the At-Large Advisory Committee. I'll go through our commenting process a little bit later on. We basically try to reach consensus within our community, draft a statement, and then send the statement in.

And of course, because it is known that by the time a statement makes it to a public comment, there has been a serious process of discussion, pulling and pushing and finding consensus, that statement holds a lot of weight in the overall decision that the board might have to make or that the working group might have to make in the establishing of its final report.

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But we're not only constrained to issue comments in response to public comment requests. In fact, one thing about the At-Large Advisory Committee is that they are able to comment on everything and anything that is ICANN related at any time.

So if there is a subject with regards to the overall structure of ICANN or maybe a subject that is currently not subjected to a public comment but that might be a subject that everyone is talking about, we can decide to comment on it and send the comment to the relevant staff, board, work group, chair and influence the process in this way.

Our members are also often invited as individuals in the GNSO policy development process. They don't get a vote of course, but they do get the ability to participate in the GNSO Working Groups and I very much encourage this, because as you know, if you wait until the whole work is done and you suddenly start criticizing at the end, when everyone's finished the work, you end up being quite unpopular and you get told, "Well, why didn't you get involved at the beginning?" And thankfully, we've been invited to take part in recent years at earlier and earlier and earlier stage, to the stage that these days we often are asked to even be part of the chartering team when the GNSO creates a new Working Group dealing with a particular issue.

We can also issue comments about any external process to ICANN, so long as it's actually linked to ICANN in one way or other. It's not something that we often do. We already have enough work in ICANN, but to give you an idea, there was a request for comments by the U.S. Department of Commerce on the renewal of the IANA contract, and we did send a comment on this.

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It's a very thin line because we are a constituent part of ICANN, so it's a little bit strange that part of ICANN comments on a contract that ICANN is going to be subjected to by a third party, but at the same time, we are somehow I wouldn't say independent – not structurally independent – but we have an independent voice. We are not constrained by the ICANN song sheet. Our job is to really relay the input from Internet users, even if it conflicts with the official ICANN view. That's something which I think has to be recognized, because I can't imagine many organizations that allow a part of their organization criticizing it.

We take part in cross-community working groups as I've mentioned earlier. The difference between GNSO working groups and cross-community working groups is that in the cross-community working groups, there are several shares to the working group, not just one. And usually there is then one chair from each one of the communities of ICANN that is involved in the establishment of the charter for the cross-community working group. There are not many cross-community working groups around, because often the points of view of the different supporting organizations and advisory committees might be slightly different, and just putting together a charter that everyone agrees with is a serious amount of work.

We relay the ICANN message to Internet users around the world, so it's two ways. On one side, our At-Large structures are regional At-Large organizations that then bring the input into the At-Large Advisory Committee. All of those have information going one way, but we also have the information going the other way. So effective, the regional At-Large organizations promote whatever is going on in ICANN and make

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sure that At-Large structures are aware of all of the things that are coming up now.

So we had to relay all of the news about the New gTLDs, and of course the problems associated and that we're currently working on so as to ask for members of our At-Large structures to come and take part into the policy development or into the statements that we draft.

And finally, we were given the task – was it last year? I tend to lose the concept of time. Of finding New gTLD objections from the community. It was a very narrow mandate. There was a limited public interest objections that we could have, and we could also file community objections. I'm not going to go into the depths of which is which, but what's important to recognize is it's the first time At-Large is given a task that is an operational task rather than just an advisory task. That was recognized by our community. We fought for it because we felt it was important for our At-Large structures and the community beyond our At-Large structures to be able to file an objection without having to go through any of the other processes where there might be more barriers, and of course you need to have much knowledge when you file an objection to a New gTLD application, and this knowledge is something that we can provide in order to help.

We ended up filing three objections to the same string, but to three different applicants. The process was very bottom-up in the case that – well, we asked for comments basically from the community and said, "Would you like to file an objection?" Then those who wanted to file objections put them forward to the working group in At-Large that was dealing with this. It was basically verified by that working group as being

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able to fit in one category or another. Only three came out at the other end. The ALAC voted on each one of these before they were filed, and the process is going on at the moment as we speak with discussion back and forth between the ICC (the International Chamber of Commerce) that deals with the objections process, the At-Large Advisory Committee, and of course the applicants. Next slide please.

So we work in a purely bottom-up fashion. If you see the graphic here, at the bottom of the pyramid, we've got all of these 150-160 At-Large structures. As I said, each one of them feeds into a regional At-Large organization, and each one of these basically then feeds into the ALAC – the At-Large Advisory Committee – itself.

There's always a confusion between At-Large and ALAC. At-Large is the overall community of Internet users and ALAC is the 15-member committee that is selected to basically give the sort of final go-ahead to move forward or vote on things.

In fact, I forgot to say something two slides ago. I've got time, so if we could come back quickly just to overall map. Yeah, that's right. If you look at the ALAC itself, you'll see that there are three people per region, so that makes 15 people altogether. Of those three people per region, two of them are selected by the region itself through a procedure where people put their statement of interest forward and then the region has a full vote, so every At-Large structure has one vote and so the person who is chosen by the region – well, it's the one that gets the most number of votes. So we've got two.

The third person is selected by the Nominating Committee. Have you already had the Nominating Committee come and see you? I guess on

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Monday it's a bit hard to have a lot of people before you. They're here tomorrow, okay.

So the Nominating Committee selects one member for each of the regions, which is really good because what you get is – one of the problems with selecting people within your community, because really that's what you would end up with, is that you end up with the usual suspects all the time.

Having an appointee that comes in via the Nominating Committee is good. It often brings fresh air, a fresh outlook, new ideas, people that have a completely different frame of mind often. So it really makes our committee one that is very dynamic and that is able to not only listen to our community through the At-Large structures, but I think that each one of our members listens to their family, to the people around them, to people in the streets, to people they meet pretty much anywhere in daily life and often receive much criticism for being a part of the whole eco-system that ICANN is purported to be.

But we act a little bit like trying to spread the good word and say, look, if you want to make a change, if you want to make a difference, then get involved and you are able to make a difference through this community.

One more thing about this slide. The 15-member committee, as I said earlier, is the committee that actually votes. So when a statement is drafted, the committee will vote at the end on it. When decisions have to be made, usually we'll work by consensus. So we don't have to go down to a vote. We might just say by acclamation, everyone agrees to this or everyone agrees to that. But of course, if someone calls for a vote, then we go forward with a vote that is either when we're face-to-

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face using the extensive system of putting your hand up. All our votes are open. Or using a system online voting and people are able to actually see who voted for what. So we're very accountable on that.

The only time when we don't actually have an open vote and we have a secret ballot vote is when it involves people. Why? Because it brings bad blood. Why did you not vote for me? Why did you vote for them? It's one of these things. So when it involves the selection of people for the committee or the selection of the leaders for the Regional At-Large organizing, we keep a secret ballot. It's much nicer and it keeps everyone much friendlier to each other.

The 15-member ALAC also votes for its board director. It selects seat number 15. Well, the person sitting in seat number 15. And at the moment, that person is Sébastien Bachollet and he has been now I think for three years. I forget. I lose track of time. For a while he's been the board member.

And of course, one thing you might have not been told, but board members once they are seated on the board do not represent their community. They go there and they have to look out for ICANN's best interest. But fair enough. The thing, though, is he does come originally from our community, so his framework of mind, the way that he thinks, is often pretty similar to our way of thinking, thankfully. If he wasn't then he wouldn't be here. So that's the sort of thing.

All right. Let's move on back down to the slides. So the bottom-up input to the ALAC, it starts on the At-Large structures, goes to the regional At-Large organizations and then moves over to the At-Large Advisory Committee, and that's pure bottom-up.

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If the ALAC tells a RALO what to do and says, “You need to do this, you need to do that,” you don’t get a very nice answer. Usually – and I’ll spare you the expletives that early in the morning, but you can imagine. Let’s move to the next one. We work in a pretty bottom-up process, and I’m sorry you can’t see it very well here. You’ll send the file over. Okay, thank you.

So if an At-Large Structure, what’s in the little red circle, wants to comment, the first thing that really happens is a discussion within the Regional At-Large Organization. These are their mailing lists. In fact, some Regional At-Large Organizations have even now got local Working Groups. It’s good because some regions are a little bit more challenged than other regions is that they work in more than one language. Latin-America and Caribbean will work both in Spanish and in English. Africa both in French and in English. And we do have technological means to have automatic translation and interpretation and so on.

All of the calls of the ALAC and of the Regional At-Large Organization – sorry, all of the calls of the ALAC and the calls of some of the RALOs are interpreted in the three – Spanish, French, and English.

Now, if there is a consensus at a RALO level, that moves on over to the next level up and the RALOs discuss the matter with other RALOs. And in general, this holds a certain weight. If three of the four RALOs feel very strongly about this, and have had sometimes even less than three, but they really feel they wish to drive this forward, then the matter is brought forward over to the ALAC. Next slide. That’s on the right of this slide, so if we go next slide, please. Oh wow, it works. It scrolls. That’s nice.

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So the next level is the ALAC discusses this. In general that's when someone is asked to hold the pen. There needs to be a pen holder that will draft. There's a decision. Let's do a statement about something. Someone is asked to hold a pen and they'll draft maybe in a small group, maybe in a small Working Group, ad-hoc Working Group. They'll put together a first statement. They'll put it on a Wiki. You know what a Wiki is? It's a Wiki page. It's a page that many people can edit and so on.

They'll put it the Wiki, then ICANN At-Large staff sends out a request for comments from all of our community, and people put their comments underneath in the same Wiki page. Then a few days before we decide that we need to move the thing forward, usually there are deadlines to all of this. A few days before the discussion is stopped, the pen holder or their team puts a final version together, presents this over the ALAC and the ALAC ratifies this from being a text over to being a statement.

So you basically, when you receive that text, that statement, you know by what margin how many people voted for it and we also explain what the process is and who were the pen holders, etc. in case there are more questions about how the whole statement came to be. Then once that statement is ratified, of course it is sent – or released and sent – to wherever it needs to go. Next slide please.

Response to public comment requests are somehow a little bit shorter because we're time constrained. So a public comment request comes out onto the ICANN website. We're notified. The ALAC immediately decides, RALOs are also encouraged to have a look, decide very fast do we need to write a statement on this or do we not? If we do, again,

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same process. Pen holder, Wiki page, feedback on the Wiki page, and then ALAC vote.

The problem is that between the red box on the left or the red circle on the left and the green [inaudible] input from the people that come and [inaudible] organizations which are structured sometimes in a similar way to the way we're structured are able to have a bit more time because it feels like [inaudible] trying to go against the clock. And finally, our last slide please. I realize I'm going fast, but we only have half-an-hour. And my time is up as well.

Three very important links, if you're interested in learning more and seeing what we do. The first one is the At-Large Correspondence. That's the page that holds all of these statements that the ALAC has – I can't say has ever written because there was the time where it's so bad that we used to release statements and they miraculously got lost at some point. But ever since a few years ago, we decided to be very thorough about this, so we have correspondence letters to the board to responses to public comment requests, etc., for the past few years.

The next one is the At-Large Policy Development. That's a little bit like the backstage of those [inaudible] and you'll notice that in some cases, no statement was released because [inaudible] for people.

Then finally, the At-Large Working Groups. You don't need to be a member of – or you don't need to be an At-Large Structure representative or a member of the actual At-Large Advisory Committee or even sometimes I would say an actual member as such to take part in At-Large's work. You have to remember, this is the point of view of the [inaudible] users. We have to be as least constraining as possible.

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So we have a number of Working Groups that divide all of our work, because not everyone is interested in internationalized domain names. Not everyone is interested in new generic top-level domains. Not everyone is interested in capacity building.

As I said, we have such a diverse community. We have some experts in each one of these, so rather than having everyone receive 1,000 e-mails a day which is maybe not how much – they'll probably get a few hundred e-mails a day, which is a lot – you can subscribe just to a Working Group and those Working Groups are open for everyone to take part in. So I suggest that you have a look at those three pages. And of course if you have any questions and you can run fast enough this week, because I'll be running most of the time, then you're very welcome to not stop me, but to talk to me while we run. That's it. Thank you. I'm open to questions. As of 7:31, I'm already one minute late for my next meeting, but that's fine. I'm going to be late all week anyway. I could spend another five if that's okay.

JANICE DOUMA LANGE: I'd love to, but I would have to defer first to Alissa, because I don't know what her time constraints are.

ALISSA COOPER: I'm fine.

JANICE DOUMA LANGE: Okay. So thank you very much. We'll go for just a couple minutes. We do have one remote if I can do that first. Leon asked, "What happens

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when there is a conflict between the chair representing the At-Large and the seated board member who is the At-Large liaison?”

OLIVIER CRÉPIN-LEBLOND: Thank you. If there is a conflict between the board, the person selected by At-Large and the At-Large Advisory Committee, I’m not quite sure that we’ve had this before. We can be very persuasive. But I guess there are some times where we have a different point of view to the board. Well, a different point of view to the person that we’ve seated on the board of course. There are times where we disagree with the point of view of the whole board.

Really there’s no special channel, if you want, by which we can overturn our board members – the board member that we’ve selected – the decision of the board member that we’ve selected, except a quiet word in the corner and say, “Listen, I don’t think you’re getting too popular at the moment,” and have a greater look at the way we see things.

But I don’t think that we place that much pressure on our sole – our only one – board member that we have on the board. A lot of the work that we do is actually just direct comments over to the board, and we do ask these days for the board to reply to our statements and give us a reason if they don’t agree with what we said for us to really establish a proper dialogue with the board rather than sending advice over, then the advice is lobbed over a wall and we never hear about it anymore.

There was a time a few years ago when it was the case, but I think that due to the fact that we now really document the process by which we reach the decisions that we’ve reached, it’s appreciated by all board

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members. We receive 99% of all cases, now we do receive answers to the issues that we raise.

UNIDENTIFIED MALE: My name is [inaudible] and I just have a question concerning how does a chapter like the Internet Society local chapter join the At-Large Structure? What is the process?

OLIVIER CRÉPIN-LEBLOND: Yes, thank you. That's a very good question and I always forget to mention it in my presentation. A chapter or a potential At-Large Structure would go over to a web page. If you go to [www.atlarge.icann.org](http://www.atlarge.icann.org) or even just [atlarge.icann.org](http://atlarge.icann.org) – in fact, you've got it here – there's a page that gives you the exact process by which you apply.

The way that it works is you fill in an application. So the organization fills in an application and answers a number of questions. That application is sent by e-mail over to At-Large staff at the address that we have. That then goes through staff due diligence. They verify that all of the information that's been put on that page is actually correct and that there is a website indeed and that the answers to the questions are real and are not just made up.

That then gets sent over to the Regional At-Large Organization, which geographically is – which your organization is part of. That Regional At-Large Organization shares it with all of the members, the current member At-Large structures in the region, with the same information as what you have provided, plus the due diligence information provided by

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staff. And each one of the current At-Large structures then is able to look at the application and say yes or no.

They vote on it, and that advice is then given by the RALO over to the At-Large Advisory Committee. The At-Large Advisory Committee has the choice and also has access to all of that information and has the choice to say yes or no – yes to the advice of the Regional At-Large organization to accept or to refuse this application, or go against the RALO advice. There have been times when the ALAC has gone against the RALO advice.

So there are several levels of safeguards, if you want, and each application is treated very seriously indeed, because decertifying an At-Large Structure is not an easy task. You can't take people out like this. You need to make sure that they fit a certain criteria. And among the criteria, that organization needs to really have direct link with Internet users.

It doesn't preclude. The thing with At-Large it doesn't preclude also having connections with maybe a corporate entity, but if it's going to be mixed, there needs to be a direct connection with Internet users. So the board of that organization would need to have independent Internet users. The members of that organization, at least a large segment of that organization, would need to be Internet users.

So for ISOC chapters I know that some have got a corporate membership and some have got an individual membership. We have several ISOC chapters that are At-Large Structures. What I do say, though, is ICANN has this ability to suck you in and take all of your life away, because it's addictive. You think, "Wow, I can make a difference,

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especially in this environment.” If you are a starting chapter and you have a number of projects, I usually don’t pressure chapters because I think you might have other projects and a limited number of people at the moment. You might think you just will have one person that will be dealing with the ICANN work, but in fact, there’s so much to do, that it might suddenly divert all of your chapter’s attention to ICANN.

But larger chapters are chapters that have been established for a while and that’s the same for all organizations, by the way. Organizations that have been around for a while that are running properly are extremely welcome to come, and in fact, very encouraged to apply.

JANICE DOUMA LANGE: Actually, the next question is right over here. It may need to be the last. You have to tell me.

[ALEJANDRO COSTAS]: Okay. Well, I hope my question is very easy and straightforward to answer. You mentioned something about the consensus.

JANICE DOUMA LANGE: And one second. For the record, remember, name.

[ALEJANDRO COSTAS]: Alejandro Costas from [inaudible]. I’m a fellow. Thank you. My question is how did you mean consensus? What is for you consensus, or for ICANN? Is it the majority of the people, 100% of the people?

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OLIVIER CRÉPIN-LEBLOND: You're asking an age old question at ICANN. What is consensus? They're two big questions, by the way, which no one has ever managed to answer properly yet. The first one is, what is consensus? The second one is, what is the public interest? So if you have ideas about this, then you'll be very welcome to bring them forward.

Consensus in the GNSO sense (Generic Name Supporting Organization) has spent months trying to define what consensus is and has come up with a whole range of answers from full consensus, broad consensus. It's where the majority of people agree with one thing.

In At-Large, we haven't really defined consensus. I'd like to think as the chair that consensus is when everyone agrees, but of course it's very rarely the case. They're very often people who don't agree, and for a very legitimate reason sometimes.

It really is a matter of feeling the temperature of the room. If you have a majority of people who agree with each other, you would say we have some consensus, but of course if that majority is just by [inaudible] 15 people. So if 7 people on one side and 8 are against it, I would say we're pretty much divided on the issue, even though one might have a majority by one vote. We don't really have consensus.

I'd think that consensus is really achieved when you might have one or two voices that are against an issue, and bearing in mind that when you do a vote – and that's often the case in everything at ICANN – only the positive votes are counted. So if you have 8 votes and 4 abstentions, the abstentions really count as nos, as the negative. They might as well have voted no rather than just abstain. But sometimes people abstain because they might not feel qualified in being able to make a judgment

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or because there is no consensus in their own community, so they'd rather abstain rather than go one way or another.

But in general, I'd say in our 15-member committee, if between 9-11 people – no, sorry. More than 10. 10-11 people are going for this. And majority over community is for a statement, we'd say that we do have a broad consensus. It's one of these things which can't be exactly quantified.

ALEJANDRO COSTAS: Thank you.

JANICE DOUMA LANGE: And I think at that I need to send you off on your way. Please take Olivier up on his word. If you want to run with him down a hall, we've all done it. It's quite a great experience. You can do that.

Also remember, one of our alumni [Sarah Noosh] is available here for us all week. Just elected to be vice chair of AFRALO. She's at the DNS women's breakfast where I send all the alumni fellow.

OLIVIER CRÉPIN-LEBLOND: So she's getting breakfast and we're not. Okay.

JANICE DOUMA LANGE: Coffee is ready for you over there. Olivier, thank you so very much. Again, really appreciate the time that you spend with us and a couple lessons learned always every time one of the chairs comes. One is the amount of work. Just as a reminder, Olivier was about 21 when I met

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him three years ago. The workload on our chairs is just absolutely tremendous and I always appreciate the time that they can spend with us out of their very busy days.

Two, he reminds us about speaking for the transcript. So in all of the sessions, you do have to remember as we talked yesterday in the newcomer's presentation, always your name. And if you're speaking on behalf of an entity who was approved for you to speak on behalf of them, you may announce that as well. Unless that hasn't happened, you need to stay safe and speak on your own accord.

Three, I just want to mention, when you come into a room as a newcomer, a fellow – either one – please do not hesitate to come and sit at the big kids table. We are all here as one community. This is the GAC room, which we get to use, so the members of the GAC are sitting directly around the table as they need to. But in any other case, the seats are open. There's usually a little A-frame that says where the speakers are, but you are not relegated to the back of the room. New faces are welcome at the table. I think it also creates an atmosphere for you where you feel much more ready to just hit the mic button and make a comment.

I'll just finish here before I hand it to Alissa. Don't forget when you hit the button to make a comment, when you're finished, take the button off so that the next microphone can open up. It's a little bit of protocol. Really, be familiar, be happy, sit around our table. Alissa, with that, please.

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ALISSA COOPER:

Thank you so much. I'm really happy to be here and I'm really happy to share with you what I know about ICANN and the business constituency, and I'm also very happy to answer any questions that I can.

So, to start, my name is Alissa Cooper. I am the chair of the Business Constituency. I thought what we might do today is talk a little bit about what the Business Constituency is, what it does, how it operates. I'll share with you how I became involved with ICANN, and then later on the Business Constituency.

Of course I would invite anyone who has any interest in making the Internet safe for business to come talk to me later about actually becoming part of the Business Constituency.

So to get started, it might be helpful to do a little bit of a background about exactly what the Business Constituency is and sort of where it falls into the whole ICANN environment.

So if you look up at the chart here – and honestly, I've been involved with ICANN for five years and I'm learning something new every day. Every day, I still am learning something new about this organization. Frankly, I found much of this to be quite daunting.

I want to share with you where the Business Constituency lies within the ICANN world. You probably can't even see it, but we fall under the GNSO which stands for the Generic Name Supporting Organization. That little orange-ish, yellow-ish – I'm sorry, I guess it's yellow-green – yellow-ish, greeni-ish box up there is the group that's actually responsible for developing policy within ICANN.

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The GNSO is divided into two houses. There is the contracted parties house and the non-contracted parties house. Within the contracted parties house, that is really the group that is responsible for being registries and registrars. That is the group that actually has contracts with ICANN.

The other side of the house is the non-contracted parties, and within the non-contracted parties, you've got the commercial business users and the non-commercial business users and I am part of the group that is the commercial stakeholders group. And further down into the commercial stakeholders group, you've got the Intellectual Property Constituency, the Business Constituency, and then the Internet Service Providers.

Do you really need to know all that? Not really. What you really need to know is there are sort of two groups. You've got non-commercial interests and commercial interests, and the Business Constituency is part of that commercial interest.

What is the focus of the Business Constituency? We are really the voice of business on the Internet and we sort of have three primary points of interest. The first one being that we want to make sure that the end users – Internet users – have confidence in using the Internet for business.

We also want to make sure that the domain name environment is a competitive marketplace, meaning we have choice of registrars and registries. Finally and very importantly, this actually separates us a little bit from the Intellectual Property Constituency which we generally fall

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in line with. We are also concerned about ensuring the security and stability of the Internet.

So again, three areas that we are very concerned with. Making sure the Internet is a safe place to conduct business, that the market – we’ve got the ability to choose different providers – and that the Internet is a safe and secure place to do business.

Now, I became involved with ICANN about five years ago. More heavily, I’ve been in the industry for about 11 years, in the domain name industry. And about five years ago when this whole new gTLD business came about, my ears perked up and I became much more involved in terms of following ICANN.

I was not always involved in the Constituency group. I followed ICANN by looking at the website, by attending webinars. So I followed closely in that way. Then several years ago, I decided I need to engage even further. I need to become part and have my voice heard in a different way.

Now, you don’t have to participate with a Constituency group to have your voice heard. You always have the ability to follow the public comments, to respond to the public comments, because that’s really one of the most important ways to have your voice heard. But I felt that I needed to be engaging at a different level, at an even deeper level.

So several years ago, I decided I think it’s time for me to engage a little bit further and I joined the Business Constituency. Now, the Business Constituency has many different kinds of members. We’ve got members

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from very, very large multi-national global 2000 businesses, part of the Business Constituency.

We have micro-enterprises where there are one or two people that are working at a business that belong. So we've got a complete range. Also, there's geographical [inaudible] city as well. So in order to participate, we are actually very interested in having a lot of diversity and a lot of different kinds of businesses actually represented in the Business Constituency.

So what do we do? As a group, we meet frequently via teleconferences. We also follow closely the comments as they're coming out from ICANN. Together as a group, we work to do analysis on those comments. We prepare comments. We work together to review reports, which are posted during public comment processes.

That's a big part of what we're doing. We are following the policy development processes that are ongoing and contributing with our comments where possible, and we do that as a group effort.

We've also developed over time, really as we've gone and been developing our comments, we've developed our position. So we have a number of different positions which we can go back and look at, and sometimes when a question is being asked, we can say we already have a position on that and here's our position. A lot of times, though, we end up developing our positions as we're actually addressing comments that are being asked for. And that's an ongoing process as well.

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We always definitely are striving for consensus, so when we develop those positions as a group, we're looking for the bulk, the majority of the people, to agree before we go forth with any kind of a position.

I think one of the benefits of joining the Business Constituency is that we have all kinds of members in terms of their levels of knowledge and experience with ICANN. We've got some members who go back to the very early days of ICANN and bring with them a tremendous history. We've got other people like myself who have maybe been involved for several years. Then we have a number of newcomers. Together we all bring a different perspective and we can learn from each other.

It also provides, and what I'm striving for with the Business Constituency, is to make a lot of this information which can be often very complex understandable. Because with all of the acronyms and insider language, it can be a challenging place to really understand what is going on. So that's one of the things that I actually strive for with the Business Constituency is to try to make this an easier place to navigate the ICANN landscape.

With that, I actually would like to open it up and answer any questions that I can about anything I've said, about what the Business Constituency does, how we fit in with the organization, the kinds of things that we do.

[ADRIAN CASADA]:

Hi. [Adrian Casada] from Costa Rica. I'm a fellow. I would like to ask you, could you name the top three issues that are currently considered

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studied in your group and how this could interest that prospective member.

ALISSA COOPER:

So there are a couple of reoccurring themes, which we continually focus on or have been focusing on for many years. Definitely new gTLDs and making sure there are rights protection mechanisms available to business has been a top concern, and we've been long advocating for improvements to rights protection mechanisms.

Let me define rights protection mechanisms. There are some arbitration policies which we've had in the past, so that brand owners and companies can protect their brands on the Internet and we've asked that there be additional kinds of policies in place or methods or ways for brand owners to protect themselves.

We have some new things with the new gTLD program. You might have heard about this thing called the Trademark Clearing House or the Uniform Rapid Suspension or these Claims Notices. These are all different rights protection mechanisms which we've been strong advocates for.

Certainly I think as a result of the work we've done, we've seen some additional improvements come about and that's been very good for us and we've been very happy about that, but of course for us it's really never enough, so we'll continue to push and make sure we continue to see those kinds of things in place so that brands can protect themselves and businesses can protect themselves on the Internet.

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Another area we focus on tremendously – it's actually part of our mission – is the whole area around security and stability. There are some open questions right now about things like dotless domains where basically in the new gTLDs, there is the thought that there could be some registries who don't actually want to use the dot, but there are some security concerns and stability concerns about that and we want to know more about that and we want to make sure that those kinds of potential risks are mitigated. So we'll continue to sort of follow that and comment on that.

There are also some security vulnerabilities potentially related to SSL Certs where perhaps an SSL Cert was issued for an internal server, which might match the name of a new domain name in the new gTLDs. So there are some concerns that we have about that.

There's also this issue of potential collision in the namespace. Again, internal servers can be named anything you want them to be named. And now with new gTLDs, well, there are going to be many, many, many options. So there is some concern that what happens if there are internal servers that have been named one thing, and now there's an actual domain that's named this other thing? What are the potential risks? So these are the kinds of things that we're very keen on.

You asked for three. The last one that we've long followed for quite some time is a whole issue around WHOIS ownership information, formerly known as WHOIS but now we're talking about it in a different way in terms of gTLD directory services. So we're very interested in following that Expert Working Group, which is a group that was devised to take a fresh look at domain name ownership information and how

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that information should be stored and shared from all different aspects. So those are three issues we've been focused on and will continue to be key issues for us I'm sure going into the future. Great question. Thank you. I saw somebody I think.

[PAUL MASHENE]:

[Paul Mashene] again. I'm an ICANN fellow from Kenya. I just wanted to ask in a similar manner to the ALAC chair, how does a small business join the Business Constituency group? And is there a guarantee that they have an equal voice, maybe a small company, to that of maybe a multi-national corporation like Google?

ALISSA COOPER:

Well, first of all, let me say I would love to have you join. Just come see me afterwards and I'll give you my business card. There's no barrier. Actually, let me rephrase that. We don't have members who have revenues of more than 50% if those revenues are in support of a registry or a registrar.

So they belong over in the contracted parties house. So if more than 50% of your revenues are coming from a contracted parties activity, you belong in probably a different – you belong over with the registries or the registrars. That's the only issue in terms of membership.

But assuming that less than 50% of your revenues are coming from registry or registrar services, all members from business anywhere are welcome.

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The only way in which there is a difference from a large multi-national to a micro-enterprise is in our voting. So when we vote – and when I talk about voting, I mean voting for officers of the Business Constituency or for members of the Nominating Committee. There is weighted voting.

So if you are from a micro-enterprise, your vote is worth a point of one, and if you're from a multi-national, your vote is worth three points. But that's only for voting for the officers of the Business Constituency. When we are discussing our positions or trying to determine how we will actually address a particular report or what we want our comments to be, your voice is actually really just as loud as any other member. It's really just actually a matter of participating on the calls and speaking up. From that perspective, your voice actually is just as loud as everyone else.

JANICE DOUMA LANGE:

I don't mean to say this to put a damper on it, but is there a membership fee to the Business Constituency?

ALISA COOPER:

Yes, there is. Sorry. The good thing about that – there's also a Category 2 member which is an association. So if you're a business doing activities in more than two different ICANN regions, you're a Category 1 member. Your vote is worth three. If you're a Category 2 member, that means you're an association. Or a Category 1 member, that means you are like a micro-enterprise.

The fees are variable depending on which kind of a member you are. So if you are that member that's the micro-enterprise, that's the smallest

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fee. I actually don't recall what it is offhand. But we often do offer reduced fees, especially for new members or for members coming from other parts of the world, depending on what part of the world. We do offer hardship reductions as well.

JANICE DOUMA LANGE: I'll just follow up and say that should not at all affect your discussion with Alissa to join, because there's a way for everything to happen. The most important thing is that you find the home that you feel comfortable that your voice can be heard and then everything else will work out after that.

ALISSA COOPER: Yeah. We're always looking for new members. In fact, it's one of the key things that I'm hoping to focus on in the rest of my term is continuing to have members from all over the world in all kinds of business, except if you're a registrar or registry.

JANICE DOUMA LANGE: Good disclaimer. Line you up for the question next. Just to say that two of our fellows are part of the Business Constituency and they're actually lawyers. So I also want to say that. Don't constrain yourself to thinking, "Well, she said business, she said micro, she said associations. None of this sounds like me."

So one of the things that both young ladies said to me in their decision to join the Business Constituency was they found that this was the place that taught them the best. They really felt like this was where someone

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took the time to teach them about ICANN and the multi-stakeholder model and the work going on, and that's really important, because then you do feel home and you feel like you've got a place.

So don't let the word "business" deter you either. Just really think that each of these groups is working on different – all the topics of ICANN. But I just loved [Adrian's] question because it really showcases that you're not just I think focused the way people think you are. You're going to be working with the Security and Stability Advisory Committee, you're going to be working with security teams of ICANN. You're thinking about so much in the ICANN realm that it should open this constituency up to others outside of that standard business line. I think it's important that everybody hears that.

UNIDENTIFIED MALE:

Good morning. My name is [inaudible] from Kenya. I'm a fellow. I would like to know why would one want to pay to belong to the Business Constituency, and when we pay, what does this money do? What are you doing with the money?

ALISSA COOPER:

Certainly joining the Business Constituency I think gives members an opportunity to work in a group and to also learn from the other members. It's a good way to have your voice heard. Frankly, trying to follow all of the reports and all of the policy that is in development and under development is a pretty arduous task. So by participating with the group, you actually can have your voice heard in many different ways across many different pieces of policy under development.

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So while it is possible for you to frankly go out and follow every public comment that's being made and to respond, it's a pretty large task. Another one of the benefits is also being able to leverage working with many different people who are working on many different comments. So that's another reason.

So I think those are two primary reasons. One, we try to help businesses navigate. We give a home for them. We meet every other week essentially via teleconference, and then we meet obviously at the meetings. It's not necessary to be in attendance at these ICANN meetings. We have some members who, frankly, they never attend or rarely attend an actual face-to-face meeting, but they do attend via the conference calls. For them, that gives them a good understanding of what is going on. So I think those are the main reasons that a company or individual would want to join the Business Constituency, to help reduce some of the complexity, provide them a home and be able to have their voice heard and to distribute the workload.

[CLAIRE ANNA]:

I'm [Claire Anna] from Pakistan, ICANN fellow. I need to ask if a business is facing some security problem, how can it approach the Business Constituency or it has to go to that ALAC procedure process, and to that, it can directly contact the Business Constituency? Thank you.

ALISSA COOPER:

You can always – if there are particular security concerns that would be of interest to businesses in general, these are definitely – depending on what the security concern is.

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Remember, we're focused on the security issues that would be related to the domain naming industry, not necessarily website vulnerabilities or other kinds of security breaches that could happen on the Internet. We're focused on obviously the domain naming industry, but if there are potential security issues that would be of interest more broadly to businesses, of course that's the kind of thing we want to hear about and that's the kind of thing we would discuss amongst ourselves in terms of is this something we want to pursue? Do we want to raise this issue?

One way for us to raise an issue like that is as a constituency, we have two members that participate on a policy council, which is the GNSO Council or the Generic Name Supporting Organization Council. We have two members that participate on that council, and that's the kind of thing we could ask them to bring to the council to open up potential discussion. There are a number of different ways.

Potentially if it was something that we felt strongly about, we might perhaps submit a comment during a comment process or even potentially submit a letter to the board directly. So there are a number of different ways, depending on what the actual issue is.

JANICE DOUMA LANGE:

Thank you. I'm going to make this the last question from remote so that we can all get to the Welcome Ceremony. Ahmed is asking, "How do you know that 50% of the income coming in from registries – how do you know that number? What's the mechanism?"

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ALISSA COOPER: We just ask. We just assume everyone – honestly, we assume people are telling the truth.

JANICE DOUMA LANGE: Great. Well, I really want to thank you. On a personal note, having been doing this for the last six-and-a-half years, one of the things that I think is so important that we as ICANN – and I take that in very general – don't do is educate enough. In order to get people to join ICANN and join supporting organizations and advisory committees, we need to get better at really hearing who we are and why we need individuals. I think the clarity that you're providing, I'm looking forward to that because I really myself can't get into my head security and stability and the Business Constituency.

So by you really clarifying that for everyone and all of the other things that you're doing, it's really important in order to get people to want to come in. So thank you for that.

ALISSA COOPER: Well, thank you so much. I really appreciate it.

JANICE DOUMA LANGE: Okay. So we are going to wrap this up. If you have any other questions for Alissa, please send them to me. I'll get your e-mail address shared. Great. Beautiful. The Business Constituency started doing newsletters on their own. I don't have to speak for you.

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ALISSA COOPER:

Yeah. It's a newsletter. I obviously don't have enough, so I'll drop some up for you later so you'll have them tomorrow or the next day.

[ END OF AUDIO ]