Jose Arcé:	This is Jose Arcé for the record. Welcome to the LACRALO monthly conference call. As I see on the Adobe Connect Room there's a high turnout today, as in previous calls. It's very pleasing to see that engagement and participation is on the increase. At least from the LACRALO Chair and Secretariat we are really pleased to see this increase in participation from different ALS representatives engaged in different ICANN issues and topics, welcome. Welcome staff. Welcome Veronica, Sabrina, our interpreters and thank you all for joining us today, and thank you for your excellent job as usual.
	Sylvia I will now give you the floor so that we can check participants present on the English and Spanish channels and we can move onto item number two, Action Items, on our agenda, so that we can formally welcome Karla. Sylvia you have the floor now.
Sylvia Herlein Leite:	Thank you Jose, this is Sylvia Herlein for the record. Welcome everybody. On the Spanish channel we have Jose Arcé, Carlos Vera, Wladimir Davalos, Sylvia Herlein Leite myself, Aislan Basilio, Natalie Enciso, Fatima Cambronero, Alejandro Pisanty, Adrian [Carbajo], and humberto Carasco. On the English channel we have Karla Valente our guest, Olivier Crépin-Leblond, Cintra Sooknanan, Vanda Scartezini, and Dev Anand Teelucksingh. And we have apologies from Jacqueline Morris, Juan Manuel Rojas, Jose Luis Barzallo, Jose Ovidio Salgueiro, Alberto Soto, Sergio Salinas Porto and Roosevelt King.
	I apologize for background noise. Now, going onto the Action Items I have discussed them with staff and we have no pending Action Item from our previous meeting. I do want to remind you to speak slowly for the sake of simultaneous interpretation, and also, please do say your name before you take the floor. Jose, you now have the floor.

Jose Arcé:	Thank you Sylvia, this is Jose Arcé speaking.
Interpreter:	This is the interpreter speaking, we believe Jose has dropped.
Sylvia Herlein Leite:	This is Sylvia Herlein Leite and it is a real pleasure for me to introduce the gTLD Registry Program Director, Karla Valente. As you can see, her presentation is on the Adobe Connect screen. Karla, you now have the floor.
Karla Valente:	Thank you very much and thank you to the organizers for the opportunity to be here today. I am going to be presenting in English to spare you from my [Portunol]. And I hope that this is a productive presentation to all of you. I'm going to cover the new gTLD basics really; what the New gTLD Program is, the impact and some of the expectations that we have for the future. I currently work for the gTLD Registry Department and that's the department that takes care of established generic top level domains or established companies that already have a partnership with ICANN like for example .com, .net, .org, etc.

And I am one of the many people within ICANN staff and the community that was part of the New gTLD Program development; all of the stuff that took place in the last years. So, looking at new gTLD basics, we're going to look at overview, a little bit of a history, an explanation what the registry is and what it's not, and why ICANN is doing this, and some more information about the program of who, when, what, how and where to get more information.

This is an interesting slide because it looks at the internet as an evolving ecosystem. And as you can see things happened quite rapidly to take us from 1969 to where we are today. Between '69 and '72 are the beginnings of the internet with the Arpanet and the email. By 1991 we have the World Wide Web. In the '90s we began to see wireless connectivity and search engines start to come to the scene. Yahoo was founded in '95. Google was founded in '98.

In the '90s we also see the first kind of social networking, blogs, sharing music, images, videos, making phone calls over the internet. By 2000 the social media really caught up. The mobile internet users is rising with people accessing the internet on their phones.

Voiceover, IP, TV comes into play as well as applications like Skype. We also see that there are communities around the world that actually use the internet's through their phones, their mobile phones and not necessarily through a computer. So what is next and how does the gTLD program play or does not play a role into that? Before we go into the specifics of the New gTLD Program let's look a little bit at the anatomy of the domain name.

So, when you register a domain name you register in truth an address on the internet, your license and address on the internet like you have an address on the street. And usually you have the three main parts of this anatomy – www then the domain name and the last extension. We're going to be talking a lot about first level, second level, third level; so just to make sure that we are all on the same page of understanding, when we talk about top level domain, and this is what new gTLDs is about, we're talking at the very end.

Like for example, what you see here is .org. "ICANN" would be the second level, "meetings" would be the third level domain. So you go always from the end. Some terminology clarifications, gTLD is generic top level domain. Sometimes those are referred to as extensions or labels, strings. And this is a character that makes up the last part of your internet address, like the ."com," ."net," ."org," ."asia." In addition to that, most of the people around the world, besides the .com, are very familiar with the country code top level domains, particularly the country code of their specific country of residence.

I am from Brazil. I'm very familiar with the .com .br domain name that represents the Brazilian registry. IDNs, which is something that is very important around the world, because not everybody around the world, as you well know, write or speak in characters that are Roman characters. We have other languages like Chinese and Korean and Arabic and so forth, and they also

need the presence on the web, and specifically on the address. You see around the world many websites already with content in various languages, but not necessarily the whole address on the browser. And when we talk about IDNs in the world of ICANN and the new gTLDs, we are talking about the address being represented in those characters.

If you look at the route, meaning what is the ICANN manages, you see basically two big groups, and this is how the industry divides those groups nowadays. So on the right side you see the two characters on the top and those two characters represent the country, the country code top level domains. For example, .cl for Chile; .kr for Korea; .eu for European Union; even though it's a region, it's represented and interpreted as a country code top level domain. And this is one of the interesting twists in the industry because if you look on the left side you'll see an extension, for example, .asia that also represents a region, nonetheless it's classified as a generic top level domain.

But this is – there's a limited number of generic top level domains as there is a limited number of country code top level domains, even though it represents most of the countries around the world. The generic top level domains are looking at 20 something 22, 23 depending on how you classify. And this is the side of the group that we are working on when we talk about New gTLD Program. So in the future, what we expect with new gTLDs is to have an increased number of names on this left side that represent maybe a city, like .sanpaolo, it's the city that I was born in. Or an IDN, so "dot" and then follow the characters in Arabic, Chinese and so forth. Or "dot" brand like .microsoft for example. A generic like .law or .shop; a community like .gal, like Alicia or a region.

So the kinds of TLDs that we have on the left side and the number of TLDs, this is something that we are going to know very soon, we don't yet. On the right side you see that there is also an increase on the ccTLDs and this increase is on IDNs, but that was doen through a different program that is called the Fast Track program. So it is not the first time that IDNs will appear as an address, that's happened already with the Fast Track program, but the Fast Track program has

very specific requirements of who can apply for what. And in the New gTLD Program that is a much broader opportunity.

Players in the domain name industry – this explains the current landscape. So "registrant" is you. You are an individual or a company that is registering a domain name. And depending where you are in the world you will do that through a reseller or a registrar or they're actually at the registry. In the world of gTLDs you usually nowadays go through a registrar. The registries have a contract with ICANN. The registrars have a contract with the registries. So if you look at the local contracts, the contracts that happen between the parties they're a little bit complicated. But in terms of the end user or the person that will own the domain name on the website that they are managing, you usually do not have a contract, a direct contract with ICANN. You are working through some party that has a contract with ICANN.

So what is a gTLD registry? Well, the registry is the business that is responsible for running a critical piece of the internet infrastructure. So it's the authority, the master database that has all of the domain names that are registered under that specific extension. And as I mentioned before, this is the party also that has mandatory agreement with ICANN. But when we include the number of registries around the world what happens if these registries fail?

Well if these registries fail ICANN is developing an emergency backend registry operator. And through this partnership we are going to make sure that those registries have continuity, so you as a registrant are not impacted. And the critical function that this registry operator is going to take care of is the domain name system resolution, so the websites are still up. Make sure that the security of the extensions is there and everything is properly signed. It will continue to share the registration system it will continue to maintain the registration data directory of services in the WHOIS that has data escrow and so forth. So, I just mentioned that because this in the future is going to be something that you will hear more about.

And what is the New gTLD Program? Well, this is the program that enables the introduction of more generic top level domains into the marketplace. As I mentioned to you earlier, we have about 22 or 23 in the route and they have different levels of domain name registrations, and some of them market to the whole world, some of them market to a specific region or culture or language or function. Like for example, .mobi is very specific to mobile phones even though everyone can register; .asia focuses on the Asian region and therefore Asian registrants the consumer, etc.

So with the New gTLD Program you will have more than that. The exact number and what kind of domain names you are going to see, who is going to manage that, this is the information that is not yet available. Even though the New gTLD Program launched we are still in the application phase and we still have not made public who is applying for what. Even when we make public who is applying for what, all of those companies will go through an evaluation process. So at the end of about one year or so is when consumers will be able to know better what kind of domain names are or will be available to them in the future.

The gTLD program was not built overnight. ICANN has a very structured policy development process and we in the past introduced the gTLDs to the marketplace, and at a certain point during 2005 and 2007, the GNSO developed a policy that said okay we will introduce more new gTLDs into the marketplace and the implementation will follow the recommendations by the Council. And there were 19 recommendations that staff then took and transformed into the program.

And the development of the program is not like a development of a simple product that we go and develop and then launch into the marketplace. ICANN community is a bottom-up process. ICANN itself is a bottom-up process. So the whole development happened with the collaboration of the whole ICANN community. And because of that you will see that we've published several drafts of the Applicant Guidebook. The Guidebook basically is a handbook that describes to the applicant what is it that they need to do to apply for a TLD,

what kind of information is required, how much do they pay, how do they pay, when, what they will be evaluated for and so forth.

So there were many versions that were posted for public comments. The community goes back and says "we want you to change this" or "work a little bit more on that." Then ICANN staff analyzes the feedback and continues building on the program. So the program was finally launched in January 2012 and you see the April 12 date over there; that was the extended, so the application window is still open.

And why are we expanding that? We're expanding that because ICANN community has come to the conclusion, and worked with the GNSO Council to make an increase in the choice and the competition in the domain naming space to allow for more innovation. So we don't expect necessarily to have a traditional registry that will sell domain names like the registries we see today. Maybe this allows companies around the world to be creative in their use of the internet and we serve as a platform, and that's a very important point when you incorporate more characters into the address as I explained previously.

This slide talks a little bit about ICANNs mission. It's some legal document that explains why ICANN has basically the right to do all of the things that are being done for the New gTLD Program and from an agreement standpoint. So I welcome you to look closely at those documents. And I was asked today to speak a little bit about the impact. So the impact of the New gTLD Program is something that can happen in different areas and different levels.

For example, for businesses, one can look at that as an opportunity for investment and become a registry. One can look at that as being an opportunity for being more choice and competition; launch something innovating, a new business model for consumers; maybe manage their brand differently online. Nowadays companies basically try to register everywhere that they have a consumer base, and even more sometimes to protect their brands and trademarks in other regions even before they enter with their product and services.

So they juggle quite a large number of domain name registration portfolios and have to carefully study and follow up on every single TLDs rules and responsibilities that come with this registration. Because as you well know, you don't quite own a domain name, you license a domain name. So as long as you fulfill all of the obligations of the registrant and pay your fees, you continue having a domain name. But if you fail to comply with the rules that each registry sets, or you fail to pay for your domain name, you lose that right.

We can see potentially an impact on industry sectors. So for example, TLDs with more security, bank transaction TLDs that would offer people a higher level of control. We don't know exactly how users will behave to those TLDs. Are they going to trust to have a .bank instead of having a dot and whatever is the bank .com.br for example. We also would need to have the registries upgrading, or the companies around the world, especially those ones that offer applications online, to upgrade in their systems to make sure that they recognize that there are new addresses on the website. And maybe consumers will have emails with new endings.

Sometimes the system that we have today online, when you try to fill out a form, if you use an address with a TLD that might not be as popular or accepted by the system because that system was limited to a certain number or number of characters, your application or your firm will be rejected saying that your email is not recognized. So there's lots of upgrades in applications around the world that's going to need to happen so the system that you used online will recognize those TLDs.

Impact to government and community is something that we expect, we don't know exactly the extent, but maybe the cultural community linguistic geographic TLDs will give a platform for those communities to better interact with each other and better know each other or better interface regardless of where they are around the world. For example, cultural communities are not only bound by their geography, but they also can be around the world. We have nowadays a generic top level domain that is called .cat for the region of Catalonia. That also serves companies or individuals around the world that are

connected with the Catalan language and culture, but not necessarily living in the Catalonian region in Spain.

What is the impact on the users, and probably that is one of the most important puzzles that we will see in the future, because users will have access to more competition and innovation and a variety of things. But how these new gTLDs are going to be successful in the marketplace, and how strong or not their presence will be will depend on how the users react, or how the users embrace this new world of gTLDs.

The applicants for the gTLD program, we're going to talk a little bit about who can apply. It's only businesses not individuals. You're not registering a domain name here. Whoever is applying for a new gTLD is committing to a business and it's a business that requires an infrastructure and money and people to manage. So it's quite an investment. Applicant support program is another program that exists within the new gTLD that is helping applicants from developing regions with a decreased fee.

Today the fee for the New gTLD Program is $185,000 for the evaluation. But in addition to that, depending if the application goes through an extended evaluation or some kind of objection, there's more money that will be required for that application to go through. So $185,000 is for a simple gTLD application that goes through from beginning to end without having any other path that needs to take place. And this program helps those companies around the world from developing regions that qualify, serve the public and there's many aspects of how they qualify and there's a handbook for that. So the help is really to decrease the fees.

Also online there is a directory that shows other companies that offer various kinds of programs and services to those companies seeking assistance. The application is done via TAS. Unfortunately the system is already, the registrations to that system is already closed. So if you have not registered into the system you will need to wait for the next round.

When the application can happen – you see here the April 12 deadline, but that deadline has been extended until the end of the month because of a technical issue that happened with TAS a few weeks ago. To apply you need to review the Applicant Guidebook. You need to get strategic partners, because if you apply as a geographic domain name you need to have the support of your government. If you're applying for a community TLD you need to have the support of the community that you represent.

There is a complexity of documents that one needs to provide, and some of those documents are strategic partnerships with third parties. So one has to be very careful in reviewing the guidebook and making sure that they check and they are ready with all of the documents. Some of those partnerships might take a long time to get because you're dealing with governments that have to be educated about this whole program and why it's important and what is their involvement and so forth. So make sure that you pay attention to all of the requirements, the specific ones to what you want to do, and review the deadlines; not only the deadlines on the guidebook, but also the deadlines that we have on the website.

I already talked a little bit about the price, it's $185,000 for the evaluation fee. But there is another important one that you need to take into account, which is that if you, as an applicant, go through the evaluation and you are successful and signed a contract with ICANN as a registry, you will be required to pay $25,000 annual registry fees, plus a transaction fee, assuming that you sell domain names like you see domain names being sold nowadays.

This is just the evaluation process at a glance. I'm not going to extend into that too much because it's quite complex to explain every single step. But as you can see, there's evaluation, there's a higher level of evaluation depending on the complexity of the service, there is string contention which means that because the address is unique you cannot have two .shops for example or two .cars. One needs to be unique. So there's a string contention process in case one or more applicants apply for the same string.

Objections will be very important because we will announce the dates for the objection, if different parties around the world for example, if they feel they have trademark rights being infringed upon and the applicant does not represent the brand that they're trying to apply they can object through an objection process. This process is managed by third parties contracted by ICANN. And there are four types of objections that can happen and I encourage you to read the Applicant Guidebook and look at the website for more information about that.

So right now what you should do is to evaluate the New gTLD Program, review the guidebook, watch for our website, educate yourselves about the registry business and the DNS industry. Because even if you choose not to be an applicant you might be impacted because your competitors are doing something and the industry within your business is changing. You might be impacted because your local government and local community is involved into something. Or because you as a user or as a consumer you go online and now you see all these different offerings, so you need to understand what they mean and what they are about.

So still monitor, even if you don't apply. You can be impacted even if you do not, if you're not part of the program as a registry. What to expect next is TAS has reopened and there's a deadline for the people ready to register. They will apply up till May 30th. Look for updates. The review date basically means that we are going to show to the whole world at once what companies applied to what TLDs. And this is going to happen in the near future, we don't have the exact date.

I encourage you to join our ICANN meeting in Prague. That takes place between the 24th and the 29th of June. If you cannot be there in person please join via our remote participation. We have New gTLD Program updates and that might be something interesting to follow up upon. This is the website and the emails for additional information. I encourage you to use those if you want to learn more. There's a lot of information, including basic fact sheets, that you can find there.

So this is it for me. If you have any questions I'm happy to answer. Thank you.

Vanda Scartezini: I have a question. Karla, a lot of people have asked me during this time, during the first space of application, who is going to really sign the agreement with ICANN for this application? They need this mostly to [hide] registry that is already with all the information and all of the certification from ICANN. So there is a question in the air that in the next stage of the process if the applicant should really sign right now the agreement with ICANN, even they will continue to depend on the registry they [have] to make it really safe for them.

Karla Valente: Thank you for your question Vanda. I'm going to repeat it to make sure that I understood. So some of the companies that are applying for gTLDs, they partner with others to provide all of the technical infrastructure right?

Vanda Scartezini: Yes, sure.

Karla Valente: We call them backend service providers and there are several around the world. Some ccTLDs, some established gTLDs and other companies. They've expanded their business to help these applicants and they say "listen if you are a gTLD applicant you don't necessarily need to take care of all of this technical stuff that requires a lot of expertise and infrastructure. We have it here, partner with us and we take care of that side of the business. You take care of the customers, sales, marketing and other things."

So, in the application process, if you have such a partnership, we require you to provide the information because one of the main things in the evaluation process is to make sure that the registries in the future are sound technically, and we continue to have a secure and stable internet. So, some of these companies are

providing the technical information and they are building their own technical infrastructure, some of them are partnering. We understand in this evaluation process that we will look at all of the information that is going to be presented in the evaluation. Some of the companies have a formal contract with those third parties.

Vanda Scartezini: Yeah they need that.

Karla Valente: Some of them have an MOU. And we understand that maybe in the future, like it's happened with the registries today, sometimes they change partners. And if that happens we are going to track if everything is still sound. It will depend on when this partnership changes. You know if it's right at the end of the evaluation, before the contract or after the contract we will need to double check if everything is okay, because again, ICANNs main role is to ensure stability. But we understand that sometimes partnerships, it's a business life, so sometimes those partnerships change for whatever reason. I hope I answered the question.

Vanda Scartezini: Well I don't know. My question directly is who, the partnership or the applicant will sign with ICANN the registry agreement.

Karla Valente: The applicant.

Vanda Scartezini: Whatever is the situation, if they have or not have this partnership agreement, those applicants will sign the registry agreement with ICANN?

Karla Valente:	Correct.

Vanda Scartezini:	Yeah, I didn't know to answer some questions here. People just send emails to me.

Karla Valente:	If Karla Incorporated applies for .karla, because it has to be a business right, so I have a business .karla, but I'm going to maybe the Brazilian registry .br, the Brazilian registry is helping me technically, I have an agreement with them. But I am the one signing an agreement with ICANN to manage .karla.

Vanda Scartezini:	Okay.

Karla Valente:	Thank you Vanda. I believe Fatima has a question. I don't hear anything. Maybe Fatima you didn't hear me or you are on mute?

Fatima Cambronero:	It is Fatima Cambronero for the record. Karla thank you very much for being here with us today, I have a question for you regarding the interruption of the TAS system. How do you believe that this has affected the trends and credibility of the New gTLD Program and does this have a relationship with the SARP panel and how this is going to be finally composed of? Thank you very much.

Karla Valente:	Okay, so two different questions, one is TAS, and I am limited on how much or what information I can share about the TAS. And the information that I know is what you know which is published on the website. I know that this has impacted some applicants that are probably anxious and concerned to make sure

that all of the application is done in time. I can assure you that ICANN has taken all of the precautions and all of the steps necessary to address the issue and TAS has reopened and the deadline is not May 30th and we are doing all possible and all the best to make sure that all of these applications are finalized and the evaluation process goes smoothly.   Glitches in the system happen in many businesses, we understand the frustration and we are addressing it to the best that we can.

Regarding the SARP, I didn't really talk a lot about the applicant support program and SARP is another applicant that has to do with the applicant support program. Basically the SARP is the panel of evaluators that look at the applicant support candidates that are seeking this financial assistance to see if they qualify. And what we did was we had an RFI and we asked for people around the world, individuals to apply if they wanted to be SARP members.

The way the delay into the application window closure is affecting the SARP is quite simple. The number of SARP members or groups that we are going to have at the end will depend on the number of applicant support candidates. If we have two candidates we obviously need a reduced number of evaluators. If we have 100 we need a higher number of evaluators or group of evaluators so it can evaluate all of the applications within a reasonable timeframe.

So this is the greatest impact of the TAS delay into the SARP, is to make the final decision on the number of panelists, or the number of panels that we will need to evaluate. So is there any other questions?

Dev Anand Teelucksingh: This is Dev, I do see a question from Cintra in the chat before she has to go. So perhaps you should answer her question.

[crosstalk]

Karla Valente:	I see one question for Cintra and also Carlo, what is the timeline for SARP, is it based on the new TAS timeline. I'm not sure we can say if it's based, but some of the information that we need to finish SARP is conditional to us knowing what applicants or how many applicants we have for applicant support. That information we are only going to get on the review date. So not on May 30th when the applications, the TAS system will close and all of the applicants will have to finalize their applications by May 30th.

After that for a few weeks, the staff is going to look at the applications and prepare the information to be made available for the public or announced, published. And at this time we are going to know who applied for applicant support. So I say that it's not really based but because of other things that are happening the applicant support program that are not conditional to TAS. But the final composition of the TAS is based on when we can have the review date, yes. |
Sylvia Herlein Leite:	Karla, Jose Arcé wants to take the floor.
Karla Valente:	Okay, thank you Jose.
Jose Arcé:	This is Jose Arcé for the record. I had dropped when I was introducing you Karla, so I apologize for that. I see that we are running out of time, so please, if you have any other questions I would like you to make them in the Adobe so that we can finish and close because then we will have time to thank Karla formally for her presentation. So is there any other questions? Dev, would you like to make a question?

Dev Anand Teelucksingh:	Yes thank you. This is Dev. I have a question. Thank you Karla for the presentation. Could you clarify for me the timeline regarding, like after the TAS closes and there's a review date, things like the batching of applications, will that be determined just before the review date of all of the applications or would that be after? I was just kind of curious to understand how the batching will affect the review and whether all of the gTLD applications will be posted then or not.
Karla Valente:	Yeah thank you for your question and I will owe you a response for that. I know that on the review date we are going to know what candidates applied to what TLDs and maybe some additional information like for example is that community, geographic, parts of the application that were not flagged as confidential in the application process. So I know there is quite a good number of information that's going to be posted on the review date, but I don't know yet if at this same time we are going to do the batching.
	And for those of you that have heard this word for the first time, the batching, because I didn't cover that in our presentation of course. So if we have a high number of applications of TLDs we have decided that we are going to group those TLDs, like we can evaluate 500 first and then a second batch of another 500 and so forth. How many of those batches I don't know yet and how many will be required I don't know yet.
	So one of the things that applicants are concerned about is who's going on the first batch because obviously those are going to be evaluated first and time is money in business. So people are very anxious to know where they will fit into this big scheme. But I do not have that timing information yet.
Dev Anand Teelucksingh:	Okay. Thanks Karla, this is Dev.

Karla Valente: Thank you Dev.

Jose Arcé: This is Jose Arcé for the record. Natalia Enciso has a question.

Natalia Enciso: This is Natalia Enciso, thank you Karla for your presentation, it was very clear. I would like to know during the period how communities will apply for a gTLD registration.

Karla Valente: Let me see if I understand the question. When you apply for a new gTLD as a company, depending on what you apply, you may see that your TLD is actually a community-based TLD, because it represents a community. If this is the case, you are required to follow all of the criteria and all of the evaluation processes that all of the other applicants follow the same way. So we look at are you operationally sound; are you technical sound, financially sound. We look at all of those elements for all of the applicants regardless of the type of TLD.

But if you are a community and you have said you are a community there are a few things that are in addition to the standard evaluation that we have. We are going to check if you indeed represent this community and if there are other TLDs that are identical or similar to yours, we have a separate process that looks at those TLDs and sees which one is going to end up managing that TLD. So if Karla Incorporated applied to Latin America and Vanda – sorry to use your name Vanda – Vanda Incorporated also applied to .latinamerica, we will go through a process that will see which one of us is going to be able to manage that, assuming that we are representing this community and this region.

Basically that's it. There are some additional requirements but they're standards that apply to all. And Vanda is not applying, for the record. Neither am I, for the record. I see in the chat if the presentation can be made available, absolutely. The information can be made public and anyone can – this is a

standard presentation that we use. Of course some of the deadlines and those things become obsolete over time so be mindful of that, but anyone can have access to this information. We used a very similar one in Costa Rica that is already available if you go to the meeting site.

I don't know if there is any other questions on the Spanish side. I don't see anything else on the chat. And I encourage people also to look in the new gTLD pages because in addition to presentations you will find fact sheets and the Applicant Guidebook in Spanish as well as in English. We applied six United Nations language criteria to the main, or the most important documents about the program and those are online.

Sylvia Herlein Leite: This is Sylvia Herlein Leite speaking, Jose has dropped. So I would like to thank Karla for her presentation. It was a very, very interesting presentation and thanks to the participants for the questions. And if you have any other questions please send your questions to the secretariat and we're going to forward those questions to Karla. Thank you very much.

Karla Valente: Thank you very much for the opportunity, for the organizers and all the participants. And I hope I'll see you in Prague.

Dev Anand Teelucksingh: Thanks again Karla.

Sylvia Herlein Leite: Now following the agenda, this is Sylvia speaking, we will discuss item number four, which is the new term for President and Secretariat of LACRALO, and we give the floor to Olivier. Please Olivier you have the floor.

Olivier Crépin-Leblond:	Thank you very much and I just wanted to say a few words on this changeover if you want from the previous leadership that LACRALO had and the new leadership that LACRALO has, with of course Jose Arcé remaining the Chair of LACRALO, but the Secretariat duties being transferred from Dev Anand Teelucksingh over to Sylvia Herlein Leite.

I think it's a very, very exciting time for LACRALO for several reasons. The first one of is that LACRALO has had a meeting that took place, a face to face meeting that took place over in Costa Rica and I think a lot of the people in the region now are a lot more aware of what ICANN is doing than before meeting with each other. And definitely one of the exciting things is the creation of those working groups, the follow-up creation of those working groups which have already met earlier this week. And I was very pleased to see the amount of interest and the number of people who attended those working groups.

It's really the first time a RALO is starting with its own working groups to develop the region further and to improve its own processes. And it's not the first time that LACRALO does something for the first time. I understand that historically it was the first RALO to actually sign the memorandum with ICANN. It's also the largest RALO. So it is kind of a pioneer and it has remained for a while.

So the job that Jose and Sylvia have is I would say a pretty tough job, because of the fact that they're pioneering new ground all the time. I think that the team altogether is pretty well-integrated. I'll let you in on a little story, a couple of weeks ago we found some Spam on some of the Wiki pages and we managed to develop, along with Jose, Sylvia, Natalia, Sergio and Carlton a way of getting in touch with each other fast enough in order to be able to communicate in time and take immediate action to remove the Spam. And I think communication is the key to being able to work better together.

And I'm very happy to see that Sylvia is going to communicate as closely as Dev has in the past, and we are all working together. And we're all pretty much ready to work together to make LACRALO not only the largest RALO in

ICANN At-Large, but the one with the most active members I think. It's really important that not only we have ALSes but that we have active ALSes. And I see that there is a real drive in the region at the moment from all concerned to be able to be more active, to bring more input to the bottom-up processes and to be successful to having ICANNs mission and vision brought to the internet users in this part of the world.

So I'm looking forward to work with all of you and I think we're all pretty happy that the region seems to now be on a course to be more effective and as Cheryl Langdon-Orr likes to say, to work smarter not harder. And I don't know how this translates in Spanish, but if you have the equivalent in Spanish then I'd be happy to hear it. Thanks very much.

Jose Arcé: This is Jose Arcé for the record. Can you hear me?

Olivier Crépin-Leblond: Yes.

Jose Arcé: I wanted to hold the floor before to thank Karla, but I dropped because I'm having a technical problem. So I was able to hear you but I couldn't speak. So that's why I requested a dial-out. I would like then to be recorded my thanks to Karla and Fatima and Natalia for their efforts to get the agenda on the training program. So Karla, thank you very much for being here. Thank you Olivier for your words. The following point of the agenda is the general assembly, and I would like to work in this way.

I see Cintra made a comment about this and Olivier answered her that we could speak about this in point number five. So I would like Olivier, you to speak about this before my telling you the decision made. So Olivier, I give you the floor.

Olivier Crépin-Leblond:	Okay, thank you very much. Right, the general assembly part, as some of you might be aware, and I'm not sure how much of this has been shared with the community, but there was a meeting that took place with the ombudsman who acted as a mediator on the Friday of the Costa Rica meeting. The discussion that took place during that meeting was recorded by Matt Ashtiani and I'm just saying here that I think Silvia Vivanco made a translation of it, and this was sent to all the participants who were there. Unfortunately some of the participants had to leave before the end of the meeting, so only a few others were there at the time when the meeting finished.

The discussion centered around the problems that were encountered during the general assembly in Costa Rica and how to basically resolve those problems and find a solution to these so as for LACRALO to be able to move forward and proceed towards having a general assembly and finishing it basically, and being able to finish the general assembly online; so follow-up basically with conference calls. Now, one of the major problems, stumbling blocks of the general assembly was the rewriting of the Bylaws, the LACRALO Bylaws.

And it is my recollection that during the call that took – sorry not the call – during the meeting that took place with the ombudsman, that Cheryl Langdon-Orr, who is in charge of the Rules of Procedure Working Group, which is currently rewriting the ALAC Bylaws, mentioned that a harmonization of the RALO Bylaws would also be taking place. This would mean that any work that would be currently undertaken by LACRALO to amend its Bylaws is likely to be duplicated again when the Rules of Procedure Working Group will work at harmonizing the RALO Bylaws.

And this is not just a choice of the ALAC by the way; this is what the ALAC review process gave in their recommendations. It noted that all of the RALOs had different Bylaws and that a harmonization was necessary in order to be able to have an organization that works along similar lines. Now it's of course understood that there might be some things that might not be totally

harmonizable across all of the RALOs because of the regional differences that are there. But it was strongly suggested by Cheryl that rather than spending so much time at the moment on rewriting Bylaws, which would then be probably rewritten again a few months from down the line, that LACRALO concentrates on improving its input processes and basically be a lot more involved in policy processes and have its members on the Rules of Procedure Working Group work on the harmonization of the Bylaws across all of the RALOs.

So I hope that this is clear and of course I'm happy to answer any questions. But this is my recollection so far. Now, proceeding forward I think that it's definitely needed that another call, a conference call with the mediator, the ombudsman is necessary so as to find a way forward perhaps. And that call would involve LACRALOs ALAC members, it would also involve the LACRALO leadership including of course Jose and Sylvia, and others who were involved in the meeting that took place in Costa Rica.

That's the suggestion to go forward. And I apologize for having not replied to a few side discussions that took place both on a Skype chat and by email, but I've been very busy with other matters in the ALAC at the moment. As you know, there are a lot of things coming up, a lot of working groups working in parallel, so it's been very hard both for me and for staff to keep a close watch over this. However, I am briefed by Silvia Vivanco at least two or three times a week because she is very involved with the region. She supports the region very much and she has basically advised me that it's now time to act on this as well. Thank you.

| Jose Arcé: | This is Jose Arcé for the record. Thank you Olivier for your words. Before making my comment on this topic I would like to give the floor to Fatima, and if there is anyone who has any question or a comment about this, please you can make it right now. Fatima would you like to take the floor? |

Fatima Cambronero:	Yes Jose, this is Fatima Cambronero for the record. I would like to make a clarification when it comes to Olivier's comment. He started talking about the result of the meeting with the ombudsman. I would say that we were affected by the result of the meeting, for the confidentiality of the meeting. I was worried about that. We didn't break the confidentiality of that meeting and we do agree that in order to double the effort we need to modify the rules of procedure of LACRALO. We need to do that but we have to avoid the double [F] word, so we agreed on participating on the ALAC working group and we joined that working group, the Rules of Procedure Working Group. And we are now participating in that group. Thank you very much.
Jose Arcé:	Thank you Fatima for your words. Alejandro Pisanty would you like to take the floor? Alejandro we are not hearing you. I see Alejandro is typing something in the AC room. Alejandro I will now give the floor to Olivier while you keep on typing. Olivier please you have the floor.
Olivier Crépin-Leblond:	Thank you very much Jose. Just one note, Fatima just raised the point of confidentiality with regards to the discussions that took place. I think that with regards to transparency in At-Large and in LACRALO and in all the RALOs, we've always been very, very open about our discussions and about what's going on at the top. Our community is not one which makes heavy use of confidentiality and hiding things, etc. The discussion itself that took place was one which was there to – well it was a closed meeting because only a certain number of people were invited at the time and I think it's because if you have about 20 people in a room it's a lot harder to try and conduct a true dialogue then if you only have 10 people, or even less than 10 people.
	But as far as sharing the details of the discussions and taking things forward, I think it's important that the information flows and that everyone knows we are working hard to get matters resolved and trying to get the understanding, if you want, with everyone concerned so as to be able to proceed forward and not be

stuck at a problem like rewriting of Bylaws or any politics or anything that might come our way. Ultimately what's really, what I try to find the true goal that we should have is to have basically better interaction with the people in the ALSes and to be able to serve our At-Large structures and bring their input to the ICANN processes. And that's really important because if we don't do that we really are failing them and we are failing the internet user out there. That's what I'm really concerned about. Thank you.

Jose Arcé: This is Jose Arcé for the record. Alejandro I don't know if your audio issues have been resolved, would you like to give it a try? If not we are going to proceed. Okay then, Jose Arcé speaking. I cannot hear Alejandro. So Sylvia would you like to hold the floor and then I will got back to Alejandro's comment.

Sylvia Herlein Leite: Thank you. This is Sylvia Herlein for the record. I would like to remind you that regardless of the conversation held by some members of LACRALO and the ombudsman and ALAC members as well, our general assembly, that is a sovereign assembly that took us three hours and in those three hours we reached item four that was the adoption of the agenda. Well, the agenda was adopted and subsequently thereafter the GA was suspended. So we need to continue to reopen the GA, carry on with that and within the general assembly we need to decide what to do with the remaining items on the adopted agenda. Thank you.

Jose Arcé: Jose Arcé for the record. Thank you Sylvia. I also raised my hand in the AC room so as to respect the order of speakers. I do want to raise some points of clarification regarding Olivier's and Alejandro's comments. Olivier, many participants on this call held a meeting with the ombudsman in Costa Rica and because of confidentiality issues they did not spread the news. We tried to do things within confidentiality boundaries. For those that are joining the call now,

we said nothing or disclosed nothing about the next steps of Action Items in order to work out some issues within the region.

Along those lines, Alejandro has posted some comments. He said "we need to start redressing the regrettable situation we faced in Costa Rica." Alejandro, I fully agree with you in the use of the adjective regrettable because we face situations within the region, some of them are good, some of them are not so good, but I don't think it is appropriate to qualify what happened in Costa Rica as something regrettable. Sorry.

I think that what happened in Costa Rica was highly positive. We see engagement. We see participation in teleconferences. We see a high turnout in teleconferences. We see a dramatic increase in teleconference participation in working groups. So personally I am really happy about what happened in Costa Rica. What happened during the GA was a sort of unusual event. I do not like to use negative adjectives because that leads to even more negative adjectives. And all I want to do is to move forward.

Lately it has been said that the LACRALO Bylaws amendment has come to a halt, that it has been suspended. If that has been the message, at least unofficially, let me say as the Chair that we never decided to suspend or call off that action. With the secretariat we have tried to see how to proceed with the GA. Personally, as the LACRALO and GA Chair, I decided to let some reasonable time go by on the basis of what happened in Costa Rica. I mean this unusual situation, so as to have a better decision making process. But at no time did we decide to suspend the Bylaws amendment.

What's more, this week we will be circulating documents that were approved. Sylvia will surely distribute them in both languages. We have proposals by Cintra, by Dev so that you can analyze these documents in the next two weeks and see where we stand regarding Bylaws amendment. And surely next week we will be communicating our decision and we will let you know how to proceed with the general assembly. Because I want to say that we are going to continue, we are going to proceed. I don't know if we will do that before or

after the ICANN meeting in Prague, but this is something that was really time-consuming for many LACRALO members.

Many of them devoted a lot of time to drafting that agenda and as Fatima said, we are committed to working together. We are also going to be part of the ROP Working Group. There are many of us in that group already. So I just wanted to make these comments. And I see that Fatima is raising her hand, Fatima would you like to say something that this point?

Fatima Cambronero: Jose, this is Fatima for the record. If I may I'm going to read Alejandro's comments on the AC chat. He wants these comments read for the record.

Jose Arcé: This is Jose Arcé speaking. Yes, the chat is also part of the record, but of course, feel free to read the comments. If not I can do so.

Fatima Cambronero: This is Fatima; it's up to you Jose.

Jose Arcé: This is Jose, Fatima go ahead then.

Fatima Cambronero: This is Fatima. "This is Alejandro Pisanty for the record. We should all take responsibilities and commit ourselves to the redressing of the regrettable situation in Costa Rica. We need to be pragmatic and avoid empty rhetoric. We need to leave aside our obsession with procedures and give priority to being effective. Jose please read these comments out loud for the record. Also, the secretariat and the Chair have to propose a road ahead to redress the almost irreversible damage in showing results and training or capacity building. I am formally requesting that my comment be read aloud for the formal records.

And in reply to Sylvia, nothing of what you're saying is visible. All that I'm asking for is a plan that you should publish in order to overcome the disaster in San Jose." This is Fatima speaking, I want to make a comment now in my own personal capacity. I agree in that we do need to reach result and we are working along those lines. We are part of the At-Large Working Group; we are part or joining the conference calls and we created LACRALO working groups in Costa Rica; we held teleconferences, so we will be seeing results in the near future.

Jose Arcé:

Jose Arcé for the record now. Alejandro Pisanty is typing a comment, he says "finally for the record the Chair did not accept my request which I think is fully reasonable." Alejandro I really don't know what request you are talking about. I don't know if you can hear me, if you can hear everything that is being said on this call. Okay I thought that your objective was just for your comments to be part of the record Alejandro. We are now going to move onto another item on the agenda, we have just five minutes left for this call.

So let us now move onto the next item on the agenda, that is item number six, translation of online messages. Sylvia, I know you had some comments on this point so you hold the floor now.

Sylvia Herlein Leite:

Sylvia Herlein for the record, thank you Jose. Regarding translation of online messages, this is still an unresolved issue. It has been unresolved for quite some time now. We are very pleased to see that we have a software within our Wiki, and this software is really useful when it comes to translating everything we post on the Wiki. So I wanted to raise this point and see if we can ask the ICANN IT Department, in order to implement this translation software in our email exchange list.

I don't know if you remember that we have addressed this issue on many a time and we considered having only one single list and every person could choose the translation system they considered best and achieve our goal; that is

communication and enhanced communication. This was not materialized. We keep having this issue. So I don't know if there are any comments at this point, I see Dev raising his hand. Dev, go ahead please.

Dev Anand Teelucksingh: Thank you Jose. This is Dev Anand. Are you hearing me? Okay, this is Dev Anand. Regarding the email list translation, ICANN IT staff did speak to this issue at the Dakar meeting and the idea was to follow-up with them regarding steps to improve the email translation. The difficulty with the email translations has been that the different configurations of input going into the email system. And also certain things like for example when people use the slang for example to express themselves and then of course the machine translation does not work effectively.

I think what we can do is, given now that the IT staff was preoccupied with implementations of the TAS system and the new gTLD rollout, and now those issues are now coming to a close, we could probably write to the IT staff outlining some of the technical issues regarding it and then work to improve the email system. And this is Dev again, I'll gladly work with you Jose and Sylvia and help draft the letter to work with IT staff on this matter. That's it.

Sylvia Herlein Leite: Thank you Dev, this is Sylvia speaking. We are going to maximize your experience, your links with ICANNs IT staff and I posted an example on our chat room so that you can see the email subtext. It looks exactly as I posted it on the Adobe screen. Jose, would you like to hold the floor now?

Jose Arcé: Yes. This is Jose Arcé for the record. Thank you Dev, I know that you have been working on this issue for a long time, so thank you Dev. Thank you for your work and commitment. I see that we are reaching the time allowed for these conference calls, so let me quickly go through the remaining items on the agenda. Item seven has to do with comments about the public comment on the

draft ICANN language services policy and procedure. I have posted the link to the public comments.

The region has posted, or should post as many comments as possible, because we know that our region believes that language services are truly important. Item eight on the agenda has to do with working groups created in Costa Rica together with Elad. We already held four conference calls with each working group, and we have moved forward. The next step is to choose a group coordinator. Sylvia would you like to describe the election procedures to choose the coordinators?

Sylvia Herlein Leite: Yes, thank you Jose. Sylvia Herlein for the record. On Monday the staff and secretariat will be circulating an email among the group members to proceed with the coordinators election. Thank you.

Jose Arcé: Jose Arcé for the record. Thank you Sylvia. Item number nine has to do with the working group on new gTLDs for the Latin American and Caribbean region. Dev Anand will be joining the group, Marcelo Telez and Carlton Samuels, they will be the three regional representatives in this working group. Item 10, after the lengthy discussion on ALS certifications I would like to receive comments from you on this item. We will be circulating email during this week, Sylvia and I will do so in order to get your feedback so that we can close this item.

And at 7:33 p.m., I would like to know if there is any question or comment on these topics specifically. If there are further questions of course we always have email exchange and our email exchange list to that end. Are there any comments regarding items seven, eight, nine or ten? Okay, if there are no further questions, the interpreters are going to check that there are no further questions on the English channel, if there are no questions then I would like to say that Karla Valente's presentation was excellent. I personally think that these capacity building follow up sessions are really beneficial to the region.

And for those of you that want results, well these are the results. We have been working with plenty of people. I am really pleased and surely this program will go ahead thanks to Fatima and Natalia, I want to thank you. I want to thank staff, interpreters, participants for joining us on this call today. Thank you. And we look forward to your feedback by email or on our exchange list. So thank you again staff, interpreters and all of you. Thank you and have a good weekend.

[End of Transcript]