

ICANN74 | Policy Forum – EURALO Policy Session: Internet Governance and Multistakeholderism in terms time of
Emergency
Thursday, June 16, 2022 – 09:00 to 10:00 AMS

YEŞİM SAGLAM: This session will start shortly. Please kindly get seated. Thank you.

SÉBASTIEN BACHOLLET: Just to test my audio. No. I need to take my audio closer. Just before we start, please take your headset because we will switch from one language to another as we have the interpretation in English, French, and Spanish. Please. Thank you.

YEŞİM SAGLAM: This session will now begin. Please start the recording. Hello and welcome to the EURALO policy session, Internet Governance and Multistakeholderism in Times of Emergency. My name is Yeşim Saglam and I am the remote participation manager for this session. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior.

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Onsite participants may pick up a receiver and use their own headphones to listen to interpretation. Virtual participants may access the interpretation via the Zoom toolbar. With that, I will hand the floor over to Sébastien Bachollet, EURALO Chair.

SÉBASTIEN BACHOLLET: Yeşim, thank you very much. Thank you for coming to this session. As the meeting is in Europe, we were thinking that we can't leave this meeting without at least some exchange about the situation—I know why I am using this word—the situation in the Eastern part of our continent. It's a pleasure to have Oksana Prykhodko who will talk, as she's on the ground and she's one in this very, very difficult situation.

But at the same time, we wanted to find a way to open the door, first to other speakers but also to some lessons we can learn. And I know that it's difficult to compare situations. And the goal is not to say that the war in Ukraine is equal to a tsunami or any other elements from the earth—not just the earth. Mankind is also

doing bad things in this situation. But it's not to compare. But it's maybe to take lessons—how we can use technology, what we can do for people. And once again, the objective is not to compare what is happening in one region to the other.

I am very happy to have somebody from all the other regions—from Asia Pacific, from Africa, from Latin America and Caribbean, and from North America. And they will tell us their experience. And we will try to see what we can do for some lessons learned.

At the same time, we invited Leon Sanchez, vice-chair of the ICANN Board, selected by At-Large, because the Board have taken some action regarding the situation in Ukraine. And I think it could be useful to have the input of what they are doing and how it's going on. And in any case, we are happy to have him talking to us this morning. And we will try to find as much time as we can to have exchange with the participants.

I just want to be sure that ... I know that there are standards of behavior. But I know, at the same time, that the topic could be hot. And I just want to remind you that we have also friends in other parts of the world, and even in Russia, as we need also to take them into account. Therefore, you can say what you want but say it gently and nicely, even if the situation is, was, and will be difficult for a lot of people. And I hope that we, at the same time, can support and agree that the situation is not at all

acceptable. And whatever we can do personally or collectively will be great.

With that, I will stop here. But once again, thank you for participating and coming—the ones onsite, the ones in the other room, and the ones online. We are happy to have you today. And with that, I will give the floor to Oksana Prykhodko who is the leader of one At-Large Structure in Ukraine, European Media Platform. And I give her the floor. And once again, thank you very much, Oksana. And even more, thank you for coming to us and to be with us this morning. Please, Oksana, take the floor.

OXSANA PRYKHODKO:

Thank you very much, Sébastien. Thank you very much for the invitation to speak here. I have very few minutes but I have to say a lot. First, thousands of thanks for all your help and support. We highly appreciate official ICANN support as well as unofficial one.

A lot of you asked me to keep details of your help and support in private. Of course, I will do it. But you are always in my heart. Thank you very much, once again. Others did their best to organize official event in support of Ukraine. They could not. And I encourage them to approach ICANN team and clarify why it was impossible. I will also not stop questioning. Second, I was really shocked by the speed of EURALO's reaction. Once again, thank

you very much. But I was also shocked by the language of this reaction.

I am in ICANN from 2009. And each day, I hear that ICANN is not political organization and ICANN has to use official UN terminology. Just yesterday, Kateryna Kryvko, NextGen Fellow from ICANN, raised this issue. And I would be happy if you could look at her presentation during NextGen session. I hope staff will share the link to her presentation.

UN clearly named it Russian War Against Ukraine or Unprovoked Russian Aggression Towards Ukraine, not any other words. Some countries already officially recognized this war as a genocide of Ukrainians. And I am sure that will be recognized soon on an international level. It is a very important issue for me, especially regarding digital genocide of Ukrainians. But I do not have time to talk about it just now.

My priority now, threats to Internet governance principles and multistakeholderism. Andrii Nabok, representative of Ukrainian government in GAC, said at the previous GAC plenary, “Last person out of Russia turns off the light. Hoping it will not be ICANN.” Recently, Patrik Fältström wrote on Facebook, “Internet is the last thing we turn off when leaving, after the last lightbulb is turned off.” Good jokes. Unfortunately, from February 24 to February 27, there was possibility that it will be Russia which will

be the last to leave ICANN and turn off the light. It would be a very bad joke.

First of all, occupants destroy critical telecom infrastructure of Ukraine. Then polite little green men burst into the offices of ISPs in occupied territories with machine guns and force staff to reroute traffic. What does it mean for us? Spreading false information that Ukraine is completely occupied and destroyed and the only way to save their lives and the lives of their children has resulted in more than 1,200,000 Ukrainians, over 230,000 Ukrainian children, being taken to Russia against their will, forcibly or by deception. There is no contact with most of them and Ukraine has no data on their condition and whereabouts.

What does it mean for you, for Internet governance, for multistakeholderism? I am not technical expert. I am not lawyer. I spent three days here asking technical experts and lawyers, “What will be the consequences of rerouting the traffic?” I did not receive answers. Three months ago, I proposed to create cross-constituency ad hoc working group, Internet Governance and Multistakeholderism in Times of Emergency. A lot of unofficial support. No objections. No official reaction except invitation for this session. Thank you. Transparency, lack of grassroots initiatives.

Of course, we will discuss this issue at our 13th Ukrainian IGF this year. And I am wondering about ICANN participation in it. I am talking not about money. But it's also important to know. Will ICANN send us again its representative of Russian regions who will teach us to develop multistakeholder approach? And who will be [recorded] by the very Russian representatives are [recorded] not only in Ukraine.

A lot of international organizations excluded Russia at all. Some others prohibit Russian representatives to be elected to key positions because these organizations fully understand that these Russian representatives are representatives of racist regime. I am very glad to raise this issue here in The Hague, the city of peace and justice.

We are all waiting for the decision of the court on the shooting down of the Malaysian plane. My sincere condolences to all the relatives of the victims. We will hope to [inaudible] now over racist regime, which now kills two Ukrainian children every day. Two children are killed by Russia in Ukraine every day.

But I believe not only in [inaudible] but also in multistakeholderism. We have governmental Ukrainian international programs for collecting evidences of crimes. Armies of private lawyers are preparing lawsuits. Thousands of civic organizations are now working on helping victims of Russian

aggression. I am sure that after our military victory, we will celebrate the victory of multistakeholderism. Thank you very much. And sorry for my voice because it's not only emotion but because of mask. Thank you.

SÉBASTIEN BACHOLLET: Thank you very much, Oksana. And thank you for your speech. We hear you well. I just want, Oksana, to tell you that the people from Russia who are participating to the ICANN arena in our place, like EURALO, they are not responsible of the situation. And therefore, they can't be the one who much be taken out. And I am very sad that some of them were not able—not willing, not able, I don't know—to come. And I hope that, at the next meeting, both of you will be there.

I look forward for the General Assembly of EURALO where all the people of EURALO will meet, whatever the country they are coming from, whatever the regime they are coming from, and whatever the situation they are living in. That way, I hope that peace can come back as soon as possible, here in Europe but in the other places of the world also.

Now I would like to call on some experiences. And once again, as we say in French, “comparison n'est pas raison.” It's a comparison. It's not reasoning, I guess. It's bad translation from myself. But we thought that it would be good to have input from

other regions. Therefore, I would like to give the floor to Jennifer Chung and to Cheryl Langdon-Orr. I guess that they will do a duo. Therefore, let's leave the duo to [show the road].

CHERYL LANGDON-ORR: Thank you so very much, Sébastien and EURALO. Cheryl Langdon-Orr, an Australian who has, as I will get to later, some experience in the field of both communications in disaster situations, and of course, our fair share of disasters. But I'd like Jennifer to start off from the Asia Pacific focus as we have discussed, just to frame how and when these issues come into play. Over to you, Jen.

JENNIFER CHUNG: Thank you very much, Cheryl, for the introduction. And thank you, Sébastien at At-Large for welcoming me so much to this session. I'm very happy to be here with you. First, I really want to send a message of solidarity to Oksana for sharing the situation in Ukraine. People in the Asia Pacific, we definitely stand in solidarity with you.

Two things I really wanted to bring up. I guess Asia Pacific is a very diverse region, both politically and geographically—just very, very diverse. Lessons we've learned, I guess, in the Pacific specifically, talking about the Tonga volcanic eruption earlier this

year, in January. And the Pacific island nation lost all communications after the volcano erupted on January 15th. It severed, I think, an 827-kilometer undersea cable that provided its Internet connection.

I think that's one very stark reminder for all of us of the fragility of the infrastructure in some parts of the world, especially the small island developing states, where something that is so unforeseen, that is so tremendous, like a natural disaster of a volcano eruption, which was pretty—it was one of the strongest ever recorded, which also triggered tsunami warnings—this fiberoptic cable that's cut off Internet connection for a large swathe of that region.

And of course, I don't need to emphasize too much the humanitarian response from the UN, from other Pacific States, from private sector sending a lot of expertise there, from even Elon Musk sending his own team over.

And of course, the Internet community. I think we all stand in solidarity in times of crisis like this—sending aid, sending expertise from civil society, making sure that communities are still connected—from technical community sending their experts from the [certs] in the region that do very good work. And they actually have, even before, of course, this very unforeseen disaster, always had this disaster preparedness and emergency

response teams to make sure they have plans in place when things like this happen.

And Tonga, of course, now is reconnected. But it did take quite a long time—five weeks, I think—to be able to reconnect the connection, and of course, a much, much longer time to heal the community that has had to defend themselves against natural disaster, which is really unforeseen.

I also wanted to also highlight, besides natural disaster, of course there is the political upheavals in different parts of the world as we, of course, have heard from Oksana in Ukraine.

Earlier last year, in 2021, there was the coup that happened in Myanmar. And Myanmar is a country that, very unfortunately ... And I think I'm reading from Access Now who does very good work on Internet shutdowns around the world. It has unfortunately enjoyed—and I think the enjoyment is the wrong word to use—but the second-longest forced shutdown of Internet service last year.

And it has, unfortunately, had 593 days of Internet shutdown in the Rakhine State of Myanmar. And since February of last year, it has been increasingly difficult for people in Myanmar to be able to connect to the Internet, to be able to go about their business and their social outputs and connections to other parts of the world.

And I wanted to bring this in light of a lot of the young people in Myanmar have become very active in Internet governance. They have come to participate in many of the initiatives within Asia Pacific, and specifically ... And I would like to read part of her words because this is a young person in Myanmar. Her name is [Pio]. And she has participated very extensively, both in the Asia Pacific regional IGF as well as very bravely started her own, with a small band of cohorts, a Youth IGF of Myanmar who successfully held their meeting earlier this year. And these are her words.

“The nightmares of Myanmar started with our first nationwide Internet shutdown. Then we realized the Internet connectivity can say—the vein of our lives this day. But when the group of people take control over the Internet connectivity, the community can actually help each other on how to protect and secure ourselves by building up our Internet-related knowledge in many ways. But it’s still not enough so far.

“Yes, Internet shutdowns are happening all around the world. But considering and listening actively to the voice of people who suffer the brutality and atrocity behind scenes of Internet disconnection would also impact us. For example, in Myanmar, the selling of Telenor to the military-related businesses was postponed due to petitions of civil society organizations and Myanmar people for some time.

“The Internet should be open, secured, and affordable. Moreover, it should be for everyone. But now, our Internet is no longer open, secured, or affordable anymore. So when we are talking about these values, we need to consider what kind of standards in emergency situations for the Internet will be helpful for these suffering people.”

And these are words from [Pio]. I think, as a person who has been very privileged to be in spaces like this, and talking, and trying to amplify voices for people who cannot be in these venues, be in these meetings, not even be in these meetings in Zoom because of Internet shutdown, because VPNs are banned in their countries, it’s more important for us who are able to do it to make sure that we stand in solidarity—we do actual actions to help these people, to keep them connected to the Internet, to keep them being able to speak freely. And I think I speak for at least APriGF that we definitely stand in solidarity with these people. Thank you.

CHERYL LANGDON-ORR: Thanks, Jen. Coming back to very much was Sébastien was saying, Sébastien did mention that this is not an exercise in comparing my large disaster to your small disaster, my hundreds to your hundreds of thousands. A disaster is a disaster, regardless of how large or small it is, to those who it is affecting.

And when communications go down, those effects are markedly more damaging and more dangerous. Whether it's from a purely survival point of view, those golden hours—there's eight of them—between something happening to a human body and getting the likelihood of a survivable outcome for many of them. In that block of time, where is the communication? If you've got your phone to do your SOS, you need a network for it to run through.

So communication is key. Humans do better when they communicate. We can and do deliver high-quality first aid and medical services via remote conversations. It can help. You can calm someone down. You can keep them alive. You can organize water and food. You can help. But to get that to happen, the infrastructure either has to survive or has to be replaced quickly.

Here's some of what happens. Company A goes, “Well, this will look good for us from a PR point of view and we've got all this crap that is old, antiquated, and we were going to shelve anyway. Let's pop that into this area. We'll look good and they get third-class replacement equipment.” Not good enough.

You get other people, other entities, who say, “Oh, no. I'll get the very best we've got and I'll get it in quickly.” Same response in the short term. Communications goes back on. But in the long-term recovery for the affected community, markedly different

pathways. There's only one way to get that choice right. And that's to model it, and dare I say, ladies and gentlemen, to practice it.

So we've got an opportunity with multistakeholderism to bring the significantly-interested parties, be they business, civil society, technology, government, whatever—and don't forget the emergency response people—together to not just practice how fast we get our blood, our water, our desalination plants, but make sure quality—at least short-term but preferably medium- and long-term—and probably mobile communications goes in.

Because if you've moved thousands or hundreds of thousands of people in refugee status away from a disaster area, they don't have identity. They can't bank. They can't get the basic supports that are in place for them. But if we can do some clever things ... And there's a lot to do and it's a bigger conversation. But think about doing it in your spaces.

With a multistakeholder model, there are ways, with mobile technologies, of getting identity to the unidentifiable—to making sure the services, assuming we get them through that first eight hours, get them through the next 80 days. Let's hope it doesn't take 500-odd days of shutdown. But if we can do that, and we can plan it, and we can stress test it, then I think that's one of the most

powerful outcomes of a good multistakeholder model, regardless of the nature of the disaster.

Ladies and gentlemen, I'm a little passionate about this and I want to tell you why. And I want to give you a challenge. When I was 13 years of age ... And I live in a country that has plenty of disasters—bush fires, and floods, and very nasty animals, and snakes, and spiders. But that being said, I was asked to join an organization. And amongst doing that, I took an oath. And part of that oath ... I don't take many oaths, by the way. Part of that oath was "for the service of mankind." I'll live by that to my very dying day.

And I'd like to think that if some of you and some of the entities and companies you work with looked at it from a "for the service of mankind" perspective, we would all be doing a lot better in these tragic circumstances, be they manmade or natural. Back to you, Sébastien, and thank you.

SÉBASTIEN BACHOLLET: Thank you very much, Jennifer and Cheryl. Very enlightening and useful inputs. Thank you. Now I will give the floor to Bram Fudzulani. I guess he's online. I hope it's working well. Bram, the floor is yours.

BRAM FUDZULANI: Hi, everyone. Thank you so much for giving me the floor. I am joining from Malawi in Africa. And a pleasure to join you all in the room. Here to share the experiences during the pandemic but also doing the war in Ukraine—how it has impacted the African Region but also how that has illuminated the issues of the need for multistakeholderism in trying to bring the unconnected back on the Internet.

So Africa still remains one of the poorest when you talk about the connectivity. We still are the region that is still striving to bring more people online. At the moment, only 32% of the Africa total population has access to the Internet. And you can imagine what that did during COVID-19, when you look at the marginalized. Schools were shut down. Life actually came to a standstill.

So in a place where, already, the majority don't have access to these modern tools, it was very challenging for us to progress—for the continent to amplify issues of human rights, to amplify issues of access to education, to amplify issues of access to food. So the gap was widened during the COVID-19. But what we have tried to see and advocate for during the time was that the different stakeholders came together. And that is the spirit of multistakeholderism.

We saw government sitting together with academia, sitting together with the technical community, sitting together with civil

society organizations, end users, to try and imagine ways how we can bring the people—we can bring the children that are not having access to their school anymore because schools are shut down. How do we look at issues of affordability, accessibility, and make sure that even if we bring issues of affordability and lower the prices of Internet in the continent, how do we deal with issues that we're still grappling with—issues of the digital literacy in the region, which is also one of the biggest challenges when you look at the disconnected people that are trying to get on the Internet.

So those are some of the issues that, as the pandemic came in, within the ICANN AFRALO, I think we tried just to engage with the community. But I think it was a big challenge because the level of or the number of people who have access to these digital platforms were low. And therefore, the issues of human rights. We couldn't keep track of online harassment issues because people stayed in the dark.

Therefore, I think this calls for the true and genuine multistakeholderism. I'm glad that this conversation is bordering the issues of multistakeholderism. How do we truly embrace the issues of multistakeholderism while ensuring that the less marginalized—the people that do not have access to these conversations, cannot stand and be with you in this room and raise their issues and their voices—so that we can come up with

policies that really connect and resonate with their needs on the ground.

It's a conversation that is very passionate to us in the African region but also to me personally because these are conversations that would somehow need to transform the lives of people that are still not connected—the lives of people who are marginalized and do not have access to the tools that you and me, sitting in this room, online—do not have access to.

Therefore, I just wanted, through you, chair, to amplify this, and also to raise the voice of concern, but also to share the challenges that we had during the pandemic that we're still grappling with. But I think now that the world is opening up, these are some of the conversations that are going on and we're happy to participate. Thank you so much.

SÉBASTIEN BACHOLLET: Thank you very much, Bram. Now I'm going to give the floor to the people from the Latin America and the Caribbean Region. And we have two people here. We have Augusto Ho and Claire. So I don't know who is going to be the first one. Augusto, the floor is yours. Please go ahead.

AUGUSTO HO:

Hello, everyone. Good morning. We are a team here. We have the secretary, Dr. Claire Craig. She's here with me. So I'm going to be very brief in my intervention. I should say that, at least in my country, Panama, a small country in Central America, I had very few experiences in terms of natural disasters or disasters of any nature. And even though it is true that catastrophes may come from nature, as some of the examples that were given here, it is also true that bad actions by men—for example, by cutting off a cable—could also lead to a catastrophe.

I was listening to Cheryl. She was speaking. And now I can better understand the dimension of the different possibilities of providing aid, or what we can do from here, because we need effective communication for catastrophes or during catastrophic situations. And I do insist. I am not the best speaker to speak about natural catastrophes because in my region and in my country, we are blessed by God in that sense.

I promised that I was going to be brief. But I would like to highlight the fact that I received some news this week about Elon Musk in my country—that it's going to be the first country in Latin America. He's going to launch a satellite network. And I believe this could help in a catastrophic situation. So now, I'm going to give the floor to my colleague, Dr. Claire Craig. And she's going to continue with our dialog.

CLAIRE CRAIG:

Good morning. Thanks, Augusto. Thank you, EURALO, Sébastien, for the opportunity to speak on this topic and to give a regional perspective of what multistakeholder organizations can do in times of emergencies. For Latin America and the Caribbean, I want to focus on natural disasters, because historically, the region has suffered unrelentingly. And there appears to be an increase in this. And as expected the impact of disasters vary depending on the types of disaster. And what we have in the region are hurricanes, floods, earthquakes, as well as volcanos, and most recently, the COVID pandemic.

One of the recognizable characteristics of these events is that they tend to overwhelm the local response capacity and seriously affect local and economical development in the region, which is what Cheryl just spoke about. Another factor that they pose as a challenge for us is the level of poverty in the region. And some of the countries are small and have undiversified economies. These events are a powerful reminder of the importance of resilient telecommunication networks and to remind us of the weaknesses and the deficiencies that exist in Internet infrastructure, policy, regulations in the region. And we also just heard about that from the African region.

More importantly, the multitude of these events, in terms of the fatalities and the damages, has renewed the interest of government, international donors, and special interest groups, and some end users in the region as the tasks of getting help, checking in on the wellbeing of others, and getting back to the normal day-to-day activities are compounded by severe communication disruptions after one of these events.

These include but are not limited to no power, no cell or telephone lines, land or otherwise, no radio or television communications. Another growing concern—and we heard about this—is the vulnerability of women particularly during these disasters.

So this is where multistakeholder organizations, such as ICANN, and At-Large, and end users can play an important role, as there are steps which can be taken to assist with mitigating the effects of these disasters. These include technical capability building activities for disaster preparedness and responsiveness in the form of training programs and educational and public awareness resources, which support and can improve critical Internet infrastructure.

Having said, that, it is also important to remember something that Marita Moll said yesterday at the GAC session when she was speaking on the topic of advancing the multistakeholder model.

I'm paraphrasing here. She said we have to find ways to attract these volunteers and keep them engaged. And remember that they are doing this with little or no personal gain except for their own personal satisfaction. So how do we get persons to take on these challenges and be ready?

So that said, we At-Large need to identify ways to reach out, and engage, and work with our ALSes and as individuals so that they can be prepared and ready to step in and act when these events occur. Because for us, they will occur. It is not a matter that if they occur. They do occur and regularly. We know that there are very resourceful organizations in our region that are already successfully doing some of these things. So we need to find ways to partner with them if and where possible.

And I would like to take this opportunity as well to express our solidarity and support for Oksana and the people in Ukraine who we recognize this happened upon you as these types of disasters do. And we do hope that you ... What we can do is continue to pray and provide the different types of support that would be required. So I thank you for this opportunity from EURALO.

SÉBASTIEN BACHOLLET: Thank you, Augusto. Thank you, Claire. And now I give the floor to my fellow colleague and the chair of NARALO, Eduardo Diaz. Eduardo, the floor is yours.

EDUARDO DIAZ:

Thank you so much. I want to speak on my experience in the time of emergency, of things that happen. The most close emergency that we had was during the hurricane Maria in 2017. Puerto Rico is in the path of many hurricanes but we never got a hurricane that big. So we always prepare for hurricanes and the government has a template for it. And communications are there. Sometimes you miss communications here, electricity there, but it's never something like this. So everybody was prepared.

Fortunately, in Puerto Rico, the houses are made out of concrete, the majority of them. So people were safe in their houses during the hurricane because they were safe in the concrete. But it took 24 hours for this hurricane to go through. It was a monster hurricane that I have never seen, very scary. And when it's finished ... I turn on the radio during the hurricane. We have about 110-plus radio stations in Puerto Rico. There was only one at the end of it. The rest was gone.

When it's finished, usually you see trucks and people doing this thing that they do, cleaning the streets and things like that. The problem is that what they were planning to use was the cell system to communicate wireless. And they have a radio system that they use around the island. Well, all those towers were gone. And even the people that were prepared to go out with the trucks

and all the things, they couldn't get out because there was too much destruction out there. The roads have to be cleared.

Then all this command and control that happened and that was put in place suddenly couldn't send command and controls to anyone because there was no communication. There was no Internet. There was no electricity. Everything was down. So it took like a week of sending people motorcycles and bicycles here and there to send messages across to start cleaning and moving forward. It took about four or five months to get electricity in my house. That's how bad it was.

The things that we learned from this ... I'm not talking about gas to keep your generators. Usually, the generators for cell towers and things like hospitals, they are set up for maximum of a week of no electricity. Here, we were without electricity for four months so most of the generators got broken.

And everything that you had here in Puerto Rico, you had to bring it by boat or by plane. Well, the airport, the radar was gone. So there was no way to tell the airplanes how to come in. So the military were the ones that were coming in. In fact, they helped a lot.

Cell companies, like T-Mobile for example, they brought a boat with cell parts. And they just stationed the boat outside with a

crew. And they used to come in, fix them, and use this boat just to get the cell system up.

Internet was sketchy. 90% of our cell towers were gone. Forget about anything that has to do with fiber or copper. It was all wireless. And there were some ISPs that just put hot spots out there and people used to go there and do their thing. And they were able to communicate to their families in the States.

What we learned about this is that you have to make sure you can communicate first. So now, instead of using radios, they are distributing and making sure they have satellite telephones that do not depend on any landline. There was a central command and control that we were able to put in. And many people in many communities—in fact, many NGOs—were invited to participate and collaborate with the government group because they really were the people that went out there at the communities that we could not get in.

There was a big shift in the way ... People that lived in mountains that got really hit, most of these people now, they moved to the coastlines because it was easier to communicate and that. There were people in the mountains that I know. They were there for two weeks with nothing. And it took them more than a week to get out of their houses. There was a lot of immigration going to the States. So that's one of the things that we learned from.

A positive thing that happened from this, there were two things. And I look at the pandemic, also, as ... Even though it's not a good thing but there is a positive happening going forward. All the copper lines that we used to have, they're gone. So now, what we're seeing is that people are getting Internet with fiber to the home. Not only that but it's fiber underground because whatever you put up in a pole, you have to assume that it will be gone in the next hurricane.

The cell towers are begin revamped to manage this type of forces, of wings. And also, the electrical grid, which was totally destroyed, is being upgraded to a better electrical grid. It's bringing up to standards now because it was a very old one. So that will be more resilient and better managed because of the technology they are bringing in. But it takes years to do this. It doesn't happen from one day to the next. So those are some of the things that we did.

And like I said, the communities, and especially the NGOs, were very instrumental in getting food to the people and getting out there on the grounds to help the government in a collaboration to get people what they needed. Thank you so much.

SÉBASTIEN BACHOLLET: Eduardo, thank you very much. As we get through all the regions, and I am sorry for the exchange with the participants because it

will be shortened as I didn't want to cut the speakers. I think it was very useful to hear them in full, what they wanted to say. And now I would like to give the floor to Leon Sanchez from the Board. Thank you, Leon.

LEON SANCHEZ:

Thank you very much, Sebastien. First, let me recognize and show our empathy to you, Oksana, and the Ukrainian people for the crisis you are living. You know we are with you and you have our support.

In times of emergency, supporting Internet access is a crucial part, both of ICANN's mission to ensure the stable and secure operation of the Internet's unique identifier system. It's also within ICANN's core values to support broad, informed participation in Internet governance policy development.

Beyond that, ICANN is also deeply committed to serving the public interest and providing practical support to the extent possible in keeping with our mission. And times of crisis is one to uphold that commitment.

In a resolution taken on March 6th, 2022, as I previously informed the At-Large community and the ALAC, the ICANN Board directed the ICANN Organization to develop a proposal for the distribution of financial assistance to support the stability, security, and

resilience of the Internet’s unique identifier systems, particularly where access to the Internet is jeopardized by sudden unexpected events beyond the control of the affected users.

A few weeks later on April the 20th, after conducting research to ensure that the recipient is in alignment with ICANN’s mission and values, and in compliance with applicable laws, regulations, and fiduciary obligations from Org and the Board, Org announced that it had selected the Emergency Telecommunications Cluster, ETC, for a one-year partnership.

The ETC is a network of humanitarian government and private sector organizations that provide shared communication services, support in humanitarian emergency situations. And the United Nations World Food Programme is its lead agency and provides administrative support and communication to ETC. They have over two decades of experience, including in Ukraine, in ensuring the sustainability and quality of communications and connectivity.

The Board has also asked Org to explore how we might set up a process for funding support for older global emergencies that impede Internet access. That research is currently underway. And we hope that we have an initial report of the progress made by ETC in Ukraine in August. And that will also help us and inform the

research about how to apply this kind of support in other situations.

So as the resolution states, this should be a forward-looking project—a longstanding project—not only in this case. This case obviously triggered the decision. But it is seen as something that we should continue to do. As I said, this research will help the Board discussions and considerations of how best to broaden our reach to help populations that are affected by these catastrophic events.

With regards to COVID-19, we quickly pivoted to a virtual-only meeting format, as you might remember, back in March when we declared the Cancun meeting to be held virtual. And now we are fortunate to return to a hybrid meeting format here in The Hague with the technical solutions that are in place to support our robust access to the meeting from pretty much anywhere in the world and support the work of the volunteer community.

One example of this is the supporting of virtual participation by offering interpretation directly through Zoom instead of additional devices or programs. We used to need to dial into the Spanish line, the English line, the French line, etc. Nowadays, we only connect to Zoom and Zoom provides this ability to provide interpretation.

There is also a pandemic internet access reimbursement program, as you might remember. That was one of the things that I personally pushed for really, really hard. And Org was kind enough to understand that this was something necessary for our volunteer work. It offers community members with limited Internet capacity financial assistance to increase their Internet bandwidth and currently is reimbursing up to \$60 to be able to mitigate the cost of connecting to the ICANN meetings.

So with this, Sébastien, I would like to go back to you. I thank you again for this opportunity to be here with you.

SÉBASTIEN BACHOLLET: Thank you very much, Leon. I think that the Board took a good action. And if the community have other ideas, I am sure that the Board will listen to ideas that you could have to help in those situations. As I don't see any hand raised and as we are four minutes ahead of the schedule, just to be sure that there is no last word.

I would like to first recognize some of the people in the room— Board members. Maarten, thank you to be with us, the chair of the Board. Maureen, the chair of ALAC, is also with us and some members of ALAC are around the table. But a lot of people from the community are around the table or online. And I would like very much to thank them for coming here.

With that, I hope that this session was and will be useful because we exchanged different types of crises, of course. Once again, it's not a comparison. But I am sure that some of them ring the bell, what could be done in the future in situation x or y, depending on the country and the region it's happened.

And I would like very much to thank the speakers who bring their experiences, Jennifer and Cheryl from Asia Pacific, Bram from Africa, Augusto and Claire from Latin America and Caribbean, Eduardo from North America, and of course, our friend from Ukraine and Europe, Oksana Prykhodko.

And a few of us say our support and you recognized them during your speech, Oksana. It's not just word. We think of you very often and we follow your posts. That's something important for us to know what's happened for you and your people. But you personally, it's good to know when you are, where you are, and what's happened for you. And continue to do that if you can. Take care of you and your family. It's the best we can ask for that moment.

Hopefully, peace will come back soon. We need to all struggle for that, not just in Ukraine, in the world in general. And if I can say a last word, I hope that ICANN will be at the forefront to bring back peace, not because they will do something specifically. But we need Internet for a lot of things but particularly to build peace. It's

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essential. Therefore, the role that ICANN is doing, it's important for the peace in this world.

With that, I would like, once again, to thank you. And as we are just top of the hour, I will end this meeting and wish you the best stay in Europe. And hope to see you all, either in person or online in the next ICANN meeting in Kuala Lumpur. Once again, thank you very much and have a good day. Bye-bye.

[END OF TRANSCRIPTION]