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UNKNOWN SPEAKER: October 30th, 2017. ICANN60, Abu Dhabi. LAC Space. [AUDIO BREAK]

RODRIGO DE LA PARRA: Good morning, everybody. Please take your seats. You ready? I think we are also having interpretation over there so everybody can listen and understand Argentinian, Chilean, Mexican, [inaudible]. So, we're waiting for Vanda, but I think we can start now. I'm going to be speaking now in Spanish and if you want to wear your headsets, please do.

Welcome to you all to another LAC Space. It is an honor to see how this space has evolved and how other regions have also adopted it. I'm sure you saw there is an APAC space and another space. Actually, they all have their own characteristics, but it is a good idea that came up from our committee and from our region that has now been copied because it's actually a very good practice.

Our LAC Space is evolving. We now are introducing a new section. It's called an Open Mic. We realized during the last

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session that there was an interest by many of you to comment on the activities being conducted, the different groups that you are involved with. And we didn't really want to leave the script as it was defined by the local strategy. We wanted to deal with business and commercial issues and the DNS industry. But it's not so easy to meet as a community in ICANN meetings, so we thought then it was a good idea to add this section and to have some more flexibility on it.

So, let me thank all of you for being here. Let me also acknowledge the presence of our regional leaders. We have Oscar Robles from LACNIC. Welcome, Oscar, thank you for being here. We also have Eduardo Santoyo. Thank you, Eduardo. He's from LACTLD, he's the chair of LACTLD. And we are also joined by Ignacio Medina. He is the recently appointed [inaudible]. So, thank you very much, Nacho, for being here and welcome. We of course would like to acknowledge Lito Ibarra. He is a member of the ICANN Board of Directors, and we soon also will be joined by LACRALO colleagues and all of those who actively participate in all the leadership groups within ICANN. So, thank you for being here.

I would also like to acknowledge some very active members in our community like Carlton Samuels, present here, members of the Caribbean, so welcome to you all.

Alright, so let's now start. We have this agenda in front of us on screen. We usually try to learn a little more from the DNS industry in each of the regions that we visit and so today I have invited our colleague, Fahd Batayneh. Welcome, Fahd, thank you for being here. He is going to talk to us about a recent study that has been commissioned on the state of the digital economy, the DNS sector in the Middle East. So, we hope it will be interesting for you.

I'm not sure if Vanda is here with us already? Okay, so when she comes, we will give her some space. So Fahd, please go ahead.
[AUDIO BREAK]

FAHD BATAYNEH:

My Spanish language is really limited to a couple of words, so my apologies in advance. I'll be speaking in English. Thank you for inviting me to this session. I'm really pleased to be addressing such a great audience. So, my name is Fahd Batayneh. I'm the Global Stakeholder Engagement Manager for the Middle East, so I'm Rodrigo's counterpart, the other Rodrigo.

And actually, the Middle East is really not far from the LAC region in terms of issues we face within the Domain Name Industry. So we have similar economies. We have similar issues. And in fact,

even when it comes to culture, we have a lot of similarities I would say.

We commissioned a study very recently called Accelerating the Digital Economy in the Middle East, North Africa and Turkey, and really, one of the key objectives of this study was to demonstrate that actually the domain name industry does not come in a vacuum and that there are many other industries that we need to touch upon to actually help utilize, or let's say, over utilize the domain name industry.

Of course, just to tell you about my region. My region consists of the 22 Arab States as defined by the legal of Arab States: Turkey, Iran, Afghanistan and Pakistan. Of course, there are a couple of countries in the region that are troubled with wars, and some are really troubled in other aspects, mostly terrorism, unfortunately.

Of course, this study did not cover all 26 countries of my region, so we took a couple of countries, and it was really a group of 15 countries as demonstrated in the map in front of you. So this region was called Middle East, North Africa, and Turkey, and this region really consists of 400 million people, 181 million of them who are still unconnected.

And just to give you a really general perspective or a general overview of the region. The 26 countries that this region consists of actually a population of 750 million people, 220 million of whom are actually connected online. So as you can see, there is a large portion that are yet to be connected. Now, again, as I said, we and the researchers decided that we'll take a small subset of the region because the countries that we just did not include in the region, literally were embroiled in wars or maybe had economic sanctions, and so it was not easy to actually obtain data from those countries.

Now, looking at the global average in terms of internet penetration, 50% of the world's population is connected online, more or less, so it's a 7 billion population roughly around the world and we have 3.5 billion people connected online. Now, in terms of the MENAT region, it's above average, so we're talking about somewhere in the vicinity of 60% who are connected online. In terms of internet penetration across the region, again there are differences, but more or less the majority are within the average or even within the global average, so most of the countries in the region are above 50%. This very country that we are in actually has an internet penetration of almost 90%, if not even more.

Then of course, we have countries like Qatar, and Bahrain, and Kuwait who are all part of the Gulf Corporation Council, and again penetration rates are extremely high. We're talking about more than 80% penetration rates. But again, as we said within this sub-region that we took for the study, which is the MENAT region, 181 million are unconnected and the majority of them actually come from the top four countries, so we are talking about Egypt, Turkey, Algeria, and Iran.

And of course, when we talk about Egypt, Turkey and Iran, we are talking about populations of more than 85 million. Then of course, Algeria has a population of almost 40 million, but again, those who are not connected or those who are not online are really high numbers. And of course, if you look at the tail of this infograph, you'll see countries like Qatar and Bahrain and UAE where there's a really small portion of people who are not connected.

This slide actually gives a demonstration of the demography of the region, so maybe for those of you who have read about the United Arab Emirates, for example, this country that is hosting us, of the 9.4 million population, only one million are Emiratis, so they are the locals. The rest are literally expats. So, we're talking about 90% of the United Arab Emirates being expats, and of course, as the graph shows you, countries like Qatar, Kuwait,

Bahrain and Saudi Arabia still also have a large expat population.

Of course, you would see Jordan there, and Jordan is actually my country, so I come from Jordan. It's not that we have expats who actually work in the country, it's just that because we are living in a troubled region, we have almost 2 million Syrian refugees and another 2 million Iraqis living in Jordan. So more or less, Jordan is a place where we are actually receiving lots of refugees. Overall and in the GCC, within the Gulf Council Corporation, we have a large population that is expats.

In terms of cities, in terms of population and cities, the largest city in the region is Cairo with a population of a little less than 16 million. Then we have Tehran and Istanbul hovering at around 13.5 million, and the list goes all the way until we reach Algiers, which is the capital city of Algeria, and they have a population of 3.5 million. Of course, looking at this country we are in, Dubai stands at around a little close to 4 million, so that's the population of Dubai.

Now, here's the meat of the report really, and here are the main outcomes of this report; and this graph really demonstrates internet penetration in the region and at the same time it shows the GDP, let's say the per capita spending on e-commerce, and it provides you with some kind of comparison with top e-

commerce countries in the world, such as the UK and the US. So the UK and the US are two countries that have a really large internet penetration rate, probably above 80%. At the same time, they utilize the e-commerce a lot.

So yeah, we do have large penetration rates, but at the same time when it comes to utilizing or embracing e-commerce and the digital economy, it's quite close. So you can see countries like the United Arab Emirates and Qatar right down there. Of course, it's even being compared to the likes of China, but again, even China is doing much more than we are doing in terms of the digital economy and e-commerce. It's worth nothing that, again, China has a really big e-commerce platform, which is Alibaba. And then, if you go to the States, you have Amazon, and these platforms are really contributing big time to pushing the whole e-commerce landscape.

In this region, we don't have really big projects on the same scale. Probably some of you heard that recently Amazon acquired Souq.com from this region. It was actually the biggest acquisition so far in this region. It was a 250 million investment I think. 250 million in US dollars, of course. And Amazon currently is operating in the region, utilizing what Souq.com was able to build the past 10 or 15 years.

Now, there are really four areas needed that we need to address holistically to kind of push e-commerce. One of the questions that could probably strike your mind is, how does this affect the domain name industry and ICANN's remit or mandate. So, we believe in the region, and I'm sure you believe the same in your region, that the domain name industry really doesn't come in a vacuum.

So it's part of a really large internet eco-system, and in order for you to actually flourish this industry, you need to touch upon all the other industries that actually could assist in pushing this whole internet eco-system forward, so we are talking about not just e-commerce, we are also talking about internet exchange points, hosting services, connectivity infrastructure, costs of connectivity. As you can see, there are really many factors.

So, when we look at some of the areas that need to be addressed, one is to actually provide ubiquitous affordable connectivity. Honestly speaking, it's a concern in some parts of this region. For example, if you go to Egypt, Egypt has a penetration rate that is less than 50%. It's a large country of a population of almost 100 million. So, connecting the country and actually finding affordable connectivity for everyone is a key challenge. I'll be expanding more on this point in a while.

A second area is building digital capabilities, and that could be more or less revolving around entrepreneurship and building some kind of a digital mindset, let's say. Local content, so making relevant, local content available is really a key thing, and actually in this region, in the Middle East, we do lack the availability of local content.

Finally, establishing supporting policies and practices, and of course, that's one area where multistakeholder policy development processes and the model that ICANN uses comes in.

So, I'll be expanding more on each and every topic in one slide. The first point is really to provide ubiquitous affordable connectivity. This really includes a couple of action items that could be included. This is not a comprehensive list, it's just to get the ball rolling. Probably, if we take this study on a country level-wise, we could include more items, and probably some points would be irrelevant.

So one item is really to develop a long-term digital strategy at a national level and maybe at a sub-regional level. More international bandwidth. One thing this region is blessed with is that we barely have any landlocked countries. Landlocked countries are countries where they don't have access to the sea, and so in order for them to get internet connectivity, they have

to get it through their neighboring countries. Afghanistan in the region, for example, is one landlocked country, and they get all of their internet connectivity for a fact, from their neighbors. And actually, connectivity is extremely high there, so the costs of connectivity are quite high.

Promote competition and collaboration between telecom operators. I mean, we all know that today is the world of 4G, and the world today is talking about 5G, and those are really super high speed internet connectivity. And then, of course, comes broadband.

Experimenting with different pricing models, so that it can accommodate all people. Not everybody can pay the same amount of fees for a monthly internet subscription.

And then, of course, IXPs. So IXPs is another key issue in this region. We barely have any active IXPs in the region. One of the models actually in the region when it comes to IXPs is here in the United Arab Emirates; in fact, the IXP here in the United Arab Emirates connects many providers with one another.

The second key area is making relevant content available, and when we talk about relevant content, providing maybe governmental services that piggyback on such content, having a vibrant startup community. So, one of the things the region is

heavily investing in is actually the startup ecosystem. Actually, the biggest hubs for startups and angel investors in this region are Jordan, Lebanon, United Arab Emirates, Egypt and just recently, actually, Saudi Arabia started becoming a heavy player when it comes to entrepreneurship.

So, as you can see -- and of course this more or less bodes in with national strategies, especially in the oil rich countries where they are trying to phase out from an oil-run economy to a more diverse and open-ended economy, let's say.

FinTech, financial technology, is another big thing and many countries around the region are really embracing financial technologies. And again, FinTech doesn't come in a vacuum. It's part of this whole technological ecosystem, and so FinTech is one other thing that everybody is pushing for. Here in the United Arab Emirates, you can maybe use your Apple Pay or your Samsung Pay through your mobile phone. Credit cards is widely acceptable. Online banking, mobile banking, these are really big things. But then if you go to some other countries, there are restrictions.

Getting more small and medium size enterprises to actually operate outside of their region of operation, so actually embracing the internet and utilizing the internet in a more heavy

manner can actually help SMEs promote their businesses in a better fashion.

And actually, this sends us back to the BCG report, which is called Greasing the Wheels of the Internet Economy, so maybe some of you read it. It was a report that ICANN commissioned and released in 2014, and in fact, one of the findings in that report said that for SMEs who are embracing the internet and utilizing the internet more effectively, their chances of actually tapping in on sub-regions outside of their sub-region increases by 50%, and that actually increases their customer base. So, yes, for SMEs, it's really beneficial to utilize the internet, to have a digital identity and probably a digital presence online.

Building digital capabilities. One key aspect of it is really educating children, and there is a huge push today in the region to actually teach children how to use the internet efficiently and effectively. Unfortunately, one trend in this region is that we are more consumers of technology rather than innovators; so for example, if you talk about the social media world as an example, if you go to China for example, you have Renren and you have Weibo, so those are their platforms that are similar to Facebook and Twitter.

If you go to Russia, you have VK, which is their version of Facebook, but unfortunately in this region, we don't have these

breakthrough local platforms or national platforms. But again, with education, hopefully things can change and maybe we can see the next set of investors or entrepreneurs coming up with such platforms.

Adding curriculum related to the internet is essential. Not every country in this region actually has curriculum where they teach about the internet or about computers, but things are changing gradually and hopefully -- I mean, I personally expect that in the next maybe five years, learning internet and learning ICT will be part of the curriculum in every country within the region.

Encouraging entrepreneurship, again, and this sends us back to the previous point on entrepreneurship and startups. Creating digital skills for the work force. When we talk about the workforce it's really not just about the white collar workers. Even the blue color workers need to obtain skills in using the internet because eventually, at the end of the day, if we are not using the internet for our work purposes, we are really using it for our personal purposes.

And then, of course, creating literacy programs. In my country, Jordan, for example, we had this initiative that started 10 years ago called Knowledge Stations. Knowledge Stations are really small labs in really remote areas around the country where they teach ICT literacy to anybody who's interested. Courses are

provided for free and people would get certificates, and that would really kind of raise awareness about ICT and how to use the internet, and maybe how to utilize the internet.

All these new platforms such as Uber for example and Careem have kind of also given people an extra dimension to think in terms of a shared economy and digital economy. So today, for example, you would find a normal taxi driver, really professional that's using Uber and maybe Careem, which is the Uber of this region, because they find it as a way to actually be more effective in driving their taxis and maybe getting more revenue from driving their taxis. That has created an extra dimension in each segment of the community that would otherwise not even find any value in using the internet.

Last but not least, established supportive policies and practices. When we talk about policies, everything needs policies, so when we talk about promoting local content, those need policies. When we talk about promoting IXPs, that needs policies. Using effective ccTLDs or TLD operations where you have a registry-registrar model, and where you have a proper supply chain, again, at the end of the day, you need to develop these policies.

Of course, this part of policy development sends us to another aspect which is kind of renewing, let's say, old legislation. Unfortunately, many of the ICT legislations around the region

are quite outdated, and to some extent, have been developed by, let's say, lawyers who don't have much understanding of the ICT sector. And usually, when you develop policies, or let's say, regulation in a certain industry, you really need experts from that industry to actually give you a general overview.

I mean, I talk to many CERTs, I talk to many ministries of ICT and one thing they keep telling me is that we are unable to develop a proper cyber legislation for example, or maybe an updated ICT policy. One of the key questions that I would ask them is, are the legislators lawyers, or are the legislators ICT-expert lawyers? And it makes a difference and it really opens up their mindset to it, and they start looking outside of the box.

Then, of course, developing policies in a multistakeholder fashion is really encouraged because at the end of the day, even if a government entity just wants to develop a policy and enforce it, probably they don't see the problems that the normal internet users or the normal ecommerce users, let's say, are finding, and so listening to everybody and trying to develop comprehensive policies can really help much in promoting digital economy and other aspects.

So again, in really wrapping things up, multistakeholder involvement, having holistic approaches where you are thinking outside of the box, of course speed and urgency, so we are living

in really fast times. If we look for example at the smartphone industry, just a couple of weeks ago we had iPhone 8 released, and iPhone X released, and Apple today is talking literally about iPhone 10. So they are no longer talking about iPhone 9, probably it's done, undusted for them. They're talking about iPhone 10. So the speed of this industry is really high, super highway, and you need to act really urgent.

Finally, scalability and borderlessness. So of course, the internet is borderless. Many people call it borderless innovation. So these are really some successful characteristics, let's say, to kind of push the digital economy. That's it from me. Thank you for listening, and I'm happy to receive any questions.

RODRIGO DE LA PARRA: Thank you, Fahd, for your presentation. We have around nine minutes for a Q and A with Fahd, and the first question that comes to mind is how does the domain name industry fit into all this background in the region? This is an overall presentation, so how do you view the DNS industry in the Middle East?

FAHD BATAYNEH: Really, when embarked on developing the study, the first thing that we kept in mind is we need a study that helps us promote our work within ICANN, promote the domain name industry. As I

mentioned earlier, the domain name industry really doesn't come in a vacuum so there are many connected points. So, you have IXPs, you have legislations and policies. You have hosting. You have infrastructure. You have cost of connectivity, and of course you have the digital economy, which is really the big bang today.

So, if you go and talk to people and tell them just the domain name industry, many people wouldn't get it. They would just say,

“Yeah, I mean we are really making a lot of money from other aspects,” but when you connect it to things that are affecting them, as I mentioned, like infrastructure, like cost, even e-commerce, Internet of Things, which is a really big thing, they start thinking, it gives them more food for thought.

And that's where they start interacting with you, going back and forth with you, understanding that you have this domain name industry while being a really small industry and while there is this organization called ICANN that is just focusing on domain names, it makes them think and it makes them more curious.

We haven't utilized the report yet, to be frank with you. It was just released two weeks ago. In fact, we are showcasing this report here at ICANN60, but hopefully we will be using it in our engagement moving forward, and frankly speaking, I remember

when we started using the BCG report on e-friction, it opened the eyes of many people, and the question there wasn't about how does this fit into ICANN's mandate. It was really about getting more engaged with ICANN and kind of trying to open up their eyes.

So this is still in experimental phase, but as I said, the bottom line is that the domain name industry doesn't come in a vacuum. It touches upon many other industries, FinTech, IXPs, etc etc. And actually, flourishing those industries can actually help in flourishing even the domain name industry in this region.

Actually, one piece that's worth mentioning. The largest ccTLD in this region literally has 900,000 registrations, so that's the largest ccTLD. Almost 50% of the ccTLDs have registrations of less than 10,000 domain names, so you can imagine how under-utilized the domain name industry is in the region. Thank you.

RODRIGO DE LA PARRA: Thank you very much, Fahd. Vanda, you have the floor.

VANDA SCARTEZINI: Your presentation is very interesting. And I just want to share a little bit some experience we had in Brazil because our regions are very similar. We have done, some years ago, a very deep and

astute promotion of e-commerce in the country and cross-border with the neighborhoods. Certainly, something that the results of this package to train in a small business we can share.

The second point is nowadays, what's happening in Brazil is the majority of volume of ecommerce is done by women. So, it stimulates this side of the population. It's one way to promote more the growing of ecommerce in the country. It was a good experience, and certainly we can share.

Another thing that I want to ask you, because we have done a survey around the world, is about resellers and how the .CCs here are doing related to sell their names. Do they do it directly? Or do they do it to the resellers? Thank you.

FAHD BATAYNEH:

Okay, thank you Vanda for your question. This is Fahd again for the record. So, in terms of having a proper supply chain, let's say, we only have very few ccTLDs who implement a healthy registry-registrar model. Almost all of them are based here in the GCC, in the Gulf Council Corporation. In fact, this very country has the largest Arab -- if you look at the 22 Arab states, this country has the largest ccTLD amongst the Arab States.

So, they have close to 250 million registrations. They actually acquired a state-of-the-art registry back in 2007, so that is 10

years from today, and they have registrars. Some of them are ICANN accredited. Most of them are from outside of the region, some of them are within the region. And, of course, it's not a condition for these ccTLDs to actually have ICANN accredited registrars. In fact, they have local registrars.

One interesting initiative in this country specific, in the United Arab Emirates, they actually have a small fund where they actually promote the establishment of resellers, let's call them. And in fact, we know one such reseller. He had a really nice story to tell me once. He said, "I literally used to almost go on daily basis, walk into the TRA, register a domain name for one of my clients. I used to literally have servers hosted up there in Canada and in the United States, and I used to run my business from my room within my house. So, one day the TRA people talked to me, they tell me, 'We see that you are registering domain names on a daily basis. So what exactly do you do?'"

So he explained to them that he's actually working in this business from within his room. So they literally provided him with a small fund to open an office and to provide services. Today, I can tell you that he has more than 15,000 domain names under management and he literally hosts many of the government's websites within his data centers. We have been approaching him to actually become an ICANN accredited

registrar. He just says that it's unfeasible, "I need to at the end of the day pay some extra fees and I'm still small, but probably when I reach to a stage where I'm a really big registrar, I can maybe become an ICANN accredited registrar."

But, speaking of the region in general, many of them just do direct registrations. So for example, in my country, Jordan, we don't have a registry-registrar model unfortunately. It's just a registry and people actually go to the registry directly to register domain names. That's the case in many other countries.

In many other countries in fact, people still have to fill out paper forms and fax them to the ccTLD to get a domain name registered. Iran actually has a really unique model. Iran has almost 40 to 50 resellers working on selling domain names. Of course, maybe some of you know that Iran is hit by an economic embargo and so credit cards, for example, in Iran only function within the country. They don't function outside, so many people don't have actually credit cards to do transactions outside of the country. So, that kind of helped the ccTLD into growing and into providing a really big supply chain where they have like 40 to 50 registrars and everybody goes through them.

As you can see, in the region, it's a mix. You have some really good models, especially in the GCC. You have some other

models, like in Iran, but then the majority of the ccTLDs just funnel in domain name registrations directly through them.

VANDA SCARTEZINI: Just to give you a comparison, in our survey we are seeing that CC can be the most effective alternative for startups in the DNS industry to go up. And the regions that do that are going faster than the regions that don't do that. So that is something that CCs must think about to, you know, growing and promoting the startup opportunities through this CC because it's the same language, same facility, no needs of credit cards or whatever, and they can stimulate the growing of the DNS industry. Thank you.

RODRIGO DE LA PARRA: Thank you, Fahd, and one last quick question from Tony Harris.

TONY HARRIS: It has to be quick?

RODRIGO DE LA PARRA: Yes, please.

TONY HARRIS:

That means I can only say three words probably. Your comment about IXPs. In Argentina, we developed a model which has been imitated in many countries. It's based on small and medium enterprises. We have 27 IXPs in Argentina, networked, and we're actually, we handle more traffic than then telephone, the teleco incumbents. So, it's been pretty successful and we are now developing that network to add Internet of Things, technology and applications.

So, this is a model we might very well share with other developing initiatives, and we'd be happy to talk to you if you find this interesting. And then, my final 10 second will be a question. Have you found it difficult to develop the sale of Generic Top-Level Domains in your region, because we are finding it a little difficult in Latin America?

FAHD BATAYNEH:

Okay, thank you, Tony. And this is Fahd again for the record. The quick answer to your question is yes. New gTLD uptake is really shy in the region. I think a major part to that is lack of awareness. We speak to registrars and registrars actually provide you with some insights; so for example, when you go to Turkey, there is a huge uptake to register .istanbul and .ist. These are two new gTLDs for the country.

I have a friend working for a registrar in Kuwait. Of course, they are all ICANN accredited registrars, and he says in Kuwait there is a huge surge for registering domain names under .photography, so I think Kuwait is one of those top ranked countries when it comes to using SnapChat, and literally many of the people there like to register domain names under .photography and just develop content or websites around photography.

Here in the United Arab Emirates, there are a couple. So you have .abudhabi and .dubai, and of course .abudhabi in Arabic. So, in terms of .abudhabi in both English and Arabic, the launch has been extremely shy. I don't think they have marketed it much, at least I haven't seen any marketing around the region on these two TLDs. .Dubai has yet to launch. The rest of the new gTLDs that were applied for from within the region are mostly brands. Honestly speaking, the sense is that they are still confused on what to utilize them for. And overall speaking, uptake for new gTLDs is very shy in the region.

RODRIGO DE LA PARRA: This is Rodrigo speaking. Thank you very much, Fahd. Your presentation has been very useful indeed for our friends and colleagues in the Latin American and Caribbean region. Next on our agenda, we have a couple of presentations on a couple of

initiatives. I hope you find them as interesting as we do. This is about activities that are performed by members in our region. We already have two members that want to engage in the Open Mic session.

I am particularly keen on this initiative. This is a shared initiative between .cl, the ccTLD in Chile, and a Chilean University that is an ALS in LACRALO. This results in a very interesting synergy and I want to bring to the floor the fact that this is a way of bringing together what At-Large is doing, what our ALSes are doing, what is going on in LACRALO.

So, as you know, the ALSes focus is on the interest, on the end user. And the concept of end user might seem a little bit of an abstract concept. We, at ICANN, have a typical internet end user and we should be focusing on that internet user, and that is the registrant, somebody that registers a domain name. Well, in this case, help was provided to a registrant. The University in Chile, the ALS, helped that registrant and interacted with .cl, the Chilean ccTLD. So thank you, Humberto and Margarita, the floor is yours now.

MARGARITA VALDEZ:

Margarita Valdez speaking. Thank you, Rodrigo, good morning everyone. I am the commercial director of NIC Chile. We are the

ccTLD managers in Chile. Our ccTLD is .cl. We would like to share a story with you. This is a pilot project for the time being and this has to do with a difficulty that the user community user was facing in Chile when it comes to registering their domain names and when it comes to certain disputes.

As you know in the DNS, there are certain interests that may collide in terms of brands, commercial names, etc. So in the IRP, you can only find a file, a dispute, if you file a dispute in terms of brand. We have a local dispute resolution program in Chile and it has two advantages. First of all, it predates the universal system. Our system resolution in .cl predates the UDRP, although it is in line with its principles. And secondly, in the Chilean legal system, we have a specific legal trait. So this is a domain name dispute that is legally resolved by means of an arbitration that is binding within the Chilean territory.

With that, we were experiencing this difficulty and the title of my presentation is "A Level Playing Field", so that everyone is on an equal footing in the user community and they can defend their interests when it comes to a domain name dispute.

So we wanted to provide legal aid to domain name holders within .cl. As you know, this is the Chilean ccTLD. NIC Chile is within the University of Chile. It is the largest state-run university in our country and we have been managing the ccTLD

since 1987. We have our own dispute-resolution program, the LDRP. It's an arbitration system and it differs from the universal system. It is binding and it is legally enforceable. That is a possibility we do have, we can force the application of our resolution.

And we have a domain name subscription agreement in .cl and disputes arrive out of a revocation action, and in Chile we have a specific legal branch. We study that branch of the law in our law school, and we have to provide free legal aid. We have to work pro-bono, so we thought that we might bring on board this aspect of the legal system and we might merge it with our pro-bono services, so that we can provide legal aid to users that do not have funds to pay for a lawyer, and on the other hand we can also train our law students in this type of litigation.

So, here's a win-win. On the one hand, we have a community that we can cater for, a community that was defenseless before, and on the other hand, we can train graduate law students. We can provide hands-on training in the dispute-resolution system.

Our system has been in place since November 1, 2013. It is an online arbitration system. You need user credentials. You have all the files online, and so far, we have about 30 judges that act as arbitrators, and the complainant is in charge of the fees, and

the fee is \$1,000 US dollars, and only the complainant is in charge of paying the fees.

We have public statistics regarding our conflict or dispute resolution system. All the resolutions are made public online. We have statistics per arbitrator. We also publish our assignment and allocation percentages, and we have the following results regarding the online dispute resolution system. In 44% of the cases, the claimant does not pay the fees, and that is the case in 44% of the cases. When the claimant prevails, then in about 37% of the cases they pay the fees, and then when the holder prevails, then the fees are paid in 18% of the cases.

So, what is the aim of this plan of having this level playing field? Well, we want to reduce that feeling of defenselessness among the people that have names registered under .cl. We want to act in good faith, so we contacted legal clinics and we contacted them in order to train the graduate law students to provide hands-on legal aid to these users. And also, to think about how they can add value to this legal clinic.

Our pilot plan involved five law schools in different Chilean universities. On the one hand, we invited their legal clinics, we provided training, and we started raising awareness among users so that they would learn about this possibility. So we randomly invited groups of 10 people and told them about this

program and offered this help, which was not mandatory, it was optional. So it was up to them to decide whether or not to engage in this project.

We needed to change our online system in order to include a new role which was the role of a representative and we also needed to launch an automatic invitation system that used to be processed manually before. So we needed to send an email in order to send notifications, so we updated the user and we informed the user about the possibility of receiving this help free of charge. So, to date, we have two universities that are fully operational. And, in 100% of the cases, of the dispute-resolution cases, we are sending notices and notifications via email.

Interestingly, we are working with the Universidad Católica del Norte, with a Chilean University. My partner, Humberto Carasco, works there and he's now going to take the floor to share his experience about this project. Thank you.

HUMBERTO CARASCO:

Humberto Carasco speaking. Thank you very much. I would like to thank Rodrigo de la Parra and Rodrigo Saucedo for everything, just because they have invited me for this wonderful experience here in LAC Space. I'm going to be very brief and tell you about this interaction. We were flying on the plane with

Margarita and we, by chance, had to fly together on the same plane. We were talking and saying, "Well, you know, there has to be some way. We always find a way. There's always an inter-relation somehow at ICANN and our interests need to be in common."

We discovered that as a chair of LACRALO, I had to represent, in the best way possible, the interests of end users. This is actually part of the mission that LACRALO has. So I said, "You know, I'm going to try and tap into my formal work because LACRALO is a pro-bono work." And I was working at Universidad Católica del Norte and said, "Listen, I have a few students that have not graduated because they don't have time. But if I put them to litigate, I can assure you that they will get their master's degree."

And so, I talked to them in school and I said, "I want to get into this pilot program. We're going to use a few lawyers who are getting their MA degree, and we're going to create this legal clinic where they were going to become lawyers, become expert lawyers in six month, they will be experts in defending domain names for end users." So we're going to use these clinics so that these boys and girls who are in their last year of school can interact with a lawyer.

What's more interesting here is we have two schools that are 900 kilometers apart, and our representees are 1,000 kilometers apart. The arbitrator judges are 1,500 kilometers apart and the only one who knows all of them is me, because in between the graduate students and the lawyers, they probably have never met. We've only worked through video conferences and teleconferences, and out of the 50 queries we get, they have never seen one of these persons in person.

And so, what we see now on screen is a structure in theoretical terms, and this is how it works actually. I am the coordinator. There is an MA program lawyer and there is the undergraduate students. We assume that there is a lawyer for six months. One is for the Antofagasta Region and the other one is for the La Serena Region. The wonderful thing about this is, this is not in Santiago de Chile because this is very centralized. We always criticize that everything is centralized in Santiago and we are now debunking the myth with this.

Margarita, maybe I can access the online arbitration system? Is that possible? I'm not sure. Maybe through a browser because I would like to show you how it works. I want to show you live what are the number of cases that we are working on and what's the number that we have solved. Actually, I can just read it.

One of the lawsuits that we won was `sindicada.cl`. The user wrote to me and said, "You know, I have no money to defend myself," and he says, "Dear all, I would like to send this `nic.cl` email containing the resolution that you know about. I just want to thank you for your help because you have demonstrated that we can achieve better things. I was doubtful to go on, but with your help, you actually have helped me. Thank you very much for your help and we will continue to be in contact." I sent this email to the people in NIC Chile and I said, "This is for you to be proud of what we're doing for end users."

What you see now is they system view. It doesn't really matter if we cannot access there. We have about 60 queries, 34 lawsuits, we actually have 10 judgments in our favor and the other ones are going down. [AUDIO BREAK]

On November 23, we'll get the first thesis dissertation from one of our students. And we invited Margarita and Luis Herencitias to the defense tribunal. They are the experts. And we invited them for you to see how people who don't know anything about domain names can work on this. One of our students was an original prosecutor and he became one of the main claimants in domain names. Probably, Margarita, you want to talk to about what's still ahead.

MARGARITA VALDEZ:

The result of this initiative is the students show a lot of enthusiasm, both in undergraduate and graduate programs. Most of them are good phase claimants. This is the profile that we thought we should work on. We're going to present the first portfolio. We're going to receive the dissertation of our first student. This is of great value for us. I know he'll have remarkable success in the virtual means. You know that Santiago concentrates one third of the Chilean population and we've been working to work in a decentralized fashion.

So, with this online system, we don't need a face-to-face system. As you know, this is a very long country and people do not have access costs for this system. As it is online, you do not need necessarily face-to-face, but you have all the technological means to have the contact you need.

So, what else is there for us to do? We want to incorporate more legal clinics to have more coverage in terms of people served or these users who need this legal help. There is a voluntary option to be advised and the user is the one who chooses which clinic to use. This is our goal. We will very soon end our pilot. We will publish all the clinics so that the users can choose which is the one they want to work with.

We have a standard agreement and Humberto and I were thinking, how can we extrapolate this project to the LAC region?

There is a context where LACTLD, the Latin American organization for ccTLDs in the region, our chair is here. We are 26 members and the LACTLD communities have a dispute-resolution system that is distributed as follows: the ccTLD is using the UDRP system, R17.

The ones that are used local dispute-resolution systems R3. The suppliers for universal systems, the ones that are used the most in the case of URPs, are WIPO. The American Chamber of Commerce in the case of El Salvador, DINAPI in Paraguay, I think this is the trademark entity in Paraguay; the National Chamber of Commerce in Uruguay. In NIC Argentina, there is an administrative instance that somehow is inside, not necessarily at the NIC but in a broader context. And the National Center for Controversy in the case of .cl, this is our case.

So what we see is we should bring together the interests of users, domain names and the different communities. And so, when you use the WIPO as a district resolution provider, you are actually using the UDRP route. Sometimes this route is modified, as in the case of Mexico. Mexico uses a modified UDRP and the supplier is WIPO.

When you use UDRP, we are talking about trademark rights. And so, the right to defend is always a trademark right, but there are other rights that are outside the defense, and so regrettably, the

other side of cybersquatting related to trademark is users are victims of what is called reverse name hijacking. That is, when they have domain names that cannot be defended because they are not trademarks or they cannot be registered as trademarks.

So, our invitation is to see how we can have a deployment in such a way that users can be defended. How can we train the procedures and how can we tell them how to do this.

I'm sure that if you work within the IP world, you know that WIPO has a summer school system that rotates among the different countries and they train on intellectual property on domain name systems in the UDRP, which is what they provide. So the question is, can we work with WIPO for ccTLDs and UDRPs? Can we work with legal schools? We do know there are pro-bono institutions in many countries. There are free of charge services to provide legal advice, and ICANN, in the best case scenario, can help us extend this idea, this project to see how we can reach other end users.

HUMBERTO CARASCO: This is the added value that LACRALO has. LACRALO has a very large network of lawyers. It is the region with the largest amount of lawyers and they are all experts in this field. So I think this is where we can find a way to converge with ccTLDs

and with the different organizations in the multistakeholder model. That's all.

MARGARITA VALDEZ: I think that's all as well. Thank you very much for your attention. These are our emails for you to contact us, and I hope we have given you food for thought.

RODRIGO DE LA PARRA: Thank you, Margarita and Humberto. I'm sure your services are exploitable and you have our help. We are a bit behind. Let's have another introduction. As you know, we have announced that there was an MoU between LACNIC and LACRALO. This is happening among all the RIRs and the At-large regional organizations. This week, we will sign the last one between EURALO and RIPE. But our region is already implementing it. This semester, there were a few activities that LACNIC and LACRALO held together. I think it's a good idea for us to show this.

HUMBERTO CARASCO: This is a much shorter presentation. I'm sorry that I'm going to repeat myself, but we're going to deal with a different issue here. I'm now speaking in my capacity as LACRALO chair. I want to

thank Oscar Robles because it is because of him that we could finally sign this MoU, which has been very beneficial for us.

Even though it's true that LACRALO has no money, that is, we do not produce any money, this is an organization of volunteers in the region, what we do have is networks and because of the diversity of our member, we have members that are universities, members that are different kinds of associations or organizations. From that standpoint, we cover the technical area, the legal area, and what we want is to represent the interests of end users.

On May 24, as you can see in this picture, we signed this relation that is necessary in my view. It was then signed on May 24 and this is the first example of collaboration. I'm now going to give the floor to the LACRALO Secretariat, Maritza, so that she can talk to us about what happened in Lima.

MARITZA AGUERO:

Thank you very much. On August 7th and 8th, we held a face-to-face workshop with some public servants, people from academia, the different universities, companies, ISPs. It was a very well attended workshop. It was held together with a very prestigious university that was San Martin de Porres University.

We had a practical and a theoretical part, and we trained these people who attended the event.

We received Mister Alejandro Acosta, who is an expert on IPv6 in the region. It was a very rich interaction. And just a few days later, there was an executive order from implementation of IPv6 in all of the entities of the public administration. This is an issue that is very relevant for us and standards are being implemented so that guidelines and rules can be deployed.

This is at the forefront and it's very important for us. We hope we can have the presence of LACNIC for another training session and there is a lot of interest from the government as well as from the private sector to implement these standards.

HUMBERTO CARASCO: Thank you very much, Maritza. This activity was also repeated in Santiago. It was held on the 14th and the 16th because it was a holiday in the middle. It was also very well attended. Actually, didn't really expect a lot of people, but we received many ISPs from the region.

As an individual user, there usually is an SME, a person who needs to react as an individual user and they typically need to interact. I understand this as an individual user, even though there are many people who can have a discussion with me, I see

this and that's why I help them. That's why I believe these agreements between LACNIC and other organizations or individual users are very good.

So this is in very simple terms what we have been working on since May. These are the activities that we have held together with LACNIC. There are other activities. Probably, we will leave them for the Open Mic session.

RODRIGO DE LA PARRA: Thank you very much, Humberto and Maritza. I'm glad that you've been able to land this agreement with LACNIC. It's very practical and very useful.

So let's go on now with the Open Mic part. There are two presentations for Open Mic going in the same sense. It's interaction between different organizations in the region in the context of ICANN. The next one is an agreement that ICANN has. The CTO office held an agreement with a university in Argentina, the University of La Plata.

We have Fernando Lopez here with us through CABASE. They have been able to make this agreement that is intended to conduct some tests on some additions being made to the identifiers. We will see a presentation tomorrow to have more

detail on this, but we have Tony Harris here and Fernando Lopez who can talk to us about this project. Welcome, Fernando.

FERNANDO LOPEZ:

Hello, this is Fernando from the National University of La Plata, from the School of Information Technologies. ICANN invited us to join this project. This is about implementing DOA. It is an object identification system, and the University of La Plata focused on the infrastructure side with our computing center at the university.

We focused on installing and configuring a bind instance that would support these kinds of registries, and in my laboratory at the university, we focused on implementing an embedded device. It's a micro-controller that supports WiFi so that we could control these DOA registries and get firmware updates.

[AUDIO BREAK]

RODRIGO DE LA PARRA:

This is DOA in the context of the DNS, and I think this is worthy of note.

FERNANDO LOPEZ:

Yes, this is a new type of registry within the DNS. It can identify objects such as books or publications, and this application

specifically can assign a name to every device. It's a 259 type registry.

This has been assigned for the DOA, and we ran a demo and we used these registries to get the latest update of the firmware together with a URL from which the device can download its firmware. So this standardizes the firmware update mechanisms. There are different mechanisms nowadays and some of them have serious security issues.

RODRIGO DE LA PARRA: Tomorrow we will have a more detailed presentation. It is very important to understand this within its proper context, and I do hope you can attend the presentation and find it useful. We are setting the DOA in perspective.

OSCAR ROBLES: Oscar Robles from LACNIC here. If I may, I would like to give you a little bit more background so as to avoid any misunderstanding. As you know in the ITU, there has been a proposal to create this concept of the DOA, a new concept of the DOA, that is the persistence of indicators online.

So, it is not very clear whether this is an actual need or not, but it does seem to be a very good initiative led by David Conrad's

team and Alain Durand, and the point is to test what we already have, to test what is already up and running in the DNS to really see whether we need the persistence of these indicators or not. And that is why we are working with the University of La Plata.

RODRIGO DE LA PARRA: Thank you, Oscar, for providing that background information. Clearly, this is a test that will have an impact on the global network not only on a regional scale, but we are running the test in the region, so thank you very much for your support.

FERNANDO LOPEZ: Well, I just need to say that I provide support in two different sections in my university. On the one hand, the computing lab; we are running a test version of bind and we are developing an interface in order to set up DOA registries, and then I am working in a different laboratory at my university where we focus on development.

RODRIGO DE LA PARRA: Thank you. Oh, I'm sorry, Tony, you have the floor.

TONY HARRIS: My apologies, first of all, CABASE enabled this agreement with the National University of La Plata. I needed to promote my own organization, I'm sorry. And for those of you who are interested, tomorrow we will be holding a session at 10:30. Maybe you announced this session already, Emerging Identifiers. That's the name of the session. They will focus on blockchain and also they will focus on DOA related identifiers. My apologies if this was mentioned before.

RODRIGO DE LA PARRA: No, not at all, Tony. This is very useful information. In the last months, we also had a very important cooperation initiative, the ICANN organization with our regional office, then the business constituency, and our friends that were leading this initiative in order to attract further interest of the business sector, especially from Brazil.

TONY HARRIS: Thank you, Rodrigo. I represent the internet committee in Brazil. I represent the end users, and I'm also a member of the business constituency, and I would like to tell you about what's going on in Latin America, in Brazil specifically. We are engaging in outreach activities to attract more stakeholders from the

Latin American business sector so that they can join the business constituency in ICANN.

As you know, we focus on the business sector and I would like to bring to the floor the fact that we want to have this multi-lingual interaction, and since I speak Portuguese, please, use your headsets so that you can receive the simultaneous interpretation of my message so that you can better understand it. Thank you.

So, about the importance of the business sector. Well, we have plenty of business people here from the Name sector, from other sectors. So, in our constituency, we do not focus only on the domain name registration. We do have small and medium enterprises, and big enterprises as well, that participate in different sectors. I provide digital services, for instance. And every business has something to do with the internet.

In my case, we provide digital certification services, but all of us are related to the internet, so our goal is to attract more companies, more business participants from the global south so that we can all participate. We face Facebook, Disney, etc and we have to defend our brands. We have to engage more customers and clients, and we do see that we have big CEOs from the big companies worldwide, but we do want to engage

other companies as well so that they participate in these initiatives.

We held different events in Rio de Janeiro together with ICANN. We hosted different events, and we were able to bring on board three new participants from the business technology sector after the event in Rio. We also brought on board some software businesses. I am now in negotiations with certain digital certification companies, so there are four more new companies that will be joining the business constituency.

So we are showcasing our activities and we want them to be part of this policy development processes of what is going on online. We want them to learn about DNSSEC. It is important to be updated on the future developments, not only in terms of brand protection.

In Latin America, we will be holding three events in our language, the language of Latin America, and those will be ICANN61, to be held in Puerto Rico, where Spanish is spoken. Then we will have the meeting in Panama and then in Barcelona. So, if we look at the business constituency, we see that we have more American and European companies and businesses, very few businesses from Asia, and what about Latin America? Well, there's only two businesses there: one from Argentina and one from Brazil.

So, I would like to invite you all to join us to engage. Those of you in the business sector, please reach out to me. It is not expensive at all. Maybe there is the belief that it is expensive, but it is not that expensive. Of course, you need to travel around the region and you have an annual fee, it is a \$67 US dollar annual fee which is really not expensive compared to others.

If you are holding a meeting or event together with Rodrigo and Daniel Fink, we are more than happy to showcase presentations, to attend your event, to engage in outreach activities, to update you on Latin America and the Caribbean. Thank you very much, Rodrigo.

RODRIGO DE LA PARRA: This is one of the interest groups in which our representation has the lowest level, so as our friend was telling us, it is very important to bring on board new participants to raise awareness, so I salute your outreach initiatives in the region. I commend your leadership in the business constituency and I hope we can continue working together. We still have some Open Microphone minutes, so you can ask for the floor. I see Eduardo and Ricardo.

EDUARDO SANTOYO: Hello, Rodrigo. Thank you. Hello, everyone. I would like to share some new with you, some news in LACTLD. Basically, we have a new CEO, Miguel Ignacio Estrada, Nacho, here on my right. I would like to introduce him in this meeting. Ignacio is now your point of contact in LACTLD, and we are very pleased to have him on board, thank you.

RODRIGO DE LA PARRA: Welcome on board, Ignacio, and thank you, Eduardo. Ricardo, you have the floor.

RICARDO: I would like to reply to our friend from Brazil. He forgot to mention LACIGF and also the regional IGFs become lively, so to speak, because of the private business sector. So I believe that the regional IGFs are appropriate spaces to bring more participants on board so that they can join the business constituency.

Yes of course, feel free to reach out to me. We are here in the meeting. It's very easy to join. You just need to fill out a form, so please, take the opportunity to bring on board more members from Latin America and the Caribbean.

RODRIGO DE LA PARRA: I see Vanda, Esteban, and then I have three speakers that requested the floor.

VANDA SCARTEZINI: I had a question and a comment regarding arbitration. In Brazil, .br applies a different solution that is an agreement with the Canadian-Brazilian Chamber of Commerce. I lead the technology commission there and they are the largest arbitration chamber in Latin America, so they focus on a more generic type of arbitration and now we have gone fully online. Our arbitration system is totally online and it is open to any type of dispute-resolution.

However, I am really interested in engaging in a dialog to see how we can go further into alternatives so as to bring on board the university where I am a lecturer, so that we can come up with a solution for those stakeholders that cannot be directly involved or engaged in these arbitration options that are more expensive and more difficult.

With this Chamber of Commerce, we engage in dispute resolution, not only registered brand dispute resolution but also those disputes that have to do with domain name holders and highjacking. So these issues go beyond registered brands, so I would like to engage in a dialog with you.

Also, in Brazil, Anivaldo and myself spoke about this at length. I lead AVEZ as well, that's another organization, and I see Paolo. He's another AVEZ leader. And we are bringing on board new participants. Thank you.

RODRIGO DE LA PARRA: We still have some people that are requesting the floor. Esteban, then Lance Heinz.

ESTEBAN LESCANO: Esteban speaking, Esteban Lescano from CABASE. Thank you, Rodrigo. I would like to let you know that in August of this year, we were able to launch a degree in internet governance. It's a diploma on internet governance. We are doing this with the University of San Andres, CABASE and a center of information technologies in Argentina. We have around 30 students in our program, 30 students from the region. We have faculty members from different countries and the goal of this diploma is to provide an academic forum where people can reflect on internet governance issues in our region.

We want to train the leaders of the future and we want to promote further engagement in our region. I would like to thank all the organizations that have supported this initiative, such as

ICANN and LACNIC and also all the members of the executive committee and steering committee.

The diploma has been, indeed, very successful. Our students have had a very good experience. We received very positive feedback and we want to replicate the diploma next year. This is open not only to people in Argentina, but also to the Latin American and Caribbean community as a whole.

RODRIGO DE LA PARRA: Thank you very much, Esteban. And now, Lance Hines, you have the floor.

LANCE HINES: Thank you, Rodrigo. Lance Hines for the record. I'd like to go back to the first presentation pertaining to the digital economy, for what the region that you cover has various economic levels of performance. Certainly for some of the lower ones, and I'm speaking specifically about policy and buying in at the policy maker level, did you get the sense that the policy makers felt that the internet economy can contribute significantly to the economy and national development? Thank you.

FAHD BATAYNEH:

Thank you for question your question. This is Fahd Batayneh again for the record. So this report was issued just two weeks ago. We did push it out to our stakeholders within the region. We haven't had the chance to speak to many of them since it was just two weeks ago, but I can tell you for a fact that if we take our previous report which is Greasing the Wheels of the Internet Economy, which is the BCG report, when we were speaking to governments back then, especially from these underrepresented countries, the first question that they would ask us is, why is our country not represented, and we did explain to them the methodology of the study.

For countries that did show on the report, it was kind of eye-catching for them. Some of them were happy. Some of them were not happy with the results, and the key message that we kept were going out to those who were not happy was that, even if your country is not well-positioned on this report in terms of ranking, you can push forward on the digital economy and it's obvious that the digital economy can contribute significantly to the evolvement of the overall economy.

But I can tell you again for a fact that not many actually pushed forward in that regard, and we'll be trying another attempt with the current study to see if we can convince policy makers to actually look at things from a different approach. Thank you.

RODRIGO DE LA PARRA: Thank you, Fahd, thank you, Lance. Very quickly, the three of you, if you would like to take the floor and then Oscar Robles.

UNKNOWN SPEAKER: Thank you, Rodrigo. On October 16th we launched the first center on internet governance from a very prestigious organization in Lima; this is an initiative that had the support of ICANN. Daniel Fink was here with us for the inauguration of the center, and we are thinking of reviewing and organizing an international consulting committee.

We're going to launch a call, of course all expression of interests of those who would like to contribute to academia from their knowledge or if they want to share or build capacities, which for us in LACRALO is very important. We invite all of you to be a part of this initiative and other additional activities that we will share with you very soon. This is all from me, thank you.

UNKNOWN SPEAKER: Just very short. In Chile, we have a road show together with NIC Chile on November 21st.

OSCAR ROBLES:

This is Oscar from LACNIC. This is message for women, for the 30 or 40% present in this room. There is an initiative that we are giving special attention which is providing the participation of women in our life, in the life of LACNIC.

One of the ways that we are proposing or that we want to support this participation is to have a database of women who have an interest in being engaged in our events or who are interested in discussing the issues that we discuss in our events, so I invite you to subscribe to the AT Woman email list and also to the database that LACRALO has shared with us. This is a women database. It's very for us to have a reference of people to see if we can nourish our events with more diversity.

VANDA SCARTEZINI:

Also, the DNS Women Workshop is in ICANN since 2009. They have launched a women training program for resellers of domain names around the world. Yesterday at our event, we received someone from Peru and someone from Brazil. We also have attendance from Africa and Latin America, so we want to tell all the DNS women to be in contact with us. We are at your disposal for this training session in the industry of DNS.

I would like to thank you for your presence. We are very happy with how we are having more and more attendance in our

events. We are very very happy for this. There are people from all sectors of the world sitting here and seeing what we're doing. I would just like to thank you and invite you to the next LAC Space that will be held probably in Puerto Rico. We will tell you the exact date in the future. Thank you very much and have a good day.

[END OF TRANSCRIPTION]