TIJANI BEN JEMAA: Thank you very much, Gisella. I think that we have to start. Perhaps Dev and – is Nathalie here, Dev? Not yet.

NATHALIE PEREGRINE: Hello, Tijani. This is Nathalie.

TIJANI BEN JEMAA: Nathalie, how are you? Okay, so I think we can start. So Dev, please, and Nathalie.

DEV ANAND TEELUCKSINGH: Okay. Thank you, and a very good morning, good afternoon, and good evening to each and every one of you, and thank you for attending this capacity building session for the At-Large Summit II. The topic of this capacity building session is communications, and it's one of the capacity building sessions that you as At-Large Structure representatives selected as an issue that you would like to learn more about.

Regarding communications, I think it's important to – well, perhaps I should send it over to Gisella just to go over some house rules before we actually dive into the presentation. So, Gisella, can you take the floor?

GISELLA GRUBER: Thank you. Yes, Dev. Welcome, everyone, to this webinar on Thursday, 17 April at 13:00 UTC. Dev, thank you for introducing the webinar.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

Just a few house rules: all lines will be muted during the presentation and microphone, right, will be participants on the Adobe Connect will be muted. We will open up the lines at the end with questions and answers. If you are not on the Adobe Connect room but wish to ask a question, please do say your name and we will hand the floor over to you.

Also a reminder that these calls are all interpreted into French and Spanish, so if I could ask you to speak at a reasonable speed to allow for accurate interpretation. And also very important to state your name to allow the interpreter to identify you on the other channel as well as for the transcript purposes.

I'll now hand the floor over to Dev, and we will be muting all lines. Thank you very much.

DEV ANAND TEELUCKSINGH: Thank you, Gisella. Again, welcome to all. Communications is the topic for this session. I thought it was appropriate that we should talk about who is in the community we want to communicate with.

As some of you may know, we are various At-Large structures, computer organizations, end user groups organizations, in five different regions. Through that, we provide input to the At-Large Advisory Committee, which represents the interests of Internet end users in ICANN policy issues related to domain names and IP addresses.

What we're showing here under the ALAC, 160 of these organizations. There are not enough green boxes to put them all in on this chart. A

better illustrative organizational diagram I will now show to you. Just to go through each of the components here in terms of the At-Large Structures, there are Web pages where all of these are listed so you can find out about other organizations in your region and in other regions. You may find that we share similarities rather than differences in the regions.

Each of the five regions, the ALSes are organized into regional At-Large organizations. These are the various Web pages, the home pages, for these RALOs, where you can find out more about the activities the ALSes are organizing in that region.

Also the At-Large Advisory Committee for 2013-2014, the ALAC is comprised of 15 members – three members from each of the regions. The RALOs select two of those persons to be on the ALAC from the region, and the third person is selected by the Nominating Committee – another group within ICANN tasked with finding persons to be on the ALAC.

As you note also, the ALAC also liaisons to various other advisory committees and supporting organizations in ICANN: the Country Code Name Supporting Organization, which deals with policy matters related to country codes; the Generic Name Supporting Organization, dealing with policy development and ICANN issues related to domain names and addresses; the Security and Stability Advisory Committee (SSAC) liaison, which relates to security and stability issues regarding domain names; and .mobi is a TLD which offers a liaison to advise the .mobi board on policy issues related to the .mobi TLD; and last but certainly not least, the Non-Commercial Stakeholders Group (NCSG), which is a

group within the GNSO which in turn helps develop policies within the GNSO as it relates to non-commercial stakeholders.

All of these persons, if you have any comments or questions, you can reach out to all of these persons on the ALAC and the liaisons.

Now, there's one group that is not mentioned in these organizational charts and I forgot. I think I'll turn the floor over to Nathalie to explain the next slide.

NATHALIE PEREGRINE: Thank you very much, Dev. Hello, everybody. My name is Nathalie Peregrine, and I'm a member At-Large staff, which Dev is right, doesn't yet appear on the website as such.

I'd like to take a few seconds just to introduce you to the members of staff. First, we have Heidi Ullrich who is our director for At-Large. She is responsible for leading the At-Large team and providing policy [inaudible] to the community. Next down, we have Silvia Vivanco. She's our At-Large regional manager. She's the main point of contact for the RALOs and liaises frequently with the RALO leadership. We have Ariel Liang, who's our most recent recruit. She's the At-Large policy coordinator. She's the main policy support and helps keep the policy development page on the wiki updated. We'll see more of that later. We have Gisella Gruber, Terri Agnew, and myself are all three part of the secretariat. We split our time between At-Large and the GNSO, schedule conference calls, post meeting information, and deal with community responses and requests.

Please, don't hesitate to contact us on the At-Large staff e-mail address, which is at the bottom of the slide, for any question or request you may have.

I'll hand it back over to Dev, who will present our communication tools now.

DEV ANAND TEELUCKSINGH: Thank you, Nathalie. Now that we have talked about the who, now let's focus on the how. At-Large uses several different communication tools for different things for our activities. We have e-mail. We use the calendar. There's a wiki or a website. We use Web conferencing tools, social media. We have online voting, and we also use instant messaging chat. These are several of the tools.

One of the first tools we'll probably look at is the web conferencing tool. The Web conferencing tool allows participants to be able to during a conference call or meeting to instant message each other, to review the meeting agenda and documents, and to follow the presentations, and if they want to make their contributions, to raise their hands.

We use a product called Adobe Connect. Using this tool is really crucial, actually, for anyone wanting to participate in any At-Large working groups audio RALO conference calls.

I'm going to now turn over to Nathalie who will go through some tips on how to use the Adobe Connect.

NATHALIE PEREGRINE: Thanks very much, Dev. Yes, I know a lot of members on the call are in the Adobe Connect room, and congratulations. I know some of you aren't. I'll take a few minutes to go over some tips regarding the Adobe Connect rooms.

First, as a participant – and I note that most of you have done this – you log in to the Adobe Connect room as a guest. What you need to do is to type in your name. This needs to be your first name and your full name. Several reasons for this: first, because attendance is noted during At-Large conference calls and, secondly, because if you are to participate in the call making comments or asking questions, you will need to be able to be recognized by the chair so he or her knows who they're dealing with and who is making the comment.

Next I thought rather than look at the share pod in the middle of the Adobe Connect room, I thought we'd just look at the Adobe Connect room we're in at the moment and see what features are there for participants to use.

One of our most recent features and one that a few of you might be already aware of is the possibility to connect your computer audio to the conference call, so no longer need to dial in via the telephone. This is very cost-efficient and can be done very easily.

To do that, every time you log in to the Adobe Connect room, you click on the telephone icon – there it is on the top toolbar – and follow the instructions from there. You have to enable and allow and do the full steps.

If you have done this successfully, there is no longer a telephone icon but a microphone icon. This means that your microphone has been successfully activated. What you must do immediately having done that is mute yourself exactly the same way as you would do on the telephone. To do this, click on the white arrow to the right of the telephone icon, and there you will have "mute" and "unmute" options.

Equally in the Adobe Connect room – and everyone can see that in here – you have the chat pod. Contents of the chat pod is archived at the end of the call the same as the recordings. What you might not know, however, is that it is possible to have private chats. To start a private chat, you go to the attendees list and you highlight the name of the person you would like to chat with. There, there is a dropdown menu that opens and allows you to start the private chat. The contents of these private chats are not kept for archive reasons.

This is quite handy, for instance, if you have issues with your audio, if you have to drop off the conference call. If you'd like to send your apologies, you can do that to a member of staff without having it visible in the public chat.

Now another feature that is in the Adobe Connect room is the hand raise feature. It's common practice during ICANN conference calls, not only At-Large conference calls, that if you wish to make a comment or ask a question you raise your hand. You do this by clicking on the hand raised icon. There it is at the top of the toolbar. It's the white person with the raised hand. If you click on there, you can raise your hand.

Raising your hand does not enable you to speak immediately. It only alerts the chair that you wish to make a comment or question. You will still need to wait for the chair to call you out by your name in order to start speaking.

Very important equally after having finished making your comment or asking a question is to remember to lower your hand. To do this, you click on the same icon again and it will give you the option to lower your hand. Then the chair knows that you have finished making your comments or you're happy with the reply he gave to your question.

Added on to the option if you look below on the same icon in the dropdown menu, you have the option to click on a green tick or a red cross. These are used to mark approval or disapproval. You can do this spontaneously during a presentation if you agree with something the chair or another member is saying, or the chair can equally ask you for your approval or disapproval regarding, for example, the date of a future meeting. "Is there a need for another conference call in two weeks' time? Please give your opinion." Then you would click on the dropdown menu.

I'd like you all to take a few minutes now to just show me if my explanations have been clear. Could you please all click on the hand raised icon on the top of the tool bar? Excellent. Thank you very much. Now, lower your hands. Brilliant. If you would like to mark your approval or disapproval of how this webinar has been going up to now, please use the green tick or the red cross. Excellent. Thank you every so much.

Now we'll hand over to Dev after this quick practice period who will introduce you to the remaining communication tools. Thank you very much.

DEV ANAND TEELUCKSINGH: Thank you very much, Nathalie. Now that we have covered the Web conferencing tool Adobe Connect, we'll now look at e-mail and the At-Large mailing lists. E-mail is the primary method for communicating formally with you. If you ever change your e-mail, you will not be receiving notifications and updates from the At-Large staff. You should notify your RALO secretariat and/or staff if you are changing your e-mail address.

The At-Large mailing lists are used by At-Large members to disseminate and discuss At-Large activities. There are separate mailing lists for each At-Large activity. By At-Large activity, I mean the RALO, the ALAC, and the At-Large working groups. Most of these mailing lists are public, meaning that you can read the public mailing list archives without subscribing.

There's a page on the wiki that has been created, and that is shown on that link. Someday, you can read the archives of several of the mailing lists there. The link, that will take you to all of the links that have been created by At-Large over the years because some of these are archived mailing lists.

Just to highlight two of these lists: the ALAC announce list, this is probably the mailing list that is sent by staff and contains all of the updates regarding At-Large. It announces when statements by the ALAC

are being called for comments, whenever there's a vote being undertaken by the ALAC. It's something that all At-Large Structure representatives should be subscribed to.

The other key mailing list is the ALAC list. This is the discussion list for the ALAC. The regional RALO leaders can post; however, it's still public for all the ALSes to read. Of course, if there are any issues being raised that you are interested in, you can, of course, reach out to your ALAC and regional leaders to comment on this topic.

Next, we will look at something called Skype chats. Skype is a voice over IP application, but it's primarily used for instant messaging between At-Large members to discuss At-Large related issues. If you want to ask a quick question, you could type it into the chat there and persons online could respond to you.

To join this chat, you need to e-mail staff with your Skype ID, and then you'll be added onto the Skype chat. There are often quite a lot of messages on this. It's a very popular tool to chat between At-Large members.

Okay, and now one of the other key tools used is the wiki. The wiki is, I will say, the primary home for At-Large to share information and to collaborate with each other about At-Large activities. It's used too as a document repository to store ALAC statements, the presentations, meeting transcripts, and recordings of our meetings. That link there will take you to the whole At-Large space.

Now some of the key pages under At-Large wiki are the At-Large Working Groups. From there, you can see all of the working groups that are active in At-Large as well as the links to groups that are archived.

Another useful link is the Policy Development page. This is probably a very crucial page, as whenever ICANN releases policies out for comment or the ALAC itself wants to make a comment on a policy issue, it goes on this page. The policy process happens here and is documented on this page.

Another useful and important link is the At-Large Advisory Committee home page where you can find out all the related information to the ALAC and its activities.

Finally, but certainly not least, is the RALO pages. There was a slide earlier with those links, but it's also on the wiki for everyone to see.

Now, all of these pages can be found on each wiki page. There is a little box on the upper left of each wiki page with these key links, so wherever you are on the wiki you can jump to these links.

How do you logon to the wiki? I should say most of the wiki pages are open to anyone to the public for viewing without a login. However, if you want to login to edit pages or to leave a comment, you need to login. The login button is on the upper right of the wiki page, and I've highlighted it in green here on this screenshot. If you don't have a wiki login or you've forgotten your password, just e-mail At-Large staff and they will do a reset and sent you a password for you to login.

To leave a comment, you have to be logged into the wiki. We have turned off anonymous commenting because there were quite a few instances of spam. So for now, you need to be logged in. If you want to comment on any page, you scroll to the bottom of the wiki page and there's a little box for you to write a comment. When you write the comment and click "send," it's saved and everybody in At-Large can see it and they can also respond to you if they choose to.

One of the challenges of the wiki is that because it has so much information is how do you find information. The search bar, which is in the upper right corner and that's shown by the arrow there, is probably the tool you will use most often. As you type, it will try to auto-fill the entries similar to search engines. You could enter terms about a particular meeting or topic, and it will find the pages with those keywords.

One of the other key useful [programs] that's been installed on the wiki is the ability to translate content. On all of the pages just immediately underneath the title, there is a "Translate" button or word that's being shown by the arrow. By clicking on that "Translate" word, you can translate the page into other languages.

If you see a page and it's in Spanish, for example, you can translate that to English or vice versa in several languages. It's machine translated, so it's probably not 100% accurate but it offers a way for you to follow conversations and information about At-Large on the wiki.

Now that we've covered At-Large wikis, the next topic would be the conference calls themselves. The conference calls that are being held by

the working groups and by the ALAC and by RALOs, they are open to all to attend. It's advertised in advance by e-mail or on the calendar – and we'll come to the calendar in a few slides – and on the wiki.

As has been noted by Nathalie, the attendance is noted on these calls, and the calls are recorded and a transcript is also provided after the call. Even if you have missed the call, you can go back and find the transcript.

How to join a meeting: one of the key tools because there are meetings practically every single day, and At-Large calendar is probably one of the crucial tools by which you can see by day, week, or month what are the meetings happening on each day.

It shows the scheduled meetings for At-Large and all of the conference calls for all the working groups. It can be found on all of the RALO home pages. However, what will be more useful is to actually subscribe to the calendar. Subscribing to the calendar means that you use a calendar application on your desktop, on your mobile phone or tablet.

Once you subscribe to that, to the calendar, you can receive notifications like, say, 13 minutes before the meeting and so forth. There's a link there which goes into great detail as to how you can subscribe to the At-Large calendar using various devices and applications.

With that, I think now we will go over what happens from the meeting, well, what happens from the meeting to the actual wiki page. With that, I'll turn it over to Nathalie.

NATHALIE PEREGRINE: Thank you very much, Dev. If you do want to join a meeting, the At-Large calendar is one of the most helpful places to go to. What you would do as shown on the slide here is simply click on the title of the meeting you would like to join. The popup is fairly small, but you should be able to decipher. There is "full details from the relevant meeting page available" here. What happens on this popup is that you have time and date, but you equally have the link to the meeting wiki page.

On that meeting wiki page is where you'll have all the information. For instance, we took the At-Large Capacity Building Working Group meeting page. As you see here, on the top you have the time and date. You equally have, further down, the link to the Adobe Connect room, the audio dial-in details and dial-in code, and then a box ready to receive participants and then, further down, the agenda.

What you might notice first is that the time here is in UTC. Now, for those of you who don't know UTC, it's a time used within ICANN simply because it isn't affected by Daylight Saving Time, which it could in some countries around March and October, and basically implies setting the clocks back by an hour or forward by an hour. This can become incredibly confusing; therefore, we use UTC.

Now, if you do not know you're time in UTC – and let's face it, most of us don't – we use a link to timeanddate.com. This is a time converting website. This is very practical. For every meeting page, we will put the converted time here. It comes up in this sort of screen. If you look on the top left-hand side, you have the time in UTC. You have the converted time on the right-hand side.

Here it says Nice, France, simply because I'm based in France. You would have to change the location – unless we're neighbors – by clicking above the black clock. There's a "Change Location" link. If you click there, you could enter your own time zone or location. Every time you would have a link in a meeting page to a timeanddate.com page, it would automatically give you your proper meeting time. These timeanddate.com links will appear on the meeting page only would be the example I've given here.

To refer to a conference call, you can go to the At-Large calendar and link to the wiki page. But also, you will receive via the mailing list e-mail invitations for every single conference call. There is a link to the agenda page here. The agenda page is another way of saying the wiki meeting page.

As you see here in brackets, it's written "to be updated." This is simply because at the time of the e-mail invitation, the agenda was yet to be created. This happens because this is one of several reminders which you will receive for a conference call. The first invitations sometimes go out a week or even two weeks in advance. Then there will be a last reminder sent out to you probably the day before the call. The very last reminder will contain the link to an updated agenda.

Now, if you have any requests regarding the conference call, you should reply directly to these e-mail invitations. The e-mail invitations are sent by the staff from the staff e-mail account. Please, only reply to staff and not copying the whole list, as there does tend to be an e-mail overload.

You could reply to this e-mail, for instance, if you wish to confirm your participation. That's a very handy piece of information. Equally, if you are unable to make the meeting, you would therefore convey your apologies. These are also archived at the same time as attendance. You could also ask for dial-out.

Now, those of you who are unaware what the dial-out is, it's very convenient. For instance, if you are traveling and you're not able to use your normal dial-in number to join the telephone bridge of the conference or if you are in a hotel room, for instance, and would rather not incur costs, then you could e-mail staff and ask to make sure the operator a few minutes before the call dials out to you.

It's very handy, of course, if in that situation you provide one or even two telephone numbers that you would like us to try in case one of them doesn't work.

This is also handy in case you are at home and by misfortune the telephone provider does not have a telephone number for the country in which you are based. This sadly happens. In this case, rather than incurring international dialing costs, you could just give us your home or office phone number, and the operator would be able to dial out to you.

Please also remember to confirm your dial-out before each meeting. It is very difficult to keep track of all dial-out requests, and we will be able to provide a much better service if our information is updated.

If you're part of a working group, generally chances are before a meeting you will receive an e-mail with one of these attached. This is a Doodle poll. They're frequently used within At-Large especially if, for

instance, you are in a working group where members of the working group cover several different time zones.

The Doodle poll is a survey sent out by staff to determine which is the most convenient meeting time for members. You will receive a selection as you can maybe see here of different days and times. These should automatically convert to your own time zone; therefore, you will be able to fill in your preference. At the time of the close of the poll, determined by staff, then the meeting time preferred by the majority of the members of the working group would be chosen.

Once you've finally gone through all the e-mail invitations, the reminders, and the meeting pages, you finally have your moment to dial in to the conference call. As we've said before, we use Adigo. Unlike other providers, when you dial into this conference call you do not communicate with an operator.

When you dial in, there is an automated voice asking you for the conference code. The conference code is one of the three appearing on the screen here. More often than not, we will use the first one: 1638. As prompted by the automated voice, you push in the hash key (#) afterwards. You will then be prompted to record your name. Please record your name clearly when prompted, as the Adigo operators use this also for attendance.

The other two codes, the Spanish and French ones which you have maybe used today, are only used when we have got Spanish and French language channels open. Please, pay attention to these for the LACRALO

calls for the Spanish, for the AFRALO calls for the French channel, and also any other call such as this one which is liable to be translated.

After the call, if you've missed the call or would like to refer back to the call, you would be sent back to the wiki page – the same wiki page which we saw earlier containing the dial in information. This is a screen shot of the bottom of the wiki page. As you see here, the attendees have been filled in, staff attendance has been filled in, and you have five lines at the bottom which are all the high points.

These are what we call post-call material. What happens here is that any action items taken during the call are copied onto the wiki page. The chat content is entirely posted on the link here for the Adobe Connect chat transcript. The recordings and transcript of the recordings are posted upon reception. These meeting wiki pages are, therefore, your point of reference for information prior to the call and for any post-call materials.

I'll now hand back to Dev who will run through the remaining communication tools.

DEV ANAND TEELUCKSINGH: Thank you, Nathalie. One of the other tools that is used by At-Large is for online voting and for polls through the use of a tool called BigPulse. It's used by the ALAC to vote on their statements and for the ALSes to select their RALO representatives.

The vote credentials are e-mailed by At-Large staff to you directly. It contains a unique URL which takes you to a page where you're able to

make your choices. I put a little screenshot here to show you an example of this.

This comes back to if you don't keep your e-mail address updated with staff and your RALO, you may miss these online votes. So it's very important to keep your e-mail address updated with At-Large staff.

BigPulse is also used to also conduct polls or surveys of the At-Large Structures. I believe many of you have used the BigPulse to fill out the At-Large Structure (ALS) Survey for the summit.

Okay. Now I just want to just quickly go through some of the other communication channels. The ICANN At-Large website also contains a lot of information regarding the At-Large and ALAC.

We also have a Facebook community page and a Twitter account. There's going to be some updates on the social media strategy in an upcoming session.

We have a Flickr account where various photos taken about At-Large are posted.

We also have a YouTube channel where I know most of you have been contacted already to do an ALS interview. These videos are now being posted on our YouTube channel.

Finally, ICANN itself, it's website is now at – it has a new website. In fact, it's going to be transitioning to this new website now. You can take a sneak peek right now at it at new.icann.org.

With that, I think we can now ask questions. You can type your question in the chat box, or I believe you can raise your hand and ask it over the phone bridge.

Okay. I see Tijani Ben Jemaa has raised his hand. Tijani, please go ahead.

TIJANI BEN JEMAA: Yes, thank you, Dev. Do you hear me? Okay.

DEV ANAND TEELUCKSINGH: Yes. Tijani, you have the floor.

TIJANI BEN JEMAA: You can hear me?

DEV ANAND TEELUCKSINGH: I can hear you now. We can hear you now.

TIJANI BEN JEMAA: Okay, thank you. I want first to thank you both, Dev and Nathalie, for this presentation. It was the first webinar that we had in this program, capacity building program prior to the At-Large summit.

I'd like to ask all the participants to ask their question in any way they want. They have the chat of Adobe Connect. They can raise their hand and ask their questions vocally. They can also perhaps if they have any other means to contact me, for example, by Skype, I am able to transmit the question. But please ask your question. It is very important. The

most important part of the webinar is the questions. Thank you very much. And we have now Pastor Peters [to join].

Dev, do you hear me?

DEV ANAND TEELUCKSINGH: Yes, Tijani, I can hear you.

TIJANI BEN JEMAA: Okay.

DEV ANAND TEELUCKSINGH: I think one of the things that when you're on the Adobe Connect and on the phone bridge, you have to make sure if you are on the phone bridge, you should mute your computer speakers because otherwise you'll get a feedback echo loop as what happened just now. If you're on the phone bridge, you should mute your computer speakers or headset.

TIJANI BEN JEMAA: Okay, Dev, you have three people asking for the floor. So, Dev, please go ahead.

DEV ANAND TEELUCKSINGH: Okay. Very well. Pastor Peters has asked the question: Do you use the same login for the Adobe Connect for the At-Large wiki?

To answer, you don't need a password to login to the Adobe Connect, so it is different. Again, if you don't have your wiki credentials or your

wiki login details, please e-mail At-Large staff and they would assist you with getting you a new password for your account.

Nathalie, you want to go ahead and also add on? Go ahead.

NATHALIE PEREGRINE: Just to complete your reply to Pastor Peters there, there is no need for wiki credentials unless you wish to leave comments on a page. Equally, if you have received wiki credentials in the past, then all you would need to do on the login page is to put in the e-mail address with which you subscribed and click either it's called the "forgotten password" option or "reset my password" option. You will also have to be reinstated with a new password. I would try that first.

If you have not received any credentials, then I'm reading your reply in the chat, please e-mail staff when the webinar is over and we'll be happy to provide them.

DEV ANAND TEELUCKSINGH: Thank you, Nathalie. Okay, Sébastien, I see your hand is raised. You have the floor.

HEIDI ULLRICH: Sébastien, if you are speaking, please unmute.

UNIDENTIFIED FEMALE: Sébastien?

DEV ANAND TEELUCKSINGH: May I suggest that we go to the next one.

TIJANI BEN JEMAA: Yes, I think so while Sébastien…

DEV ANAND TEELUCKSINGH: Waiting for Sébastien.

TIJANI BEN JEMAA: Yes. Otunte Otueneh, your hand is raised. Please, you have the floor.

DEV ANAND TEELUCKSINGH: May I remind you that if you are on the phone, please do *7.

Okay, well, while we're going to sort out the communication issue, I will just turn over the floor to Gunela Astbrink. You have the floor. Please ask you question.

GUNELA ASTBRINK: Thank you very much, Dev Anand. That was an interesting overview. One question I have which I've discussed briefly with you before is as we get more people with disabilities ALSes joining, we need to think about how some communication tools might have barriers to people using those tools. I know that, for example, the new website there is some consideration in regard to Web accessibility.

With the Accessibility Taskforce that is brand new within ICANN, we will be looking at these issues and liaising with the communications team about that. We look forward to further communication. Thank you.

DEV ANAND TEELUCKSINGH: Thank you. Indeed, accessibility for differently-abled persons is very crucial, and the variety of communication tools we've used, there are challenges with each of them. The Accessibility Working Group, I think, can provide a lot of feedback.

I know members from the Technology Taskforce are on this Accessibility Working Group to really look at each of these tools and give feedback as to how well or if there's a lack of accessibility in these tools so that we could try to come up with workarounds and/or possibly look at even new tools to do some of these tasks.

Okay. Sébastien, I'm trying to see if you're – oh, I see your hand has now been put down since there does seem to be some sort of problem with using Adobe Connect to talk.

Again, any questions or comments. This is your opportunity here to ask any questions regarding any of the communication tools that were talked about in this session.

NATHALIE PEREGRINE: Dev, if I may?

DEV ANAND TEELUCKSINGH: Go ahead, Nathalie.

NATHALIE PEREGRINE: I'd like to reply to a question. Garth Graham was in the chat earlier during the webinar. He was asking regarding the NARALO ALS wiki page how he could create an extra page to add to that session. I would like to reply to him since that is something we did not mention during the webinar.

To add an extra page to the wiki page, I hope you have editing rights to that page. If you not, I'll provide you with them shortly. You will have to click on the "create" button. It's one of the biggest and the boldest on the wiki page.

The thing not to miss here is that it is not by creating a wiki page that it just stays there. You need to hyperlink all wiki pages together. If you were to add a second page to the page of your ALS, you would have to make sure that they're both hyperlinked together.

I hope I'm making sense here. If you would like to have a quick one-to-one on how to do this and other further wiki features, I'll be very happy to provide them.

DEV ANAND TEELUCKSINGH: Thank you, Nathalie. Otunte, your hand is raised. I hope I haven't mispronounced your name, and apologies if I have. You have the floor, *7 to unmute.

NATHALIE PEREGRINE:	Dev, sorry. Just one last thing: Pastor Peters had another question in the chat earlier on. He was asking what do you need to do to get Adobe Connect credentials. I'd like to reassure members on the call here that all ICANN community members register as guests in Adobe Connect room. It is only staff members who have the registered credentials. This is simply for licensing reasons.
DEV ANAND TEELUCKSINGH:	Yes, indeed. Thanks, Nathalie. Otunte, if you're unable to speak for whatever reason, it's *7 to unmute. If you wish, you can also type it into the chat. Okay, well, you've put down your hand. I hope you are able to ask your question in the chat.

Okay, let's see. I'm just scrolling through the chat. Of course, anybody can, of course, raise their hands if they wish to ask a question. Okay, to answer a question from Garth regarding is there something other than an overview like this presentation regarding the learning curve for these tools?

Yes, indeed, there are several beginner guides that are available as PDFs. I can find the links to those PDFs. They go into great detail onto Confluence, for example, and also in great detail regarding the various mailing lists. Those links can be located and, of course, e-mailed to you, Garth.

A question regarding the website, you have to use https, I believe, to access the new.icann.org. Again, this is going to be – they are now transitioning this website to icann.org over the next few days starting this week.

Okay. So sorry, Sébastien, please. Your hand is raised. Please, go ahead.

SÉBASTIEN BACHOLLET: Yes, is it working now?

DEV ANAND TEELUCKSINGH: Yes, we hear you very well, Sébastien.

SÉBASTIEN BACHOLLET: Okay, then I can tell you that there is a problem with the AC room because using the microphone within the Adobe Connect room is not working. I had to use a phone to call you. Sorry about that, but I guess that's the problem you have with some people. It may be this one, and I don't know what it is.

Okay. I wanted to come back to the list of the people you had at the beginning of the presentation about who to contact or who to be in contact with. I would like to suggest that you add two type of people. I guess one is the member of the NomCom.

The chair of the NomCom, the previous chair of the NomCom are coming from At-Large. The five representatives from the RALO are useful to know.

If I can preach for my situation, you may add the current Board member and the future Board member. It could be useful for the newcomers to know about that too. Of course, the Board member selected by At-Large. The seat is called 15.

Thank you very much.

DEV ANAND TEELUCKSINGH: Thank you, Sébastien. Indeed, that is probably an oversight on my part when I put together the slide.

Indeed, Sébastien Bachollet, for those of you on the call, is on the ICANN Board and was selected by the At-Large community. At the end of the AGM, a new person – Rinalia Abdul Rahim – will be on the ICANN Board after the end of the Annual General Meeting (AGM) in October this year, I believe.

Thank you for that, Sébastien. Perhaps I might update the slides to point that out. Apologies for that. That was not an intentional oversight.

SÉBASTIEN BACHOLLET: No, no. You know, Dev, it's not. I have no problem. It's just to enhance the document for the people participating. I think also the NomCom people will be very useful, but I leave that to you. Thank you for the [provision]. Yes, my term ends at the end of the Los Angeles meeting in October. Thank you.

DEV ANAND TEELUCKSINGH: Thank you. Okay, I see there was a question regarding travel logistics. Indeed, constituency travel can be contacted regarding this. I see the e-mail address has been posted in the chat. Also, I should say constituency travel is also very busy with another event happening, which is

NETmundial happening next week. That is probably the reason why they may have not responded as yet to you.

Okay. Again, if you have any questions, ideas, comments, now is the time to have it. I see Etienne has raised her hand. Etienne, please go ahead, *7 to unmute. Okay. Thank you. I see that you've posted a question in chat. The question was: how many members are in the ALAC and how many are in the ALAC office?

Well, the ALAC has 15 members. I'll go back to the slide here which is a little bigger. The ALAC is a 15-member committee. Each of the five RALOs select two of those members from the region, and a third member from each region is selected by the Nominating Committee, which is a group tasked with finding persons to fill various positions in ICANN, including the ICANN Board, the ALAC, and other Advisory Committees and Supporting Organizations in ICANN. So that should answer the question. There are 15 persons, three from each region.

Tijani, you have the floor.

TIJANI BEN JEMAA: Yes, Dev. Do you hear me?

DEV ANAND TEELUCKSINGH: We can hear you.

TIJANI BEN JEMAA: Okay, thank you. I would like to answer the last part of the question of Etienne. He said how many of them are in the ICANN office. The ALAC people are volunteers. They are not hired by ICANN, so they are not in the ALAC office.

DEV ANAND TEELUCKSINGH: Thank you, Tijani. Yes, I'm just taking you back to the slide where the ALAC members are located. I put in there the various countries where each of those persons are from. As you can see, we are a very diverse group from countries all over the world in each of the five regions.

Sébastien, your hand is raised. Is this a new question? If so, you have the floor. Okay, I see it was an old hand and it has been taken down. Okay, that is not a problem Sébastien.

Okay, any other questions or comments? Tijani, please go ahead.

TIJANI BEN JEMAA: Yes, thank you, Dev. It seems that your presentation was very clear and very good, and indeed it was very good. Thank you very much. You don't have a lot of questions; you have some but not a lot. I don't know. There is a new hand now, Etienne, so I'll let him so I'll let him ask his question. Etienne? He wants to ask a question about public comment. He's asking on the chat the question now.

DEV ANAND TEELUCKSINGH: Yes.

TIJANI BEN JEMAA: I am just reading his question. He said: how many times does it take, the public comment? This is the question, but he said in general, as an average. And which period do we have to answer or to respond to those comment requests?

DEV ANAND TEELUCKSINGH: Okay. Well, thank you very much, Etienne. The policy development page, there is a link for how long is the public comment. Typically, the public comment is 21 days or sometimes 30 days. There's also a reply period where persons can reply to the comments received during that 21-day or 30-day period.

The comments sometimes are announced as they are readied on the ICANN public comment page. What At-Large staff does is, as soon as it's announced, put it on the policy development page so that you don't have to go to the ICANN website to be notified about the comment.

Also, the At-Large staff also sends out a notice when a policy is out for comment. Throughout the comment period, you can post comments on the wiki page for this public comment. A pen holder is usually assigned to take those comments into account and to write a first draft. That first draft is also posted onto the ALAC announce mailing list for everybody to comment on.

The penholder then takes those comments into account and comes up with a final draft. Once the final draft is prepared, the ALAC then conducts a vote on whether to accept the statement. Usually the vote is

accepted, and then that comment is submitted to either the public comment period or sent to the Board as the ALAC has the ability to send advice to the Board.

I hope I've answered your question.

TIJANI BEN JEMAA: Yes, and he asked another question. He said: are all the comments taken into account? Are the comments done in another language than English also treated?

DEV ANAND TEELUCKSINGH: Well, the comments are part of the public comment comments where if you go to the public comment page on ICANN's website, you would see not just the ALAC but all of the various organizations, various advisory committees and supporting organizations in ICANN also making comments as well as members of the public or persons in their individual capacity commenting.

How it's supposed to work is that the ICANN staff summarizes the comment and, in fact, that summary is also posted on the public comment page on ICANN's website and then is given to the ICANN Board which then looks at the comments and makes appropriate decisions based on the comments received.

TIJANI BEN JEMAA: Dev, we have a question from Johnny, but it is in Spanish.

SÉBASTIEN BACHOLLET: May I add some points to your answer, Dev, about the comment period and so on?

DEV ANAND TEELUCKSINGH: Please do, Sébastien. Go ahead.

SÉBASTIEN BACHOLLET: Thank you, Dev. Just to add that your answer, it's perfectly correct up to today. Today, when the new website will be launched really, it's on the way to be launched, and really it will take two or three weeks to be fully launched. But after the launch of the new website, there will not be any more distinction between comment period and reply period.

Today, as you say, it's mandatory to have at least 21 days for the comment period and 21 days for the reply period, and the reply period comes if there are substantial comments in the first period. But with the new website, a new way to comment will be open and everybody will be able to answer the comments already published.

There will not be any more need for a period to answer the comments as it will be available during all the time of the comments. That will be a big change, and it will be coming along with the new website.

The other point I wanted to say is that, of course, all what Dev says is right and you can do comments within the At-Large Structure. But you are always free to have your own comments or your own ALS or your

own RALO comments and to put them directly onto the website where the comments are gathered.

I guess the answer about the question: are all the comments taken into account? Yes. Are they all taken as a positive change in the document, I must say no because there are still some open discussion. But they are all seriously studied and taken into account. Thank you, and thank you, Dev, for letting me to add that to your answer. Thank you.

DEV ANAND TEELUCKSINGH: Thank you, Sébastien. Indeed, thanks for that very helpful insight. Thank you.

Okay, and to answer Johnny Laureano's question, his question was on the chat which was that there should be a communications guide for At-Large in like a printable format. There is a beginner guide for At-Large Structures which includes a section on communications, and that link has been posted in the chat.

Okay, I think I'm not seeing any further questions. So, Tijani, I'll turn the floor over to you.

TIJANI BEN JEMAA: Thank you very much, Dev. Thank you. Really, it was a good webinar, and I hope that everyone understood everything and everyone is happy with this first experience in the capacity building prior to the summit.

Thank you, all. Thank you, Dev and Nathalie, for giving this presentation and to answer the questions. Thank you to all the participants, and I

hope for the next [webinar] we will have more participants. This time we had 33. I hope the next time we will have more than 60. We need to have the whole ALS representatives follow these webinars.

People who are not able to join one of the webinars can come back to the MP3 recording and, of course, you can listen to the webinar and then ask questions by e-mail. No problem. If we still have questions after the webinar, please send e-mails and you will be responded. You will have answers.

This capacity building program is for, is to make you ready to participate effectively and efficiently in the summit, to participate in the outcome of the summit.

So thank you, all. For the next webinar, you will have an evaluation sheet where you will put your remarks regarding the tools, regarding the course, the content, and you can say what are the parts that you didn't understand or you want more clarification on. This is for us to try to evaluate our work and to improve it from one webinar to another.

Thank you, again, and see you for the next webinar.

GISELLA GRUBER: Tijani? Tijani?

TIJANI BEN JEMAA: Yes, Gisella? Gisella? Yes, Gisella?

GISELLA GRUBER: Sorry to interrupt. We have Antonio Medina Gomez on the Spanish channel who has a question. Thank you.

DEV ANAND TEELUCKSINGH: Oh, okay.

TIJANI BEN JEMAA: Good.

GISELLA GRUBER: Over to you, Antonio.

ANTONIO MEDINA GOMEZ: Good morning to you all. I want to thank the explanations that you have given us. Some of the people who participate in the different ALSes, we do use these resources, these tools a lot. So it would be very convenient to motivate and persuade the rest of the people to use them as well.

                             I have a very specific question about NETmundial. I would like to know if there is a list of the people, of the LACRALO people, who will attend the Brazil meeting. I would like to get this information if possible. Thank you.

TIJANI BEN JEMAA: So, Dev, you want to answer this question?

DEV ANAND TEELUCKSINGH: I believe there is a wiki page for persons from At-Large, not just LACRALO, that are going to NETmundial. I imagine on the NETmundial page, there would probably be a list of participants on that page. I can find a link to that wiki page that has been created because I know not just persons from LACRALO but persons from At-Large are attending this conference, the NETmundial conference next week. I will try to find the link and post it in the chat.

TIJANI BEN JEMAA: Thank you, Dev. As a follow up on the answer of Dev, I would say that people who are participating in NETmundial, if they don't say it because they applied alone. It is not done through the structure, through the RALO or through the ALAC. It was individual application to participate and individual participation. If they don't say they will participate, nobody knows.

It will be perhaps an effort from one of you of the LACRALO to try to ask people who will participate in the NETmundial, and people who will participate will tell you. Nobody knows. We know only about some members of ALAC who said already, who announced, that they will participate. We know them, but we don't know everyone who is participating.

Cheryl?

CHERYL LANGDON-ORR: As I'm currently in not only this conference call but also no less than my third NETmundial update meeting for today, I thought I might just

mention to you that on two of the meetings I've attended today the NETmundial people have responded to similar questions to that to say that, yes, there will be – that is, it's not available as yet – a full listing of all attendees and their declared affiliations.

That's just an additional piece to what Tijani and Dev have already answered. It will, therefore, probably require a little bit of detective work for you to get a specific LACRALO or, indeed, any regional list. Thank you.

TIJANI BEN JEMAA: Thank you, Cheryl. Any other questions to Dev? If there is not, so thank you very much. Thank you to all of you, and see you in the next webinar. Bye-bye.

[END OF TRANSCRIPTION]