30 July 2021

Alejandra Reynoso
ccNSO Chair

Dear Alejandra,

I would like to thank you for your recent letter dated 19 July 2021 in which you outline the concerns of the ccNSO Council and the ccNSO Meeting Program Committee regarding the ICANN71 session *At-Large Policy Session 2: ccTLD Governance Models - Testimonies from At-Large End Users*.

In addition, I would like to express my appreciation for personally reaching out to me regarding these concerns and our candid discussion on the way forward. This shows the willingness of both the ALAC and the ccNSO leadership to learn from each other about our respective communities as we continue to develop a mutually beneficial relationship.

On behalf of the members of the At-Large Advisory Committee (ALAC), I would like to acknowledge the concerns and express our apology regarding the issues raised in your letter involving the planning process as well as the content of the ICANN71 session *At-Large Policy Session 2: ccTLD Governance Models - Testimonies from At-Large End Users*.

Although two preparatory sessions were held prior to the actual session, additional planning would have provided greater mutual clarity of the aims and objectives of the session, increased involvement by ccNSO members, and the ability for the testimonials of At-Large end users to be reviewed, thus minimizing the possibility of incorrect references and misconceptions.

With regard to the incident in which an incorrect reference was inadvertently made about a particular ccTLD by one of our At-Large speakers, an immediate correction was made to the impacted ccTLD operator during the session. I would like to point out that the speaker also followed up with ccNSO leadership noting her apologies and the efforts that she has made to correct and clarify her comments. Finally, we have prepared and posted a public correction on the Zoom record for this session.

The ALAC and ccNSO have philosophical differences in their approach to ICANN Meeting session planning. These differences show the diversity within the ICANN community. The ALAC is a strong supporter of the ICANN Multistakeholder Model and, therefore, we welcome working with all community groups in a manner that they are comfortable with.

As such, we agree to the set of conditions for future ALAC sessions with the ccNSO that the ccNSO Council have outlined in your letter. The ALAC strives to make continuous improvements in the way At-Large sessions are prepared and we will take these as suggestions for our own planning procession.

Again, thank you for outlining your concerns regarding the ICANN71 session *At-Large Policy Session 2: ccTLD Governance Models - Testimonies from At-Large End Users*. The ALAC looks forward to engaging with the ccNSO in the future and the opportunity that will provide for greater insights into issues of common interest to our communities. As always, please feel free to reach out to me should you have any further questions.

Best regards,

Maureen Hilyard
ALAC Chair