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CLAUDIA RUIZ: Good afternoon, good evening everybody, welcome to the Monthly Board of Directory Call of LACRALO. Today is Thursday, February 6<sup>th</sup>, 2020 at 2300 UTC. On today's call we have Sergio Salinas-Porto, Harold Arcos, Lilian Ivette De Luque, Carlos Gutierrez, Adrian Carballo, Humberto Carrasco, Sylvia Herlein Leite.

From the Staff we have Silvia Vivanco and myself, Claudia Ruiz who will be the call manager today. Our interpreters in Spanish are Claudia and David. Before beginning, please say your name before speaking for transcription and interpretation purposes. Thank you very much and Sergio, you have the floor.

SERGIO SALINAS-PORTO: Good afternoon, good evening everybody. Today we are going to have a meeting a bit different from what we have thought because the idea was that the whole Board should be together to have a short metrics for our region. The Board of Directors suddenly is something that has been organized recently but the idea is to have a five-year strategy for the LACRALO Board.

Our experience will then be cascaded down to the whole region, so we have to do some [inaudible] first and then to prepare a five-year strategy but that will be for the region, not just for the Board of Directors. Having said that, we started last call and we showed an Excel file that has been prepared so as to see in the [inaudible] metrics something related to internal audit and external audit, has to do with strengths and weakness on the one hand and on the other side where

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opportunity and strength that our organization may have. The idea is when we are aware of this, develop a strategy.

Today, on this call, we are going to try and define the internal audit, that is working on the strength and weaknesses. I will ask Claudia if she can please upload the PDF to the screen? Here I included a brief description of strengths, so we have to do an internal analysis of an organization, we have to apply different techniques to identify within the organization which are the attributes of strength that we have so as to give rise to a comparative advantage.

We have discussed this, and this is just to reinforce the idea. What we first have to do, as our main objective while we are preparing this [inaudible] analysis is to prepare a five-year plan for the region and for the Board of Directors as well. We have to analyze the strength first.

These are some of the questions, I sent these questions in an email today and then idea is that perhaps you have read these questions and now you have the answers to these questions. My idea was to translate, the Google translator I thought was not working okay and there were difficulties to find the right tenses and it would certainly make a [inaudible]

So I decided that the interpreters will read this question in English so as to provide a good translator so that Kerry can participate. Unfortunately, Kerry is not in the call, but we are going to move forward.

My idea is, I'm going to go one by one and each of you will have to -- you will have to answer each of these questions, each of you, so it will

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be like a round, just like four questions but each of you will have to give me an answer, it's not just that I am the only one who will talk on this call. This is generally done in a face to face meeting, but we are not in a face to face meeting, so this is the way we are going to do it. Please raise your hand as a volunteer. Start raising your hands and I will give the floor.

ADRIAN CARBALLO:

What are our strengths? I think that some aspects are really important because we think that there is a commonality or something that is common sense, we think it's everywhere and I think it's not the case. I think it is clear and [inaudible] all of us willing to have a very good communication to provide our best, to contribute our best, to achieve the objectives that are said.

Second question. What are the strengths that others see in us? I think that this should be some kind of compliment here because each of us has different strengths and each of us --

SERGIO SALINAS-PORTO:

Please, please, stop there because I am writing down. Let's try and speak one at a time, then I will include everything you say. What are our strengths, or which are our strengths, diversity?

ADRIAN CARBALLO:

I think that it's in the willingness, the willingness of all of us to make a positive contribution to the objectives or to the targets that you are setting or defining as chair.

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Second question. What are the strengths that others see in us? That we may supplement each other. We act like a jigsaw.

SERGIO SALINAS-PORTO: Please stop, stop there. First willingness. Now, I am going to do to the table. Next, Sylvia please and please our hand down Adrian. Sylvia, you have the floor.

SYLVIA HERLEIN LEITE: I don't know if I have -- I may answer one by one, but I agree with Adrian. What are our strengths? We are observing right now is that we really have lots of energy and willingness and we are certainly enthusiastic when there is some detail project, when we know it is way ahead and we have a clear path to follow. I think that in the working group, once we see what the objective is, it's better to work, otherwise, we get lost in the haze. I think that when we have a clear path, a clear objective, we are good at that and I think that we have good potential for work.

Question number two, what others see as strengths in us? I think that in the past, they saw almost nothing but nowadays, the last LACRALO leaders have understood that we deliver, certainly we deliver and we have a purpose because other RALO's have taken ideas out of what we provided, even though we are too many, sometimes we do not follow an order because of their culture, we certainly deliver.

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SERGIO SALINAS-PORTO: Thank you very much. I think that Lilian. Lilian you have the floor. Sylvia, please put your hand down.

LILIAN DE LUQUE: I think that right now, we are better because we have been able to organize ourselves. Certainly, this is the mechanism that is working towards shared objectives and we have targets and we have deadlines.

Question number two. What are the strengths that others see in us? It's that we are being respected within the organization and the other RALO's are respecting us because they see that the region is evolving, it's changing. This goes to the organization.

SERGIO SALINAS-PORTO: Okay. You think that one of the strengths is the organization of LACRALO?

LILIAN DE LUQUE: How we have organized ourselves, how we have organized our work. We are working with targets, deadlines and results. So, we are being respected by the other organizations and within the ICANN organization.

SERGIO SALINAS-PORTO: Okay, now put your hand down. No others have raised their hands so Carlos, I will ask you. No, he's not here. Humberto, are you there?

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HUMBERTO CARRASCO: I am here.

SERGIO SALINAS-PORTO: Once again, I will ask the first question. What are our strengths?

HUMBERTO CARRASCO: What are our strengths? We are the best. I think that in general, we have tried and incorporated many things, but I think one of our strengths is that we are renewing the people that are participating in LACRALO. We have had the capacity to have a good turnover, this is not happening in other RALO's. I think that this is one of our major strengths.

SERGIO SALINAS-PORTO: You mean the turnover in how we rotate leaders and I think that this is a significant improvement. This is what you think, Humberto?

HUMBERTO CARRASCO: Yes, of course. Certainly, we must find out where else to participate once we are out of our leading positions or our position as leaders.

SERGIO SALINAS-PORTO: This is a good point Humberto and I think that Lilian agrees with you. Carlos says that he was muted.

CARLOS GUTIERREZ: I was speaking but my mic was off.

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SERGIO SALINAS-PORTO: Okay, Carlos, you have your five minutes to speak.

CARLOS GUTIERREZ: I think that you mentioned many good things. I think that the communication is good, it's polite and very Latin. I would like to go to the other side of the fence, and I think that we have different languages, this is difficult because the organization mostly works with English and internally with the people from the Caribbean, we have the different.

Within the [inaudible] or the ALSes, the Caribbean are more conservative, most of Spanish speaking people and they are for business, for private sector and I feel that there is a difference in ideology and idiosyncrasies, so as to reinforce the decision of try and look for or promote the participation of individual members.

I think to break the ice, we have to focus ourselves to forget about ALSes because ISOC chapters, they are having their own problems, I don't want to get into details. I think that the idea to take this limitation, we have to accept individuals wearing no hat at all.

SERGIO SALINAS-PORTO: Carlos, do you think this is a weakness or is this a strength?

CARLOS GUTIERREZ: Language, I think that language is a weakness and the opportunity is to transform us and be based on individual work. While looking for new

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members, we should not focus on ALSes that try and promote individual membership, as it has been proposed, to change the bylaws.

SERGIO SALINAS-PORTO: I have one question.

CARLOS GUTIERREZ: ALSes whatever is wasting our time because we are certainly losing the concept of being regional, ALAC is regional and why you should go to some other constituency. I think that the opportunity we have is to evolve or to develop based on individuals and not based on the organization they are coming from.

SERGIO SALINAS-PORTO: I have one question. When we were discussing the strengths, that is not over yet, we talk about strengths, do you think that we have a strength, that we are the best at what? What's your idea?

CARLOS GUTIERREZ: This environment. We are really open and when you call everyone comes here without being formal. This is what I mentioned by a Latin environment or Spanish speaking environment. Thanks to Silvia that speaks good Spanish, so that the Portuguese may be included with the Spanish, that sometimes gets difficult because of language barriers.



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SERGIO SALINAS-PORTO: Thank you very much. Now I'll go to another participant to finish with the strengths. I don't know if Carlos Leal? Carlos, are you on the call, Carlos Leal? I think no and perhaps...

CLAUDIA RUIZ: He is in audio only. Carlos is audio only.

SERGIO SALINAS-PORTO: I don't know, perhaps he cannot unmute his phone. Harold, do you want to say something? Sylvia, I see your hand is up? Is it up because you want to say something?

SYLVIA HERLEIN LEITE: Yes, I would like to make a comment with respect to the last comment that Carlos said, I certainly respect him and I learn a lot from him because he's an experienced man but, I try and teach my children to look for a balance.

Now, if LACRALO accepts individual members, I think it's not that we have to focus our efforts and have lots of individual members. LACRALO is like the house of end users and I still believe in the ALS moto. If ALSes are well focused, they may have a great outreach, and this has been done since our inception. I think that we should try and find a balance. Individual members, that's okay, but try and strike a balance.

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SERGIO SALINAS-PORTO:           Okay, Harold if you are there, you will have the floor. Harold, are you there?

HAROLD ARCOS:                    I just reconnected.

SERGIO SALINAS-PORTO:           You have to answer the first question. What are our strengths or what are we good at or better at?

HAROLD ARCOS:                    Yes, I was listening to that. I think that there are four major points or key points. I think that we are better in having overcome the mediation stage. Mediation has been key for our region because we felt that there was no articulation or no communication among ourselves without recognizing our capacity to talk to each other. Mediation was something really very good because the objective and the purposes were put on the table so as to unify the criteria and work towards it.

We are better in terms of internal communication because in this collective experience, we are better, and we have improved our internal communication. We are straight forward, open, transparent, concise, based on purpose, our volunteer work that we do at each active ALS. Secondly, structure because it was mentioned by some other, Lilian among others. We have a structure that is not a proposal, it's a reality, it's a methodology in the region and this structure has helped new leaders to take a step forward in saying, "I undertake this challenge and I may participate in the LACRALO internal working group."

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We are better right now because we have structure and we have a method to do it. This goes in sync with the idea that ICANN has been promoting a strategic line so as to try and find new participants, new members, new leaders that recently in the ICANN ecosystem, we have focused on new leaders and more participation. Additionally, I think that we are better in terms of participation, active participation. After mediation, now that we have a new structure and a new methodology, we have a region that proposes much more.

Thirdly, we propose much more. We don't have much of internal discussion, apart from the discussion in the mailing list, this region is proposing things we are articulate it and thanks to our structure, these proposals are becoming projects. They are becoming research lines, lines of interest and so we certainly propose a lot more.

It was certainly evident in ATLAS 3 because some RALO's certainly said not so much or there was not much interest in the ALSes and one of the RALO's that certainly proposed and said that we might be ambassadors, certainly we were the largest delegation of RALO's at the ATLAS. Better organized and more participation.

SERGIO SALINAS-PORTO: Okay, just to align from what you said, and I am adding that.

HAROLD ARCOS: Yes, I'm speaking a lot with Argentina's now, that's why I am speaking for a long time. Thank you very much.

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SERGIO SALINAS-PORTO: Okay. Can we give the floor to Carlos Leal? Is Carlos here?

CARLOS LEAL: This is Carlos speaking.

SERGIO SALINAS-PORTO: Hello, how are you?

CARLOS LEAL: Well, I'm travelling right now. I hope the call will not drop.

SERGIO SALINAS-PORTO: Carlos, the question we are asking is, what are we better at in LACRALO?

CARLOS LEAL: I think we are better at the fact that we are in different countries, we have different social policies and we consider ourselves on things and we somehow understand the limitations and the advantages that we have, this is I think one of your main strengths. I think that with this leadership just implies we need to work together, we need to understand each other, this has been one of the best things. I'm not sure whether the other RALO's are just like this but this seems to be a factor that differentiates us from the others. Do you hear me?

CLAUDIA RUIZ: Yes Carlos, we do hear you.

SERGIO SALINAS-PORTO: Yes, we hear you fine.

CARLOS LEAL: I am a newcomer to the community, and I have been very welcomed. The other members are aware of what is happening to me. I have issues to connect that I know Sergio and Harold told the Staff to call me, that's why I think our unit is one of the best weapons we have. I hope I have answered your question.

SERGIO SALINAS-PORTO: Thank you very much. Yes, you have answered it. Let me just clarify, this is something that Silvia had just told me. This meeting will last an hour and a half, so we only have one hour more to discuss the two issues. I know this can last four hours and we will have to be fast, so I'm going to have to ask you to be very brief so that we can progress and then we can have some time for discussion in the next meeting.

The second question we have on screen now, if you think it's relevant, we can answer it, otherwise we can just skip it is, which are the strong issues that others see in us? Which are the strong points that others see in us? Instead of speaking one by one, maybe you can say what the others can see in us as strengths.

Has any of you received a comment or discussing the strengths that LACRALO has, positive feedback? Some people have said we are a disaster, but have you been hearing lately something that stresses our efforts?

LILIAN IVETTE DE LUQUE: The Universal Acceptance Group has a very good image of LACRALO, and they're always open to work with an initiative we may have. I think this always fills me with satisfaction. They chose me as vice-chair precisely because I was from this region and so I think there is actually a good image, at least in this Universal Acceptance Group, there is that.

SERGIO SALINAS-PORTO: We have a good image because we are good workers or what is the image, what is that image?

LILIAN IVETTE DE LUQUE: The good image is, it is a region that is open somehow to work, to secure alliances, to be more receptive.

SYLVIA HERLEIN LEITE: I'd like to take the floor.

SERGIO SALINAS-PORTO: Please, go ahead.

SYLVIA HERLEIN LEITE: Yes, I want to build upon what Lilian has just said. People from the Universal Acceptance Group have really welcomed the idea that we had our first local initiative on Universal Acceptance and so they're very

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happy with us because I have even said that the idea is to implement the project in our region and then transfer it to the other RALO's.

I think this has caused a very image and the fact that this is not only by the members of the Universal Acceptance Group but it has also been made known and I think the fact that we took the initiative on this issue has become very good publicity for us.

SERGIO SALINAS-PORTO: Silvia, you have the floor, please go ahead.

SILVIA VIVANCO: Thank you, Sergio. From the point of view of Staff, I can tell you some very positive feedback I've heard. The RALO and the region is always willing to learn, to be trained, if there is something they don't know they're not ashamed to say that and they're always asking for training, they make very good use of the funds and the opportunities they get or the opportunities that ICANN offers.

We know that LACRALO will always be there making good use of everything that is being offered to them from point of view of the organization. I think this is a very big strength. It is not a region that is indifferent at all to any of the offers that they get.

SERGIO SALINAS-PORTO: Thank you very much. I wrote this down as an option.

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HAROLD ARCOS: May I say something, please?

SERGIO SALINAS-PORTO: Please, Argentine.

HAROLD ARCOS: I just hope to be brief. Some key words I've recently heard with respect to us. They see that we are restructuring, that we are taking good shape. Something that is constant, is they somehow or other see us adopting a position or discussing in groups, they see us together, the work unity always is used to refer to us.

We're always together. We are exchanging information and ideas. We exchange ideas of recent meetings held in ICANN, so they use changing, restructuring and something that has prevailed lately has been precisely this, the word unity, we're always together discussing and doing good work.

SERGIO SALINAS-PORTO: That's very good, organization and unity. There is a third question and that is, what is my value proposal? Do we have a value proposal to add to ALAC or ICANN? Is there anything that you think we add as a strength to the ICANN ecosystem? I know this maybe a bit more difficult to think because I didn't not participate in the others, maybe I can provide my first grain of salt in this.



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SYLVIA HERLEIN LEITE: If you allow me, this is also something I have heard in ICANN as an organization. We know that the internet has a very large growth potential in developing countries. In this sense, the Latin American Region is very significant because there are millions of people who still have no access to the internet.

There is also something in connection with native languages, so I think there is a strength, there is a potential, not only developing countries, there are other countries such as Africa, regions like Africa and countries like India.

SERGIO SALINAS-PORTO: Thank you, Sylvia. Is there anybody who would like to say anything else?

HAROLD ARCOS: I do. I think we need to refer to two times, to the past tense first. The energy and the will that Sylvia has been saying has been an added value, it has been a characteristic that they see in us, we involuntary offer that and this was reflected in each individual.

When speaking about the future and the present, something that we can add and present is maybe let the ecosystem, which are position are through our work and this should not be a single position, there maybe be three or four positions in a single subject and this is how we're going to see how our work will enrich the position of Latin America and the Caribbean within the ecosystem, this is the value of voice in diversity.

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I think this is now present, it has present historically but it has been present with each individual. Latin America has always maintained this value, and this is how we've been. Secondly, there is a voice that has to be projected and that has to be more precise with respect the issues discussed in ecosystem. I think this is a value that we can thrive.

SERGIO SALINAS-PORTO: Please wait a little bit, I'm going to send this, projecting the voice the end users. Do you mean projecting the voice of end users or ICANN?

HAROLD ARCOS: I was referring to the voice of users, end users in Latin America and the Caribbean. To be able to show this diversity that is now individual, can now show it as a group.

SERGIO SALINAS-PORTO: Okay, thank you.

LILIAN IVETTE DE LUQUE: My hand is up.

SERGIO SALINAS-PORTO: Yes, I did see you. Just bear with me a little bit. Lilian, you can now go ahead.

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LILIAN IVETTE DE LUQUE: Just taking something that Sylvia said and something that Harold said as well. I think a very important thing in the representation of the region within ICANN is, we bring the voice of those hundreds of thousands of end users who are considered 'minority' in ICANN but in Latin America we are a majority.

They have less of a voice then the rest. This is like bringing the voice of those ethnic minority end users, who do not have large representation and ICANN has changed in that respect. We are now giving more importance to that and we want to involve these minorities within the ecosystem.

SERGIO SALINAS-PORTO: Let me make a counter question. I'm going to take both comments, both Harold's and Lilian's comments and I will amplify if to all of you. We collect diversity and we project the voice the end users. On the other hand, we can give a voice to ethnic minorities in our region. The question is, this is empowering from LACRALO to ICANN, then what can we do -- I'm flipping this upside down, this is what we do from LACRALO towards ICANN.

Now, what do we offer ICANN? What are we telling ICANN we can do so that this can resound and can have an intrinsic value in the organization of civil society that brings the voice of groups wherever they go? When we present before government, when we present before other organizations and when we appear before ICANN, we bring the voice of end users and we empower them somehow, we bring

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citizen empowerment. ICANN can say this is great, the voice of the users is placed here.

Now, what is ICANN's gain in all of this? What can we do so that our presence in ICANN is actually beneficial for the organization? We need to remember we are a part of ICANN. We can see a CO or this or the other but we are Board Members, we provide advice to the ICANN Board, we talk to the CEO's and we are members, we are a part as if we were a kidney, there is a lung, there is also a heart. What do we offer this organizations, that this live organization thinks that we are part? This is my question.

LILIAN IVETTE DE LUQUE:

It's like brining the voice of ICANN to Latin America. These are the strategies that we need to implement to bring ICANN to our region, to these minorities, to these ALSes, to these end users. One of those strategies is what we did last year with this webinar where we realized that there is a lack of interest, there is a lack of knowledge but there is a lot of interest to be a part of ICANN. Perhaps we can provide a lot to bring the voice of ICANN to the community.

SERGIO SALINAS-PORTO:

That's great. Once this has been defined, maybe then we can go to the next question. Can you think of any other question that we would need to ask to include in our metric?

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SYLVIA HERLEIN LEITE: Thank you. I understood you were asking about what we can bring to ICANN.

SERGIO SALINAS-PORTO: No, the question is, what is my value proposition. I want to explain this so that we can identify this. We are this or we are that, we are champions doing this or champions doing that, we are great on this, we are excellent in doing this or that but then what is my value proposition for ICANN and for the region? We have a double responsibility here.

There is a responsibility with the users we represent, those coming from civil society. We do know that when we have to face those who vote for us to be in our organizations we need to be accountable for what we do and what we do not do and where we go and what do we think and there's discussions and debates about what we think or what we say.

Then on the other hand, this is this obligation which is to provide the voice of end users and be accountable, that has another logic. We are a part of ICANN. ICANN is not an alien to all of this. When we get mad with ICANN, we get mad with ourselves because we are actually a part of ICANN. What is my value proposition?

It has to do with my responsibility, my accountability for the users and then also, with the ecosystem, the internet and the whole ecosystem need to work. In this logic, my question is, what is the value proposition LACRALO can offer for ICANN and the users it represents?

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SYLVIA HERLEIN LEITE: I understood. I think our value proposition then is to continue with the bottom up process that ICANN has always referred to. As Lilian said, we look like a minority but we are the base of the pyramid and so the value proposition LACRALO can offer together with all our virtues and good things, is to provide ICANN with legitimacy and to see whether ICANN can impose as the authority. I think the value proposition towards ICANN is to cherish and legitimize the model that ICANN is included in.

SERGIO SALINAS-PORTO: I want to add to what you said that we have to legitimize the multi stakeholder model. I think that both things have to be legitimized, the bottom up approach on one side and on the other hand, there should be multiple stakeholder discussions on an equal foot.

This is something that does not exist today. This means that the voice of users, the users that are the consumers, the domain names that use IP to make some business, there should be some voice that represents them, to speak about their concerns, the needs of the community as a whole.

On the other hand, to get back to that community, the community we are representing, that we need to be legitimized in that respect, we need to be on an equal foot for any discussion. Any other of you want to say something, those of you on the phone?

Let's park this here and go to item two. Claudia, can you please go to the next slide. Weaknesses. As you know weaknesses are referred to those elements or energy that we in each of our organizations, the

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skills, the attitudes of the organizations that are certainly barriers for a good development of the organization that would LACRALO in this case.

Here we have six questions. Certainly, we have 37 minutes to the end of the call, so please I ask all of you to participate, to say something but please be brief, so that I can take note.

First question. What can we avoid? Is there any weakness that we may avoid? Do we think that we have certain weaknesses?

UNKNOWN SPEAKER: I think that individualism, there's no teamwork in there.

SERGIO SALINAS-PORTO: Okay, individualism. What other things? Something that we should avoid.

CARLOS LEAL: When we speak about individualism I may highlight that there are some members that join global groups but do not report to local groups and this is something that certainly we should avoid, it had been improved under leadership, this is another weakness.

SERGIO SALINAS-PORTO: So, what Carlos said is also related to a vision that you may get [inaudible] slot or being highlighted or on the spot line without giving anything in exchange. It has been mentioned before that one of the

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weaknesses might be language and different cultures. I would like to --  
Carlos, do you want to say something?

CARLOS LEAL:

I would like to stress two items. This is something internal with the Caribbean as well as an external problem and I'm really concerned about the internal aspect of this because we have to look for, well the idea is to look for solutions, I know that this is the next step. I would like to see both sides at the same time because this is the problem and really follow the least of this call and really, it's something of concern for me.

SERGIO SALINAS-PORTO:

Can you please detail the internal and external problems you mentioned so as to included them, can you say something about them?

CARLOS LEAL:

When we talked about rotation, turnover, representation, we have to work in this. I think that no solution has been reached. When we make a call nobody's speaking English or on an ALAC call, if there is no interpretation, we can not follow, so some people cannot follow it. There is the problem Latin's here I would say.

SERGIO SALINAS-PORTO:

Okay, I'm writing this internal problem down. [Inaudible] they are worth saying.



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UNKNOWN SPEAKER: Perhaps you remember something that we discussed in Japan with Bartlett because he said that he was not interested in participating in this collective or these group meetings of the regions because he said that they of participating was to go to ALAC directly and most people in the Caribbean think that way, so I think -- I don't know if it's something cultural, they are not convinced, they do not believe in the system that we have implemented. There could be a transition, or we have to look for a mechanism to change this.

SERGIO SALINAS-PORTO: Okay. One of the weaknesses is that there are some regions, I don't want to mention any in particular but there are regions that do not believe -- I'm trying to write it down so please hear me, that do not believe...

UNKNOWN SPEAKER: Some regions that do not feel a part of the larger region.

SERGIO SALINAS-PORTO: Based on what Humberto say, they do not believe in the organization, I think.

UNKNOWN SPEAKER: Lack of confidence, this is another problem.

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SERGIO SALINAS-PORTO: Or they do not trust in the organization? Humberto, please help me; they do not believe in the organization or they do not trust in the organization?

HUMBERTO CARRASCO: No, no, I think that culturally they consider the step is not necessary. Second, they consider this is a waste of time because they are not interested in this.

SERGIO SALINAS-PORTO: The second question is, they say that they do not believe in working in the region because of culture or it's because of [inaudible] or being on the spotlight. I don't know, I'm trying to find something. Please, let Humberto finish.

SYLVIA HERLEIN LEITE: I think that it's lack of interest. As Humberto said, they do not believe in a model where participate within the region and I think that they may have one representative that may represent their region as ALAC.

HUMBERTO CARRASCO: That's what I wanted to say. It's a very good summary by Sylvia Herlein.

SERGIO SALINAS-PORTO: Okay. At least this is what we observed after that informal meeting with Bartlett nothing was said openly, put forward. I don't want to put any stress on any region. I would like to be quite open.

UNKNOWN SPEAKER: I would like to mention else. Some people want to go to the global without participating in the regional but unfortunately it is not fair that you should first go to your region. It is out of control, but we have to write it down.

SERGIO SALINAS-PORTO: Thank you very much, Carlos. Do you think that there is any disadvantage in our organization? Harold, I haven't seen your hand before, you have the floor, please forgive me.

HAROLD ARCOS: With respect to this, what Humberto mentioned, I remember the meeting at Kobe and Bartlett at that time said something that certainly seemed to be inline with most of the Caribbean people. However, he was quite open in his discussion, but I want to highlight some other things.

First, the cost of constituency and the fact that we have analyzed. I think and I've said before, one of our strengths is diversity. It will be a challenge for all of us to understand this diversity and similarly from their perspective, from being in their shoes, that should represent strength for the region.

What I'm trying to say is that me, Kerry, he has participated in several meetings, he's not here on this call but I think that position of four or five representatives, the Caribbean are certainly active within the ecosystem, does not necessarily represent the whole of them. I think

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that there have been some statements from other individuals in this respect.

Additionally, even when we were told that do not feel obliged to work within the region, it is also true that when there are certain key issues in the ecosystem, like the sale of DOT or Amazon, the Caribbean certainly says something, provides opinions on the regional mailing list, they provide arguments as well. They participate, they set a position and it's not almost the case for other sub regions because sometimes they do not give any opinion.

Even when they say out loud that they have this position in this respect, on the other hand they are diversities, they are positions, how they look the ecosystem, internal model of participation maybe a strength. I'm not necessarily saying that this should be seen as a problem, however in our thought, the problems become opportunities.

I would like to write this down because within this diversity we have to make an effort, so as to understand the diversity, means just that, being diverse, it does not have to be the same way of thinking, same way of acting in all the sub regions. Perhaps they make their contribution as that.

I repeat, when we talk about certain issues like Amazon of whatever, they provide arguments, their opinion, they make statements in the mailing lists, it's not that they are away from the dynamics of participation but their way of participation is that one that I described. This is what I wanted to say.

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SERGIO SALINAS-PORTO: Thank you very much, Harold. What are the disadvantages we think that we have within our organization, LACRALO? What are the disadvantages that you've observed? One is the one mentioned by Carlos, language, the other is different cultures, this is what you have said, am I right Carlos? What are the other things that we think maybe disadvantages of the organizations? What are the disadvantages of LACRALO?

CARLOS: Yes, that's right. Sorry, I forgot to unmute.

SERGIO SALINAS-PORTO Any other of you think about any other disadvantages? Harold, is this an old hand or is it a new? Sylvia, you have the floor.

SYLVIA HERLEIN LEITE: I don't know if it's a disadvantage but now we are 52 organization and the general assembly can not be made with all members, it's like we are losing the idea of who is part of LACRALO. In the new ALSes, perhaps they are not part of the Board of something like that.

We cannot meet in a general assembly, face to face, I think we lack some knowledge about what they do, how they think because it's good to be diverse but on the other side, as we are discussing right now regarding the Caribbean, in other regions for sure, they are now aware of the organization because we know that the Latin idiosyncrasy is diverse. We should find a way to know each other, so that we have a representative at a general assembly, we've met them.

SERGIO SALINAS-PORTO: Thank you, Sylvia. Now, we have the metrics and we have active and passive ALSes. As a matter of fact, in March based on the rules of procedures that we concluded some days ago and Humberto has to review, in March the secretariat and the secretary elect will have to prepare a report about the active ALSes and inactive ALSes. We have a procedure in place, so as to be clear in that respect. Anything else?

SYLVIA HERLEIN LEITE: I think that not only to know which ALSes are active and inactive but try and find a way so that those inactive ALSes may participate because somehow, they had an idea for getting a member. Sergio, we have active and so there's a project to activate or make them active again.

SERGIO SALINAS-PORTO: The metrics will just define that if an ALS did not meet the target, I'm not remembering the targets but let's say two meetings a year or participate in a working group, I don't remember exactly, in that case an ALS will be given minimum work and it may become inactive. Once it's declared inactive, we have to get in contact with that regional organization to start talking with it so that it may regain an active status.

That doesn't mean we are going to leave it aside, it will be inactive on the Latin, that has to do in a year, may be reverted, it's to start participating. It's the idea that those participating, those voting are people that are certainly participating, is engaged somehow in the

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organization so that they may make their contribution. Anyone else with anything to say?

Okay. At least one member of working group regional, okay, it's in the chat. Carlos has to leave, okay. What do we have right now? [Inaudible] but those who know us as LACRALO weakness. Has anyone listened and it's "Oh, it's a pity because LACRALO this, LACRALO that or LACRALO is not doing this because they are not having that?" Who of you have heard something in that respect? Who have you may say that talking -- Carlos Leal, you have the floor.

CARLOS LEAL:

At some point in some meeting I did hear something, probably on the same page of what you were saying before. Many ALSes are not involved but they are enrolled. They never sent a message to any of the mailing list or they did not participate in any of the working groups. What I heard is something like, 'LACRALO is some kind of group of ghost ALSes.' This is what I can say.

SERGIO SALINAS-PORTO:

Okay, let write this. They are there but they do not participate, they are not involved. Anything else? Silvia Vivanco, would you like to say something?

SILVIA VIVANCO:

I just wrote this on the chatroom, that it was sort of etched in people's minds, we apologize that we do not get good audio. This has been

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etched in people's minds. There is some kind of stigma that they have to deal with. Thank you.

SERGIO SALINAS-PORTO: Okay, thank you, Silvia. Has anyone else heard anything else, you want to add anything? Any other weakness you see in the others? These last two are very strong.

Let's go on to the next. Which are the factors reducing the production of documents and others in the region? What do you think are the issues causing LACRALO or LACRALO's production, not to reach good values, if there is a good value, I don't know which one it is? Do you have any theory why we cannot produce good work?

HUMBERTO CARRASCO: I have something to say. I think the speed at which discussions happen. Well, let me say this. First we need to consider that in order to know about what is happening in ICANN, you need to be in a certain position or you need to be a member of a working group and this implies sacrificing your time, it implies that for a long period of time, maybe one or two years, you will need to be working for ICANN and so this means that you will only be able to give an opinion or to participate in the central organization in ICANN.

Participating this way also implies that sometimes you have no more time and so you want to participate in LACRALO and drive the discussion. This is something we've discussing for a long time, for many years. We are trying to solve it somehow. It was much worse a few



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years, but we still have a gap, it's a significant gap, we have a long way to go.

SERGIO SALINAS-PORTO: You know, there's -- I'm going to give the floor to Sylvia and then Harold. There is an issue that Sylvia and I discussed a few days ago and this is the number of hours. There are some of our ALAC members and you see them, they either don't work or they have no family, or they don't study or they do nothing.

HUMBERTO CARRASCO: That's a problem, it's the number of hours. If you want to be an ALAC member, you require more hours to be an ALAC member than to be a Board member. The Board receives money and the ALAC member does not.

SERGIO SALINAS-PORTO: It's actually better to be a Board member because you do get money from it. This is an important issue. Sylvia, you now have the floor.

SYLVIA HERLEIN LEITE: Just going on with what Humberto said. The other thing aside from time is language. If understanding it and translating it for yourself and then to bring it to your region, this takes a long time for people who work and who have a private life and as we always say, the language issue is a significant issue.

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One month, seems like a long time but it takes probably a month for you to bring it to your region and so you chose, in ALAC in my case and Humberto, they send you emails reminding you when you have to vote, what you have to read, what you have to do and perhaps you're more inclined to work on those things that you are reminded of. Perhaps this is what we need to do, to remind ALSes of dates, of other issues and this requires excessive work perhaps. There was something else, I can't remember. I can write later on.

SERGIO SALINAS-PORTO: We have very little time. From now on we need to be even more brief in our interventions. Sylvia, please put your hand down. Harold, you now have the floor.

HAROLD ARCOS: Thank you, Sergio. I was thinking of time as a factor. The question is, what are the factors going against the region? There is also dedication. Let's go now to time. Time is one of the challenges that our Board has as well, and this is also the result of what we need to do.

We need to develop a method that allows us to dominate the time lines for ICANN processes and we need to transfer that model to the region and to be able to produce these statements, these positions, showing the position of the region as an organization, as a group of ALSes based on time because sometimes we don't have time or we are just on the edge of the timeline that we were given.

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You need to be aware of everything going on and you need to comment on what you received from the mailing list but I think time is a factor that reduces production and we need to be able to dominate it in our favor within the regional organization specifically. I think this is our most important, most significant challenge right now.

SERGIO SALINAS-PORTO:

Thank you very much, Harold. The other thing is, what are we doing wrongly in LACRALO? Do you have any idea of what it is we're doing wrongly? Is there anyone who thinks that we can have a list of something we did wrongly or something that maybe we can improve? I see no comments. Do we have any other slides Claudia or is this the last one?

SILVIA VIVANCO:

I just want to say something that is maybe not wrong but something that can be improved, which is studying the issues, improving the technical knowledge of each of the issues dealt by ICANN which are sometimes very complex. Sometimes there is a lack, a little bit of a lack of preparation by the community.

I know that it is difficult, we of course do not have a lot of experience in the region, we need to be very specialized. Perhaps you need to do your homework, reading, getting informed, the information is right there and we as Staff can help you with that. We can even provide you with training sessions.

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SERGIO SALINAS-PORTO: I think that we are 59 ALSes and there's not too much expertise. We're willing, we participate in the activities, that we do not have knowledge of what we do. We take the webinars, really, I don't think how much we learn in those webinars. [Inaudible] what we apply in the webinars, but I think that we lack knowledge but to study all these issues that are difficult, we need time. Certainly, time is becoming more and more scarce. This is something that complicates us.

One other thing that we should ask ourselves is, what are the next steps? The next steps are -- I am going to include everything that I typed in the excel I showed the other day. I'm going to include this in that excel file so that in the next meeting we will analyze the external factors that are the opportunities on the one hand and the threats on the other hand.

After that, we will start and process and prepare. I sent an email this afternoon or in the morning, I really don't remember quite but I sent an email today, a PDF file with an image of the SWOT metrics. We are in step number two, so we completed step three and four and then we will start with the weaknesses. We started with step four and five, we need to take steps two and three.

The objective has been established so now we need to complete steps two and three, the external audit, how LACRALO is incorporated or inserted in ICANN's world. For the second process, I sent an email today with all this, please read the questions, these are the same questions that we will answer, you may prepare, as to have notes with you, to answer this straight forward.

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We have to look at it from the outside. Please, take a look, make an external analysis. Let's gather everything we think, so at the very last meeting we are going to discuss both things. We have five minutes left. Does anyone want to say anything, otherwise we will be closing this call?

I see nothing, no hands up. We are going to finish the call. Have a very good evening and a very good night all of you. Meet you again in two weeks. We'll meet again in two weeks. There will be an informal call perhaps tomorrow, so as to discuss certain topics. I'm going to send a skype message to you. Good night, everybody.

**[END OF TRANSCRIPTION]**