CLAUDIA RUIZ:	Good morning, good afternoon, and good evening, everyone. Welcome to the Capacity Building LACRALO Academy on Wednesday March 17th 2021 at 21:00 UTC.

On the Spanish channel we have right now Sergio Salinas Porto, Harold Arcos, José Arce, Adrian Carballo, Alberto Soto, Antonio Medina, Augusto Ho, Aida Noblia, Gilberto Lara, Fatima Cambronero, Marcelo Rodriguez, Maribel Sanchez, and Vanda Scartezini. And Laura Margolis who has just joined us.

We have interpretation into English, French, and Portuguese. Claudia and Marina are in the Spanish channel; Claire and Camila in French; and Esperanza and Bettina in Portuguese.

And we have, on behalf of the staff, Heidi Ullrich, Silvia Vivanco, David Lamb, and myself, Claudia Ruiz, who will be the call manager today. .

So, before starting, please state your name before taking the floor so that the interpreters may identify you in the correct language channel.

And Carlos Raúl Gutierrez has joined the call right now.

And please mute your mics if not speaking. Thank you very much. So, now you have the floor, Sergio.

SERGIO SALINAS PORTO: Thank you very much, Claudia. Johnny Laureano is joining the call as well.

So, to be brief, the purpose of this assembly is to start what is going to be called the LACRALO Academy. We will be coached or, let's say, that we will be given more tools so as to generate a greater impact in everything related to policy development. So, I'm not going to go any further than that.

We have two friends with us: José Arce that comes from the region as well as David Plumb who is a great friend. He's been a friend for many years, and certainly he has helped us to have a successful assembly. So, they will be our coaches, and I now will stop talking.

JOSÉ FRANCISCO ARCE: Thank you very much, Sergio. And thanks to all of you who are attending this call because after a while, it's a great pleasure for me to be committed again with some activities at ICANN and the region. Thank you very much, Sergio, because he called me to say, "Why don't you come back? Why don't you make a contribution?" He learned that I was working in some things related to leadership and coaching, so he said, why don't we do something of that sort because we need it.

So, I'm here with you 100% to be with the region, with you individually, and of course to help the ICANN staff. This certainly makes a great effort so as to have a voice, so as to speak up, so that the users may speak up at ICANN.

So, after chatting for some hours with Sergio and sharing some documents, a word came up. It's a nice word because we will try to implement it. It's to generate a horizontal leadership in our region. No more "the representatives," "the leaders," or those who hold a position

within the region, [but] based on a different understanding, we will try and generate and take advantage of the leaders that each of us has inside us, so as to use it and to have leaders in the region. So, this will be that horizontal leadership. We're going to maximize the voice of users so as to certainly have an impact in ICANN Policy Development Processes.

By the end of this [exercise,] we're going to discuss about the plan for the future months. And I want to tell you right now that all these activities are related to the academy, to the strategy for Latin America and the Caribbean. So, everything was thought about within the framework of ICANN, not in isolation nor in a vacuum.

So, on that basis, we would like to make this proposal to you. We have developed this proposal. We want you to take advantage of this proposal, to seize it.

And, David, you have the floor now.

DAVID PLUMB: Thank you very much, Sergio. It's a pleasure for me to be here with you. For those of you who haven't met me before, I'm David Plumb, and I have been working with LACRALO for several years. I work with an organization that is a consensus building institute, and we give support to different people, different organization, different audiences so as to work together in a better fashion.

So, the major challenge in LACRALO's governance was, I will not say small, it was several. But I may now … Sergio may lead a healthy assembly so that we in LACRALO may speak about policy right now. This

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is what we are going to [say] right now. We're going to speak about the methodology. How to implement what we finish in the horizontal leadership, and the impact on that to [speak out].

I'm going to share with you some basic slides, and then we're going to break out. There will be an exercise. Each group will take a policy, an ICANN topic, and work as a region and find out what works, what does not work, so as to start thinking about the future challenges, what comes next for Latin American users where ICANN has an [influence], how LACRALO may speak up and be strong in its voice so as to have an [influence] in the evolution of the Internet in the region.

So, I'm going to share my screen now. If somebody is sharing the screen, I'm sorry. So, my slides are in English and Spanish, even though I don't see anyone from the Caribbean right now.

So, what is the challenge. It was mentioned by José . There is a possibility for LACRALO to have an incident on ICANN policy, an influence on ICANN policies. So, LACRALO's working okay on governance and all that. And so, now we have the possibility of having an influence and, of course, we know that we will be stronger if we act in a collective fashion. Don't just go in there to ALAC or to a committee. But I mean, LACRALO in itself, if it possible, to better articulate the prospects of the users in the region, and has that collective work.

We may imagine that the impact would be greater, the influence would be greater. But in order to do that, we have to recognize that this region is a diverse region. We have different perspectives. We live different realities. We have different experiences and different values, as well. So,

there should be some methodologies so that the region may express itself effectively.

Perhaps there may be some frustration as a region, so there may be some clashes regarding [public] perspectives, but we have to understand where we are more aligned in some topics. We need some methodologies.

And today, we will try one option on how to work together regarding policy. This is what we're going to do in the breakout sessions in a short while. There will be two groups. So, what are going to try? We are going to try four steps within a conversations. There's something that is very clear, it's quite evident because we have to understand that there are certain steps to be taken. We're going to work in real time. And then I will tell you about the topic we are going to touch upon.

So, first of all, we have to educate ourselves, train ourselves, and understand what we are talking about. What are the [inaudible] or the implications for our regions?

Regardless of the topic, we first need to train ourselves. And what are the implications for the region? The only thing we have to do is not to understand the perspective, but we have to understand there are perspectives of [difference]. Sergio may have one perspective, and perhaps Fatima has another perspective because she lives in another reality, as well as the rest of you.

And so, we need to talk, listen, understand where other people are coming from regarding the same topic, of course. And this is for when the same rationale that we use when we talk about governance in the

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mediation procedure because there are different realities, different perspectives for every topic. So, we have to be calm, to listen to each other, and understand what is underlying any position that perhaps is a starting point.

We use, many times, the question that says, "Why?" Why? It's important to ask why because otherwise you say, "I think this way. I think the other way." So, we're crashing one upon the other. So, we need to understand the underlying facts so as to then find the voice of consensus. And, of course, [inaudible] disagreement.

Then we have step number three. After listening to the perspective, listening to what is important, we have to strengthen all this up. And we need to consolidate perspectives. There will be some points of agreement, and there will be some points of disagreement. And it is okay. There's no problem. We need to consolidate that so as to understand.

We got in this topic how we are doing, what are we doing. And what shall we do as LACRALO? Because perhaps one day it's not just to fight against ICANN to change the policy, but to say, "Well, ICANN has this policy. We are aligned, but we need to do some work. We need to work on that topic within our region."

And [inaudible] is to consider other voices. Today, we have a group of people in LACRALO, but there is another group that is not here. So, from those that are not here, where can we find different perspectives? And perhaps we may be proactive in going to them so as to incorporate those perspectives in our work.

As I mentioned, this is really simple. It's a good practice, and it's worth the try so as to find out how the region as a region may work. This is happening with the working groups that we have at LACRALO. And there's one topic [our] working group is working on, and it's one of the topics we're going to touch in one of the breakout groups.

So, before telling about the exercise and the topic, I will ask. Is there any doubt or any question or any comment about these four steps of this simple methodology so as to try as a region to articulate ourselves and reach that horizontal leadership [inaudible] I mentioned? Any comments? Any questions?

Well, it's very clear then. Antonio?

ANTONIO MEDINA: Very clear.

DAVID PLUMB: Okay. Let's do it then. So, what do we have to do? We have to take a topic and use these four steps and the questions. The topic we're going to use is Universal Acceptance. Is that right, Sergio? Okay.

So, I guess many of you certainly now what Universal Acceptance is about. But some of you perhaps do not know what Universal Acceptance is about, so before [inaudible] into two groups, I will ask, Sergio, if you could please give us in two or three minutes something about this topic—why it is important for the region—so as to have some common ground. What is Universal Acceptance about?

And if there is somebody of the working group here … I know Silvia is here, but I don't see her here. Well, if there's any member of the working group present apart from Sergio, you can chime in and speak about Universal Acceptance. But, Sergio, you have the floor. Can you speak about why it is relevant for LACRALO?

SERGIO SALINAS PORTO: Thank you, David. Universal Acceptance, let me explain. When we started this topic, it was related to the initial group, the IDN group [inaudible] and Internationalized Domain Names. At that time, the first question that always came up was what is Universal Acceptance?

We could summarize Universal Acceptance by saying that all computer programs and software would not recognize domain names and e-mail addresses properly, and they do not recognize them because these domain names can have a much longer top-level character string or use characters from a different script or a longer script than the ASCII code script. The ASCII code script used initially to develop the Internet.

And the people who are facing these challenges face the problem that all names and addresses are validated and displayed properly and in a uniform way only when there is Universal Acceptance. That is to say, the entire Internet access validates, stores, and displays domain names. That is Universal Acceptance

But actually, that does not happen now. If I write down a domain name with a Spanish ñ, with a tilde, my country recognizes this character. But when that domain name goes out, let's say, for the ccTLD dueño.com.r, when it has to be resolved by the hosting service, it will not be resolved

like that. And when it gets, let's say, to the U.S. because someone [inaudible] instead of showing dueño.com.r, there will be due& or ./ñ and a question mark. And then it will continue with the rest.

And that ñ with a tilde was turned into a series of symbols because the traditional ASCII code script could not resolve. And what we are doing now, and what LACRALO has to do, is the following. We have decided to start out with an education effort and working with two large groups. One group which is not the users but the government because one of the things we did was to conduct a general survey among the Latin America and the Caribbean ccTLDs.

And many ccTLDs … I mean, not the ccTLDs administrators. Not the governments, but the administrators did not recognize the ñ with a tilde and the cédille. That was for Latin America. I do not really remember what other elements we were including in the survey to check if [inaudible] was functioning or not.

So, the first challenge we face is to raise awareness among the ccTLD administrators and the users. And the other challenge is the fact that this chain of hosting providers, developers, companies, engaged in developing not only websites, but the also must have Universal Acceptance and website applications such as e-mail client and browsers.

Well, I don't know, but I hope I have been clear in explaining on what we're working.

DAVID PLUMB:	Yes, Sergio. It was very clear. I see Vanda has raised her hand. And then we'll start with the breakout [rooms]. Vanda, you have the floor.
	Vanda, are you still there? You're muted. If you're speaking, you are on mute.
SILVIA VIVANCO:	Vanda, your mic is on mute.
VANDA SCARTEZINI:	I hope it's open now. Great. It's a pleasure to see you, David. Well, to build upon what Sergio has very properly explained, let me expand this idea for those of you who are not fully informed about what it is. The main problem is that your access provider may not recognize or does not have the adequate technical infrastructure to recognize universally all the changes that are made all over the world.
	There may be a friend of yours or a customer of yours who is sending a correspondence for you, an e-mail, and your access provider will send it to trash because it will not recognize it and [inaudible] that your e-mail is junk. So, I want to make this very clear. This is the reason why we in LACRALO are here, to defend the interests of the users because it's relevant. Thank you.
DAVID PLUMB:	Great. Thank you, Vanda. And I think that now we are ready to test the methodology and see if it works on this type of topic. I've just posted the four steps in the chat. This is a chat that will remain with us once we

break out into groups. [inaudible]. I think it's almost done. I think we already understand, and I think we should start with the second step. If there is any other perspective or another [inaudible] of this topic that we should [inaudible].

I think the plan was to have 40 minutes. Claudia, can we make it just 30. That would be great. Perhaps we can have 30 minutes for this conversation. That would be great. So, I will lead you on.

Sergio and José will be leading one of the groups. I will be here with the others. And we'll be working for 30 minutes, see how far we go. See if we have different perspectives on this topic. And afterwards, consolidate. And then see what we can do, what LACRALO can do. So, devote some time to step three. And before we conclude, see, of course, who else can be involved.

I think with that, we should be reaching our highest impact. Okay? So, 30 minutes to test this as Sergio and José will be leading a conversation with the same questions. So, we are almost ready, as I was saying, to start with step three with a very good introduction made by Sergio and Vanda.

So, Claudia, if you're so kind to lead the people to go to their respective small groups. If you are okay with that, please press yes [and mute]. Just give some time.

CARLOS RAÚL GUTIÉRREZ: Are we going to be switched automatically or do we have to do something?

DAVID PLUMB: You don't have to do anything.

CLAUDIA RUIZ: Those who have seen the option to change, but the others will remain here.

DAVID PLUMB: So, now we are in a rather more intimate setting. I'm happy to see you here. I see some names I'm not familiar with. A pleasure to meet you. Hi, Carlos Raúl. It's good to see you.

ALBERTO SOTO: Hi, everyone.

DAVID PLUMB: Alberto, good to hear you. If you have the chance to use the video, to turn on your video, that would be fantastic.

Yes, Laura, you are here. You are in the group. You're with us. This is the group. You're lucky because [inaudible] we're the good ones.

Great. So, let's do the following. Do you have any question on the introduction made by Vanda on the topic itself? Do you have any other questions? [With] the practical challenges of Universal Acceptance, do you need any clarification?

We have Vanda and other experts here. Do you have any questions? Carlos Raúl.

CARLOS RAÚL GUTIÉRREZ: No, no question. Actually, I think this is an excellent choice you've made for the new ones. If I may add something. There are two stages: one or policy development and another one for policy implementation. And this is a very proper example because this is an example of policy implementation, [that is to say] all decisions have been made. It is a historical background. So, it is very, very technical, as Vanda said.

We have to see these with the [inaudible]. In terms of policy processing and development, that is an [inaudible] that is frequently controlled by lawyers, intellectual property, and economic interests. I just wanted to note these two distinctions that are worth noting in my view.

I agree that it's good to start with an implementation case. Thank you.

DAVID PLUMB: Thank you, Carlos. Actually, it's interesting to pick such a topic. But it's not much LACRALO fighting against ICANN to have a policy respecting the LACRALO Internet users, but it's already a policy of ICANN. ICANN [inaudible] policy which is not being implemented in the LACRALO region. Okay.

I'm interested or I would like to hear. Those of you who have not taken the floor yet, do you have any thoughts on this? I hear some voices. Is that you, Harold?

	Someone from the operator line who wanted to take the floor?
ALBERTO SOTO:	If there's no one, then I can take the floor.
DAVID PLUMB:	Yes, please. Go ahead.
ALBERTO SOTO:	Universal Acceptance was very well explained. If I may build upon the explanation a clarification of how complex it is. We could say that is one single country, India, because it's not just letters but comprehensive language systems affecting the Internet users, preventing them from reaching communication.

India was about, I think it's 27 official languages and hundreds of dialects. So here, we're not speaking only about one letter, but complete language systems that are presenting outside the Internet. And that is why ICANN has made a significant emphasis in this group. And they say it's a fact that not only is it dependent upon ICANN. That our third parties that cannot be forced by ICANN.

But that is why this working group was set up that has established contacts with third parties in order to solve those problems, but it's still a long way to go. Thank you.

DAVID PLUMB: Thank you, Alberto. It is LACRALO's time to work on the characters that are not included in the English language. That is the highest impact on LACRALO. In other parts of the world, it could be even worse.

ALBERTO SOTO: In LACRALO, we should also be discussing how to incorporate indigenous languages.

DAVID PLUMB: Okay. Vanda, do you want to talk about that?

VANDA SCARTEZINI: Yes. [inaudible] it's not just what we have as a particular or specific interest, but it's also a matter of our relations with the rest of the world. We should have this ability to understand and recognize all characters. Otherwise, we will not be connected with the rest of the world.

DAVID PLUMB: I apologize. My dog is barking. Please continue.

VANDA SCARTEZINI: No, I'm done. Do you want me to repeat?

DAVID PLUMB: The problem is that when my daughter arrives, my dog starts barking.

VANDA SCARTEZINI: No problem. But I think that the other participants have heard my comments.

DAVID PLUMB: Yes, Vanda. No problem.

INTERPRETER: Adrian agrees.

DAVID PLUMB: Well, actually, I need to highlight here that it goes beyond the ñ with a tilde and the cédille characters because we have to interact with many other actors all over the world. We are raising the bar. It's not just a question of solving our local characters.

VANDA SCARTEZINI: Something else I'd like to share with you, and I agree, is that … For example, in my organization, I am the director of the Software Association. We started working on this in Brazil. We started this work on our own because, as software developers, we know how important it is for our website for the marketing of our projects and [inaudible]. This recognition that underlines this, and our technical needs, for a website to be understood as being universally accepted.

So, we started in Brazil, for Brazil. And I can share with you the paper, the outcome, of that work. I have already shared this work with some colleagues. And I have given a class, a course, with Silvia as well. It has

been so interesting that we decided to go and start, now with ICANN, start other more universal studies because it is important to really know how the websites are in the world in this respect.

This is aimed at expanding our thinking when we refer to Universal Acceptance. Thank you.

DAVID PLUMBER: Thank you, Vanda. Is there any other perspective anyone has who hasn't yet taken the floor and would like to offer any new vision?

ALBERTO SOTO: If there's no one else. Vanda mentioned the [sale] of a product, but there is another important relationship which is education. So, we have to see how the universities could be accessed from many parts of the world. It's not just e-commerce. It's culture, as well. It's education.

VANDA SCARTEZINI: Yeah. You're right, Alberto. Thank you very much.

DAVID PLUMB: And Alberto mentioned indigenous languages in Latin America, and as far as I know, really, I'm not aware about different characters. Is there anything of that sort of something that LACRALO should study further?

ALBERTO SOTO:	I think that the IDN group within LACRALO was studying that, was taking a look at that. I think there's no problem in other characters, the language. I don't know if, in some other countries … I'm thinking about the Mapuches, the Onas which is—Vanda, I don't know—in Brazil?
VANDA SCARTEZINI:	No. Certainly there are not many changes here because they follow the alphabet that we recognize. They did not have any written language before the Europeans came to America.
DAVID PLUMB:	Okay. Step number three. This is to consolidate what we have to imagine the implication for LACRALO. So, when you hear that, we know that there's a working group working on that, making certain progress. So, that is great. Vanda and some others are working on that group.
	But, by listening to you right now, what are the thing that stand out as opportunities for LACRALO? What shall LACRALO do when faced with all this?
VANDA SCARTEZINI:	May I?
DAVID PLUMB:	Yes. Go ahead, Vanda.

VANDA SCARTEZINI: So, our group is trying to gather more information for the ISP's group, that is the Internet Service Provider's group. So, we're going to the universities. We're going to hold a special event in April. So, we are expanding the knowledge so as to take action independently from us because this happens when a need is recognized. And there is an important need for action.

So, as users, we cannot be passive. We need to manage our providers, but if they're not aware, nothing will work. They will do nothing in that respect. So, the group is willing to expand its activities outside LACRALO, expand the knowledge that may then result in actions. Actions that may help us expand the opportunities that we still have in each country. Also, there's an [abrogate service for Universal Acceptance.

DAVID PLUMB: Thank you, Vanda. Lauran, please go ahead.

LAURA MARGOLIS: Good afternoon, everybody. Good afternoon, David. Perhaps we haven't met before because now I'm formally in LACRALO as an individual user. So, I just wanted to start with that.

And, of course, I agree with what was said by Vanda and Alberto. I think that the major problem with Universal Acceptance is that nobody knows what it is. All of us who are part of ICANN or in these activities, we know what it is that we are a minority.

So, we have to work in that to put these things into action, to turn all these into actions so that each country may try and expand its

information, may disseminate information to all providers and to as many people as possible if they are involved. Not to convey this message to people that will have no opportunity of doing anything. If they are not interested in ICANN stuff, they will not be interested in this this.

So, when we have to go to the Software Association, the universities so as to have an action plan and to expand and disseminate the knowledge that Universal Acceptance—what is Universal Acceptance, first of all. And then to take some action so that all providers and the companies involved may certainly adapt to this.

This is it. Thank you very much.

DAVID PLUMB: Thank you. Very interesting. Where are you physically located?

LAURA MARGOLIS: In Uruguay.

DAVID PLUMB: Okay, Uruguay. So, Adrian, you have the floor.

ADRIAN CARBALLO: Thank you very much, David. I would like to make a comment about that significance of this topic for the region. We are working on a training session. It will be held on April 27th. It's prepared by the Multilingualism Working Group—Sylvia Herlein is the chair—and the Communication Group, as well as the Capacity Building Working Group.

So, there will be two courses, one addressed technicians and the other to final users. There will be five sessions, one hour and a half each. And we are now communicating this at the associations and universities, working with LACNIC so as to reach the greatest audience possible, particularly speaking about programmers and developers because they certainly work with this topic.

So, we're really interested in making this topic known to them. We are publicizing this, so if you can help us disseminate the date, it will be on April 7th for the technicians. And by the end of May, it will be for final users.

But what are we doing? One of your questions was, what are we doing or, based on this, what can we do at LACRALO? We think that capacity building is a good opportunity. This will be the first course, and there will be an annual schedule with several courses, several sessions, various dates. We have the speakers for each of them. So, in a short time, there will be some forms for registration and we will communicate this. And we hope to have a great number of participants.

DAVID PLUMB: Great. And before …

ALBERTO SOTO: Adrian, these courses that you are talking about, [is this] to be addressed at the regional level, country-by-country?

ADRIAN CARBALLO: First of all, it is global because, certainly, not many people are aware of this. So, it's not that we are going to one country or to one region specifically. It will be addressed to a global audience, so there will be speakers that are fully aware of this topic that will explain what it is. They may be involved, and everyone may understand what this topic is about.

DAVID PLUMB: Great. So, there are some things going on in LACRALO right now.

ADRIAN CARBALLO: Yeah. It's three working groups working on this. And, certainly, it has been great, the dynamic of working, I mean, among the groups. So, I hope that the course will be successful, but also the method that we are using in LACRALO so as to reach all users, technicians are as important as well as end users so that they are aware of what it is. Not something that is not known, but something that is talked about and is understood.

DAVID PLUMB: Thank you very much, Adrian. Alberto, you have the floor now.

ALBERTO SOTO: When we talk about consolidated perspective in LACRALO, we are not as rigid as ICANN is. So, if there is any problem, sometimes ICANN comes to a [halt] because there are rules, regulations, laws, etc. In LACRALO, we have more freedom. And at the same time, we need to think that LACRALO has 21 countries.

There are some ALSes that are not active at all, and we should try and activate these ALSes that are inactive right now so as to communicate and disseminate policy topics. For instance, this one, Universal Acceptance. Then the next topic may be DNSSEC so as to reach the data centers or universities, Internet Service Providers, factories, whatever. Places where some changes should be made.

And at the same time, we may talk to the various associations. For instance, the Argentine Internet Chamber. I think that all ISPs in Argentina are gathered there, so this may help us communicate faster.

DAVID PLUMB: Thank you very much, Alberto. And this is interesting for LACRALO because you have members, partners, and all this for just one country. So, if there is any possibility of activating something—for instance, for this topic—this opens the door so as to activate the ALSes as you mentioned, but at the same time to reach a greater audience.

ALBERTO SOTO: Yeah. This is the idea. There are some silent ALSes or dormant ALSes, and so we have to tell them what they have to do, where they have to go, and to generate [contacts]. We have to tell them what to do and how to do it.

DAVID PLUMB: So, perhaps you may think about as small package. No? You have an ALS and you say, "Well, you have this package. This is how to move." I don't

know. "Here you have a slide deck and here you have the numbers of the relevant association in your country," so that they may speed up.

ALBERTO SOTO: I may give an example regarding Universal Acceptance. In the case of DNSSEC—and I talked about this with LACNIC—for instance, to prepare a single presentation and you explain what it is about, this is sent to every ALS—the presentation, I mean—so that they may go with it to universities, professional associations, ISPs, commercial chambers, [hardware] and Internet chambers, whatever the name. But they use the same.

So, it's all the information gathered there. We sent it to LACNIC, and LACNIC then thought with the project of implementing DNSSEC in a perfectly organized manner. This is fast, and I think that DNSSEC might be implemented in a couple of months. And the same may happen for Universal Acceptance.

DAVID PLUMB: Yeah. This is an interaction for LACRALO to have that influence. Any of you that have remained silent so far have any idea what is [inaudible] for LACRALO? Any other ideas? Any other comments? Okay.

Before going to the last question, and we only have four minutes left, I was taking note of everything discussed in step three. And the great opportunity of LACRALO is to expand knowledge. This is already happening. Vanda spoke about what is going on. Adrian spoke about what is going on. So, this is happening.

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But you may think that it may happen more if we have a package—as Alberto's saying, "This is a slide. This is a presentation. This is a way forward"—perhaps we may increase it twofold, threefold, fourfold, the impact that you are having.

This is what I heard. Anything else before step four of considering other voices? Any other implications for LACRALO? What LACRALO may do? Any other comment in that respect?

ALBERTO SOTO: No. I think that this has given us a methodology to work and to tackle any policy topic.

DAVID PLUMB: Yeah. That's the idea, precisely. So, to conclude this topic, when we talk about Universal Acceptance, who is not here with us in this call that is part of our universe in LACRALO that should be part of this conversation? Any person that you may think about? Particularly that may provide a different perspective. Yeah, of course, Sylvia. Sylvia [inaudible].

Carlos Raúl.

CARLOS RAÚL GUTIÉRREZ: As it was mentioned, LACNIC on the technical side because it's a regional partner. And within ICANN, we have all the ccTLD operators. I think that they are the ccNSO. So, of course they have participated in the whole process. They are aware that, within ICANN's structure, perhaps they

were more active than LACRALO in developing policies because they are implementing this thing within the new environment because LACRALO has changed.

And also, in this new environment after 2016 where the whole community works closer, one with the other, I think it's important to recognize that in parallel to ALAC and in parallel to LACRALO, we have the group, all the country codes [speaking]. And they have, of course, their own perspective. As well as the governments [inaudible].

I think that the governments participate in the policy creation but not in the policy implementation. I know that some governments have an influence on the country code managers, the country code operators. So, governments sometimes think more about the final user. While in some other countries, it's a university that … The country code manager is a university or a private company.

In Brazil and Argentina, there are public policies implemented, and you can see it in [inaudible]. In those countries where the users use their country code, it's because there is a public policy supporting it.

DAVID PLUMB: Thank you very much, Carlos. When we talk about the country code operators or regulators, they may act as partners. And this is important. Sometimes it's one opposing the other, but in these cases they may be partners, allies, in the implementation.

Okay. I see people from the other group joining. Welcome back, all of you. And Sylvia, you're here. Sylvia from Brazil. You are here.

INTERPRETER: Several people speaking at the same time.

DAVID PLUMB: We have had a good chat.

SERGIO SALINAS PORTO: In the other session, we were actually having a nice argument.

ADRIAN CARBALLO: Good to see you.

LAURA MARGOLIS: You sound as if you were from a different galaxy.

VANDA SCARTEZINI: Because they are on the beach.

DAVID PLUMB: Yesterday here it was minus 15 degrees, and so those of you who are on the beach …

Okay. We are all back here. Those of you who are joining, we are explaining a methodology to test and work on policies at LACRALO. We worked on Universal Acceptance as a topic to be worked as an example.

I was in one group. Sergio and José were in the other breakout group. We still have some minutes to see how it went.

It's not so much that we have to constantly [change] what we think about Universal Acceptance, but the thing I'm most interested in is whether a methodology such as this one can be used to guide the discussions that will be held in LACRALO on policy.

So, Sergio and José, [inaudible] start with your group and let us know how your conversation went. And then we will talk about the methodology and how it would change work on a policy such as this one. So, Sergio, José , if you want to share with us.

JOSÉ FRANCISCO ARCE: Well, in my opinion, any methodology has to be improved on the road. But let's say that at the start, it was very good. A useful aspect was to have our time regulated and give equal participation and voice opportunities to all for questions.

So, this methodology, if it's well-organized as it was in our group, because everybody was able to take the floor and give their views. The mere fact of giving the floor to all and each member of the ALSes and listening to their perspectives, that was very positive. Something that we're not [obviously] used to.

So, I think it could be useful for the future work in ICANN policy development.

DAVID PLUMB:	Great, José. Are any of the members of your group open to sharing how it went, what you think about this experience?
JOSÉ FRANCISCO ARCE:	Well, there were several who had to leave. Gilberto, Fatima. They both had to level because they had other commitments.
ANTONIO GOMEZ:	I'm here. I haven't left.
DAVID PLUMB:	Antonio, you have the floor.
ANTONIO GOMEZ:	There were a couple of points on which I made emphasis. Universal Acceptance is basically an issue of rights, and rights in many cases are disavowed. And people do not know how to reclaim and defend their rights. In addition, it is a technical problem, a technical issue. And we here have the advantage and the huge possibility as well to carry out a major project to highlight LACRALO's actions.
	You may recall that LACRALO is the current engine within ICANN driving actions on Universal Acceptance.
JOSÉ FRANCISCO ARCE:	Sorry, Antonio, to interrupt. I really apologize. But more specifically, I'd like you to refer to the methodology, this using three, four steps. And

let's discuss if that methodology is valid and can be used in LACRALO. That is, of course, in addition to the very important and relevant underlying issue. But let's see what you think about this four-step methodology.

ANTONIO GOMEZ: I think it is important. It is a valid exercise to start shaping and structuring the actions we have developed.

JOSÉ FRANCISCO ARCE: Would you change anything about it? Would you think this [would] have given the voice to everyone?

ANTONIO GOMEZ: I am a member of the Universal Acceptance Working Group, and whatever comes out of this meeting will be a great input to strengthen the group's actions.

JOSÉ FRANCISCO ARCE: Excellent.

DAVID PLUMB: As you were saying, Antonio, as this topic is a topic related to rights and it's a technical issue as well, there are several angles to approach the issue because if we simply go to the solution through training and whatever and we are not able to understand the depths of the issue,

that's not right. That is why I really like this step two as a measure to check that we are really understand where we are at.

In our group, we also went through the steps. I don't know if anyone want to share or let us know your views, what you think about this working methodology, those of you who are still here from the group.

I see Carlos Raúl's hand, but I think it's an old hand.

CARLOS RAÚL GUTIÉRREZ: It's an old hand.

ALBERTO SOTO: Can I take the floor?

DAVID PLUMB: Yes. Please go ahead.

ALBERTO SOTO: I really liked our work. I think we were able to apply the four steps we actually did. And the methodology is really correct. There's no change required, but it does require being correctly applied.

My understanding implications it means that we need prior preparation on the topic. And also, what I'm really interested in is considering those who are absent. This is the only way to make a policy work and make a methodology work and seal all potential gaps because it might happen that someone arrives in the last minute when we are about to

implement or approve a policy. Someone comes up and [destroys our work].

DAVID PLUMB: Thank you, Alberto. Actually, the group produced very good ideas on how to use Universal Acceptance to activate ALSes who are not so active. Adrian and other who are active on this matter can revisit this, as Antonio was saying. Those who are working with Sylvia [because] very good ideas came up.

So, for the last minutes of our call, I'd like to talk about what could come in the next 12 meetings for the next ICANN meeting that I wish would be face-to-face [inaudible]. Sergio and José , have you been considering, in LACRALO Academy, what it means to work like this in this type of topic for the future? I'd like to give the floor to Sergio and José for them to share their vision for the next 12 months to make a substantive [relief] in LACRALO.

SERGIO SALINAS PORTO: Thank you, David. I apologize for the noise, but I'm in a café because I'm out of power at home.

I think we have to review the way we work for the next 12 months. I was having this conversation with some that this methodology is very good to have a better way to address the topics and carry them forward in smaller groups.

Under Adrian's leadership, we're going to launch the Spanish Academy. And the big challenge here is to reach San Juan de Puerto Rico not just

with theory, but also with issues related to coaching and training as regional leaders, how to improve our prospects as regional leaders.

And this will be a two-semester work. We will conclude by next March after several meetings to be had throughout the year to reach San Juan with a meeting, perhaps a one-day meeting. This is still to be set. José will be leading this. We have to work on this development, but this is what is coming. More involvement, more training, more engagement in ICANN policies using the tools provided by such a meeting.

José, your turn now.

JOSÉ FRANCISCO ARCE: Yes. Thank you, Sergio. So, the intention or the understanding we've had with Sergio on how to adapt the development of some entity or for [inaudible] leadership. This is a small part of the academy led by Adrian. This is like work in the background.

So, let's generate certain skills or certain habits—actually, that's our most significant interest—as a working methodology in our region to once and for all work more on policy development, acknowledging—and this is more relevant—that each of you is an individual person. This is just [inaudible]. Recognizing you as members of a region, as members in a given organization with a given culture, and accepting ourselves.

And after such acknowledgment and also self-acknowledgment, see how really possible involvement is in policy development and then start in joining efforts and [voices] to regional work.

And it's not just a methodology we are trying to find, but also real participation through this expression that sounds nice but [inaudible] involvement, coaching, leadership. It doesn't matter. Let's not put names, but consider the effectiveness of some methodologies. This acknowledgment you have, you will make with your contributions whenever you can make them and whatever you can contribute. So, start from such acknowledgment and continue and see how the region is working now.

So, we said we're going to take a snapshot of LACRALO. This is what we are. But we have to make this snapshot aware, to take it to a conscious plane. So, we have to see what the organization is like because those who follow complex thinking, the theories of [inaudible] and other thinkers from different disciplines say it's impossible not to see the whole and the parts of the whole. I'm trying to be overly simple here.

So, the systemic view is to start from scratch, start with an effort of [inaudible] recognition of the region and the organizations. And based on that, develop [targets] and methodologies for the discussions on ICANN policies.

So, that is what we're going to try to do. Sergio made a draft annual plan. We have shared it with David. I think he has given his okay. But now we have to start really working. So, the next 12 months you will see the creation of a working group where all of you are welcome. And that is what ICANN decides.

And this will be an ongoing [inaudible] organization, how to share the information. The dialogue will eventually [inaudible] the added value that we want to see as the output of this work.

So, on a personal note, this is an interesting challenge for me. We have a very [inaudible] organization. It is not public or private. We are organizations from different countries, from different cultures in an international organization that has a really [inaudible]. So, it is a big challenge to work in such a context. But what we can do, what we can promise is [that] those of you who join us will see ourselves devoting fully to achieve a significant impact in the region so that we can also impact policy development.

I think we will succeed because we will devote ourselves fully to that, and you will see it happen when we submit our work plan and start [into that]. Let's see how it goes and let's hope we will reach next year with consolidated habits, the habits we want to instill in our region.

So, if you have questions, of course we are open, with David and Sergio, to listen to you.

DAVID PLUMB: This is the opportunity, the last few minutes, to give advice to our leaders, Sergio, José. What advice can we give them while they envisage this plan for the next year? Any recommendations? Any tips of action?

I see in the chat that Sylvia is very happy. Carlos Raúl.

CARLOS RAÚL GUTIÉRREZ: Thank you. As I was saying in our group, it's great for me to see that we've started with an implementation case. However, the oven is fully of burning bread in policy development. There are a few, but they are always burning. We always need people. Unfortunately, the topics are complex. As you were saying, they're very much related to the business, the intellectual property.

And we have just lost the Méxican Argentinian lawyer from the call, unfortunately. We cannot wait for a whole year to raise LACRALO's profile. We have to find volunteers to work on policy development as well. And it's very, very easy, actually. The only thing we have to do is [Wednesday], [instead of staying in this] [inaudible], get engaged in ALAC policy development course. That's the only way. It's very concise. It's one and a half hours every week. You don't have to be there every week. Everything that happens in terms of policy of interest to users is mentioned in that meeting of ALAC.

So, I hope that while we develop methodologies, joint efforts, please take a peek into the Wednesday's ALAC policy call. Thank you for the commercial.

DAVID PLUMB: Yes. I see that there is a need to chew gum and walk at the same time. So, you need to try. Universal Acceptance is already on the way, and you may still [want innovating] these spaces for leadership, coaching. So, this year, you may do both things at the same time. I think this is the way ahead.

JOSÉ FRANCISCO ARCE: David, of course we are understanding this [and just starting] with this process does not mean that we have to stop anything else. Just to be clear, because otherwise we will say, "We will stop everything and we will start from scratch in all levels." And this will be, of course, against our bylaws.

What we're trying to do is try and implement changes. When you want to make a chance in any process, there's nothing simple. There's nothing easy. We have a region that is complex, and the relationships within our region is complex. So, of course, I'm mistaken, but we cannot propose something that is simple to a complex situation. This is not part of my background. This is not in my mind. This is not in my experience when trying to change certain habits [inaudible] that this hasn't happened before.

So, if we want to change something this year, is to change some old habits. Things will not happen overnight. Or at least this is my understanding. So, I will start from that. I will start to understand how to change certain habits. And then [dare I say], well, they are participating a lot. What shall we do to have something in our region to discuss in our region? And there, we will use the methodology.

So, the situation is complex. Perhaps we are mistaken. Of course, I've made lots of mistakes in my life. This is why we are going to open tis up so that everyone may get on board. And we may generate these complex answers because there is not a singe answer so as to reach that [March] and that on Wednesday. Many of us may participate in that call.

DAVID PLUMB:	I see two hands up, but I want to close. So, Alberto then Sylvia. And we'll close the call then.
ALBERTO SOTO:	I'll give an example. I thought that you would make a comment about that, David, and how to activate ALSes. Why? Because—
INTERPRETER:	I apologize, but we lost Alberto.
ALBERTO SOTO:	There are 21 countries in the region, and perhaps we may reach the professional associations, universities more easily. Each ALS may provide presentation at a university, ISP, in a factory as many times as needed. And so, this is certainly something that may happen very fast. We have to activate ALSes, and all ALSes will have the same speech. And so, the discussion will be certainly bigger.
DAVID PLUMB:	Yeah. The group talked about preparing kind of a package, something bundled up so as to make the same presentation in many places.
	Sylvia.
SYLVIA HERLEIN LEITE:	Regarding was Carlos Raúl said and supplemented by José, we know that the ALAC meetings, when discussing policy—since I joined ICANN to

participate in policy—has been a priority since 2007. But as José said, people cannot participate [inaudible] if they are afraid, they feel not very much secure, they don't understand the topic, whatever. You name it.

But it's key what we are doing because, as Adrian wrote down in the chat, we keep on doing the same things. We say that we have to do something, but we do not do it. So, we need to find a way out in these situations so that once and for all, we may do what we said. Will it be in March next year? Okay. Then no problem. We have been waiting for many years, so there's no problem waiting some more months.

So, thank you very much.

ALBERTO SOTO: May I supplement Sylvia?

DAVID PLUMB: 30 seconds.

ALBERTO SOTO: We have to recommend our people to go there and not [just to] participate, but to listen, to learn. And then they may speak up when they are aware of it, when they have understanding. But please attend the meetings. This is it.

DAVID PLUMB:

Thank you very much, Alberto. Okay. Thank you very much for your confidence, for your trust, for letting me be another participant in your group. It's a pleasure to have all of you here.

Sergio, do you have some closing words?

SERGIO SALINAS PORTO:

Thank you very much, David. I'm really very happy because some missions have been accomplished. We have been working year after year so as to reach some target. And we have a year of full work ahead. So, we have been developing a lot, and I guess that we will be in San Juan in Puerto Rico with a positive attitude with what Carlos said, what Sylvia said, and what we all have in our hearts that LACRALO will go on over time as a vital organization.

JOSÉ FRANCISCO ARCE:

As Eduardo Galiano says, a Uruguayan writer, you have to follow a utopia. And you have to take two steps, and Utopia is two steps [or more] ahead. But to follow that utopia is what keeps you moving.

DAVID PLUMB:

Thank you very much, everyone. Have a good night. And thank you for your participation.

[END OF TRANSCRIPT]