
TERRI AGNEW: Good morning, good afternoon and good evening. Welcome to the LACRALO GSE Capacity Building Webinar, ICANN and its structures, basic level, on Tuesday, 7th of July 2015 at 23:00 UTC. We will not be doing a roll call as it is a webinar, but if I could please remind everyone on the phone bridge as well as computers to mute your speakers and microphones, as well as state your names when speaking, not only for transcription purposes but to also allow our interpreters to identify you on the other language channels.

We have Spanish and Portuguese interpretation. Thank you for joining. I'll now turn it over to our moderator, Silvia Vivanco, Manager At-Large Regional Affairs.

SILVIA VIVANCO: Thank you very much Terri. Welcome to this LACRALO Webinar on ICANN and its structures. This webinar will allow us to learn a bit more about ICANN and find out about the main divisions and areas, and the stakeholders that are part of ICANN. This is the fourth webinar that has been implemented together with LACRALO and the GSE Team for Latin America and the Caribbean with the collaboration of Rodrigo de la Parra and Rodrigo Saucedo. This is a part of the LAC Strategy of ICANN for Latin America and the Caribbean. Our speakers today are Albert Daniels - he's the Manager for the Stakeholder Engagement for the Caribbean - and Carlos Aguirre, Member of LACRALO.

Rules for this webinar. We have an interactive format, so please post your questions on the chat. We'll be paying attention and taking notes

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

of these questions, which will be read aloud at the end of this webinar in the Q&A Session. If there is not enough time to answer those questions, those questions will be sent by email to the speakers for them to reply to those questions, and then their replies will be posted on the Wiki page for the webinar.

We'll have simultaneous interpretation, so I'd like to remind the speakers to speak at a reasonable pace to allow accurate interpretation. We have an assessment survey. This is very important and will be circulated after this webinar. Please fill it in. It will only take three minutes to do it, and your opinion is really important to improve this webinar. Without further ado I'll give the floor to Albert Daniels for him to proceed with his presentation. Thank you very much. Albert, go ahead please.

ALBERT DANIELS:

Thank you Silvia and good morning to everyone, or afternoon or evening. I'm very excited to participate and present in this webinar, to share some information on ICANN to all of the participants, so that they can expand their knowledge and then subsequently participate at a broader level in ICANN. The Agenda for my presentation today will cover topics one through eight on the Agenda listing. We'll first of all take a brief look at the history of ICANN and essentially what ICANN aims to do, and also how ICANN is funded.

We will then also take a a quick look at the structure of the ICANN Board, which provides oversight to ICANN operations, and we'll take a look at some of the staff groupings. We've heard already about GSE,

and there are other staff groupings. GE, GDD, and DP are these. We will look at what those acronyms mean and how the ICANN staff engage the community. We'll then look at two security and stability areas; RSSAC and SSAC, and then finally, time permitting, we'll have some interaction with questions and so on.

Just briefly, if we take a look at the history of what's been happening with the Internet generally, we see five important dates. On this next slide, in 1998 we see that after the launch of Internet Explorer, after Google was founded, then you had the establishment of ICANN, our US-based not-for-profit entity. Even after ICANN was established there were some other significant dates, as you see in this list. Now, when we think about the Internet it's important to understand that we're talking about what we refer to as an ecosystem - and ecosystem that has several highly independent parts, which require coordination.

ICANN of course is one of those organizations, and ICANN was established back in 1998 to actually coordinate activities related to names and numbering. The function and objective of ICANN is very specific, and it's focused mainly on names and numbers. ICANN was established as a not-for-profit corporation in September 1998, the 18th and then subsequently on the 30th it was formalized, and ICANN was established to essentially take over roles that were performed for the US Government by other organizations, very importantly the IANA role. IANA existed before ICANN, however with the establishment of ICANN in 1998 the IANA function became included as part of ICANN operations, as one of the key areas of activity.

In any discussion on ICANN it's important to understand what ICANN does and why it does it. As I said previously, ICANN is responsible for the coordination of the Internet's unique identifiers in a secure, stable and resilient environment. Because to reach another computer or device on the Internet, each device would need a unique identifier. It is those lists of names and the corresponding numbers that ICANN manages through the IANA function. It is important to understand that there are two dimensions to ICANN.

There is the functional component, the staff, the IANA, individuals and so on. But there's also, perhaps more importantly, the component of the community - what we refer to as stakeholders; the business community, the government, the technical community, the end users. It is these stakeholders, that community, that sets and creates the policy which ICANN then uses to manage those unique identifiers. So it's important to understand that ICANN as an organization, or ICANN staff, do not set the policy for the management of the unique identifiers. But rather it is the ICANN community, all of the stakeholders who we'll learn about in a minute, to get together in a multistakeholder model who actually set this policy.

ICANN also was established with a Mandate to ensure there is competition and choice, and examples of this are highlighted in what we refer to as the New gTLD Program, and the new IDN Program. Because when the Internet started we only had domain names like .com, .org and .edu, but through the New gTLD Program we are now seeing several new TLDs; .hotel, .cars, .music, which increase competition and choice. With the internationalized domain names, the IDNs, ICANN has set up systems so that countries that don't use the roman characters, like the Chinese,

the Russians and Arabic, are able to see domain names in their own script.

ICANN also has a technical function and technical mission that is broken up into several areas that you can see on this slide, which we'll also be talking about later on. Now, all of these stakeholders get together and they set policy in the ICANN community, and how does this work? This works through a model which has become known as the multistakeholder model, and this multistakeholder model gives the opportunity to all individuals, groups, organizations and companies that have an interest in what happens in the Internet, to also have an input into the policies that ICANN uses to govern the Internet.

If you look at the center you'll see ICANN has a policy making process to which the business community makes input, civil society and individuals can make input, end users, the technical community, the addressing community, the numbering community, security experts, and also very importantly governments and inter-governmental organizations make an input to ICANN's policy development process. The multistakeholder model has been designed to be inclusive with minimum barriers to participation so that all can participate. The PDP continues after this general interaction with community input stages, and then eventually draft policies go all the way up to the ICANN Board, where final decisions are taken, also with further input from the community.

So this is the backbone of the ICANN community PDP - what we refer to as the multistakeholder model. The general principle is that everyone, globally, has the opportunity to make input into this process. Continuing onwards, the question arises from time-to-time of how does ICANN get

funded - where does the money for funding ICANN come from? If you look at this slide, you will see horizontally down the middle that we have different entities. We have registrants, we have resellers, we have registrants, and then we have the registry operators.

These participants are in the domain name industry. Of course, ICANN keeps the overall list of domain names, and these domains are eventually reaching the final registrants through registrars and resellers. So they're the ones that sell these domain names to the registrants, and ICANN has contracts with registrars, and those contracts include clauses that relate to fees. So there is a percentage of the fees that is received by registrars which is contributed to ICANN. This is how ICANN is able to fund the budget for the various activities that it's involved in.

Now, moving forward we look for a little while at the ICANN Board of Directors. In addition to the ICANN community being multistakeholder, in a sense the ICANN Board of Directors is also multistakeholder. [unclear 00:13:40] outer circle you'll see there are different entities - the GNSO, the ASO, the ccNSO, the Nominating Committee, At-Large, SSAC, RSSAC. All of these are different parts of the multistakeholder community, which have input, in terms of the selection process, to the Board Members. If you look at the inner circle you'll see a number of different colored dots, and these dots represent the Board Members that are chosen by each of those different member groupings of the community

So even when you get to the Board level in ICANN, it is still a structure which is a multistakeholder structure giving different types of input, based on different experiences, based on different professional

qualifications, based on different interests, and as far as possible also meeting the needs of the community. Even after draft policies have left the general multistakeholder stage and gotten to the Board, they still are seen by a diverse group, which is representative of all of the countries on the globe.

Just a quick point on this slide. There are supporting organizations and there are also advisory committees. There are four ACs to the Board. We will talk about some of them. We also have SOs, which assist with the PDP. Now, if we turn for a minute to the staff, we have the acronyms here. [unclear 01:15:30] engagement. What [unclear] Global Engagement Team of staff members is to reach out to the global community. This outreach is done by members who are native to the different communities in all of the geographic regions - Latin America and the Caribbean, Africa, Europe, North America and so on.

The objective of the GSE Team is to ensure that stakeholders in the respective regions are familiar with what ICANN is, what ICANN does, and how they can participate in ICANN PDPs. On the screen right now you'll see a picture of the LAC GSE Team, which is headed by Rodrigo de la Parra, as VP, who covers most of Latin America. To the far right is Daniel Fink, who covers Brazil. Over to the far left, myself, Albert Daniels, I cover the Caribbean. Rodrigo Saucedo, next to me, covers Bolivia and takes care of project management. In the middle we have Alex Dans, who spends most of her time at La Casa De Internet in Montevideo, Uruguay, and she is the Manager for Communications for LAC.

There are similar teams, like this LAC Team, for all of the global regions, and these are the individuals who carry out stakeholder engagement in the respective areas. There is another team known as the GE Team, the Government Engagement Team, and this team of staff members focuses on intergovernmental organizations and other related organizations. They deal with matters taking place, for example, at the UN, UNESCO in Geneva, and they focus on ensuring that those stakeholders, along with government stakeholders, are fully apprised of what is happening within ICANN. They also bring the message of policy development within ICANN to those groups.

A very important group of staff is the GDD staff - the Global Domains Division staff. This is the division that spearheads the expansion of the New gTLD Program. This is the division that basically planned out and has been executing the addition of new domain names into the root. This team is headed by Akram Atallah, and if you look at the next slide you'll see what has been happening as one of the main areas of focus of work for GDD. GDD processed almost 2,000 applications for new domain names. 1,300 of these are expected to be delegated by 2017. 655 have been delegated as of the 16th of June 2015, and included in those are 55 IDNs.

So this is a particular area of interest for ICANN with regards to competition and choice, and these efforts are led by what we refer to as GDD. Another important department, a rather newer department, is what we refer to as DPRD - Development and Public Responsibility. It was recognized there needed to be some coordination and streamlining of ICANN's development and public responsibility efforts. This DPRD Team was set up, and it focuses on areas of outreach.

For example, online learning, supporting university outreach, the ICANN Fellowship Program, the NextGen Program, the Net Mundial Initiatives, which essentially are geared to expanding outreach to the community. So this is a fairly new department and we're seeing some of the results of the handiwork of this department, particularly in the Fellowship Program, which continues to be very successful in terms of introducing new persons from new regions to what is taking place at ICANN, and also the NextGen Program, which is introducing young individuals into ICANN PDPs and activities.

Moving on now to the role that governments play, governments also are an important stakeholder in ICANN policy development, and the area of ICANN community with representatives of national governments [unclear 00:20:47] is referred to as the GAC. The GAC is an advisory committee and it advises the ICANN Board on policy, and it does this typically through what is referred to as the GAC Communique. At each ICANN Meeting the representatives, who are Members of various countries in the world - currently there 152 GAC Members - they sit and discuss policy issues related to the Internet.

At the end of it they bring the perspective of their country into this document, which is referred to as the GAC Communique, and this is then officially presented to the ICANN Board of Directors. The GAC has a very special place - GAC advice is very special advice to the Board - because if for any reason the ICANN Board decides not to take GAC advice, then it is obliged to sit with the representatives of the GAC and explain why it decided not to take the GAC advice. The advice and the guidance from the governments of the world is considered very highly in ICANN's PDPs

and this is the scenario where the GAC ensures the advice of the Board reaches the PDP.

Now, ICANN is very focused on ensuring the security, stability and resiliency of the Internet - what we refer to as SSR. There are two entities within the ICANN organization that deal with this. The first is SSAC, and the second is RSSAC. SSAC is the acronym for the Security and Stability Advisory Committee, and this is Committee that advises the ICANN community and the ICANN Board on matters relating to the security and integrity, very specifically, of the Internet's naming and addressing system. SSAC doesn't look at ICANN's internal security or email security or anything like that; SSAC looks very specifically at the security and integrity of the Internet's naming system.

It looks at this by taking a structured approach to dealing with operational matters, which may include matters related to the root naming system, administrative matters, which deals with the allocation of numbers and names, and registration matters, which deal with what we refer to as the WHOIS. The WHOIS is a database that has information on the names and contact details for the owners of domain names. SSAC engages in ongoing threat assessment and does its work by producing reports, advisories and comments. Reports tend to be more extensive and substantive documents, which usually take a few weeks or several months to develop. Advisories are shorter-term documents, perhaps which are done in a shorter timeframe to respond to particular issues. Comments from SSAC can be on documents produced by other entities.

Now, the second entity with regards to security, that we need to understand, is the RSSAC - the Root Server System. Whenever we type a domain name into a browser, that browser sends a request for translation of the domain name into IP addresses, to what is referred to as the root server. The root server system is a hierarchical system with servers at different levels, but ICANN is one of the managers of the servers, which is at the top of that hierarchical system. The RSSAC deals with issues related to that root server system, and specifically it looks at the operation of root servers.

There are several root servers located all over the globe in geographically dispersed locations, and RSSAC looks at security, stability and resiliency with regard to these root servers. RSSAC also engages with the managers of the root zone who have particular administrative responsibility for what happens at this level. In a very high-level summary form, that is some overview information on these different topics. Perhaps at this stage I will stop for a moment. I know Silvia has a trivia question she needs to ask, but I would also perhaps take some questions at this stage. Silvia, I will hand back over to you.

I'm seeing that we cannot hear Silvia for the time-being, but we are checking into that. Right now there is a poll in the Adobe room, with a question on some of the content. Those who are in the AC room, please feel free to try and answer the question that's been posted: "Which of the following is not a SO?" Just click in the appropriate box.

TERRI AGNEW:

Apologies about that. Are you able to hear me?

ALBERT DANIELS: Hi Terri. Yes, I can hear you quickly.

TERRI AGNEW: Apologies about that. Yes, thank you so much Albert. The poll is open: “Which of the following is not a supporting organization: ASO, ccNSO, CAG or GNSO?” Folks did vote and the results are now shown. Albert, did you say the CAG is the answer?

ALBERT DANIELS: That is correct. The CAG doesn’t even exist. The ASO is the Address Names SO. The ccNSO relates to country code TLDs, and the GNSO relates to generic names. The correct answer is that the CAG is not a SO. There was a slide I can quickly go back to, so we can see what the SOs and ACs are. If you look at the slide, you’ll see the three SOs and the four ACs.

SILVIA VIVANCO: Thank you very much. Can you hear me okay?

ALBERT DANIELS: Yes, I can hear you.

SILVIA VIVANCO: Thank you very much for the question and thank you very much for this explanation. Now we can give the floor to Carlos Aguirre. Carlos, go ahead please.

CARLOS AGUIRRE: Hello. Good afternoon. Thank you. Good afternoon, good evening, good night. It's a pleasure for me to be here in this presentation and to talk to you about some of my experiences. I'm going to be a bit different from what Albert did. My idea is to showcase some issues he's not referred to, although he's overlapped some of my things, but that's not important because I'm going to address is somewhat differently. I also want to give importance mainly to engagement and participation of what I think engagement is in this ICANN environment. The idea is to show a little bit of that.

Anyhow, I'm going to talk to you as a director of an organization within LACRALO. It's an accredited organization within the [first times 00:33:10]. It was accredited in 2006, 2005 maybe, and I'm also a LACRALO representative of AIT - this is the Association of Information Technology in Argentina. I'm the VP there, and I have been an ALAC Member and GNSO Councilor, aside from having been on the ICANN 48 Meeting, I was mentioned by Fadi Chehadé in the opening remarks, and I was referred to a pioneer in Latin America in one of these issues by Fadi.

I'm going to refer to the issues that are in red on this Agenda that you can see now on the screen. I'm going to refer to the GNSO, ALAC, the multistakeholder model, and how to participate. I'm going to give a lot

of importance to the last item, which is what I believe is what deserves our attention. I'm also going to mention the other issues as Albert did, and you'll be able to see all these issues on the ICANN website, if you surf a bit. You'll find the answers to some of these issues here. Probably you will find them in the more objective manner, or perhaps they are just better presented and you'll understand them better.

I'm going to focus on the last slide, which is how to participate, and then we'll go into the Q&A Session for you to ask questions. I see among the participants there are many names, and I'm really glad to see this. It's very nice to see many names from our region, and also see new participants. What I do not see is who is in charge of the ALSes, those who are responsible for the ALSes. There are some deficiencies in our structures; that perhaps they should participate. But that's not really a big deal. Let's now focus on the presentation.

Albert referred to the multistakeholder model. This word we are using a lot is precisely the multistakeholder model. This expression is just that - it's the participation of the different stakeholders that make up the ecosystem, and they are part of this ecosystem in a quality manner. We try to participate by developing an idea and then applying it in an equal fashion. This equality that we perceive in this multistakeholder model, where we incorporate the sectors that you can see in this slide, which is government and the non-commercial sector, the technical sector, academia and civil society, some of them also define civil society with the end users.

This does not necessarily receive the equality that they say they have in all sectors. I need to say this because this multistakeholder model is one

of the most efficient ones, and it's proved to be very good for Internet governance, although we believe it can be improved. I personally believe there are some issues we can discuss more in-depth, that this model is what supports the discussion among all the sectors that participate in the Internet environment. I believe this is the more adequate model, however I also think we can improve it and have some further discussions at some point in the future.

Another issue I want to deal with very quickly, because we are only here to provide a description, is if we look at these SOs within the governance model in ICANN, you will find some SOs. These SOs have been mentioned by Albert. These are the ASO - the Address Supporting Organization - and the ccNSO, which is the SO that is working on dealing with policies for the .country domains. I personally need to talk about the GNSO, which is the Generic Name Supporting Organization. These generic names, as Albert said at the beginning, last year there were 22, such as .com, .eu, .net, .org, and we are currently, with the new gTLDs having now more than 500 domains.

As Albert said, we are expecting to see 600 new generic names, and this is all related to the policies, and precisely the policies are under the domains of the GNSO. The GNSO is divided into the Contracted Party House and the house of those who have an agreement with ICANN, and then the Non-Contracted House, which is the house including those who do not have an agreement with ICANN. The registries and registrars are within the first house, and then within the Non-Contracted Parties House we find the Business Constituency, which is the business community precisely, where you'll see the ISPs, the Internet for

Community Constituency, and then there is another one I can't remember right now.

Also there we'll find those that are not commercial - civil society for example. You'll also find the NCUC, which is the Non-Commercial Users Constituency, and the NPOC, including those organizations that are non-profit organizations. Within these two houses, history is decided. There are also people coming from NomCom. There are three actually. Each go to the different house. Then there's a third one, which has no votes, and it's based as an integral advisor. In general there are 21 Members of the GNSO and they decide on those policies in a PDP. They decide on generic TLDs.

Let's now go to ALAC. ALAC is an AC. Albert was asking a question at the very end, and he was asking you which of them was not a SO. It's very easy to find this, because if you look at it, all of these SOs end in SO, with SO as letters. You'll find many documents in ICANN that include the SO/AC expression. This means supporting organizations and advisory committees. ACs are like the RSSAC, SSAC and the GAC, and the fourth one is the ALAC. ALAC includes or provides participation to end users, individual end users. We need to make a distinction here, because after having worked two times as an ALAC Member in two different periods.

I think we do need to make a distinction at some point that it will be necessary to provide clarification so that we can identify the Internet end users, and we should not mix them with those coming from the Business Constituency or governments, because many of those who are now involved in ALAC have a double or triple role, and this is not good from my point of view, for ALAC. ALAC chooses two representatives per

region during their Regional Assemblies. One of them is chosen by the NomCom, and these are the 15 that have votes within ALAC.

It is very difficult work, because they provide advice with respect to all the policies, and they make comments and ask questions and make comments precisely on the proposals coming from the different committees. This is a very difficult task because it includes many difficult issues that ALAC Members need to know. So far I have already mentioned names. I just wanted to make some comments about this topic because when it comes to the multistakeholder model Albert was explaining that model, so I wanted to mention ALAC, because that was the committee that's participated.

However, we'll not have enough time to continue with the explanation, but we can continue with this explanation whenever you want, in another webinar or in another context. Now I'd like to tell you how to participate. There it goes. Alberto Soto is telling me that we are running out of time. I was planning to take ten more minutes, and I think I'll have those ten minutes. I think we have enough time to finish. Now, let's see how we can participate. I would like you to take into account these words - to fix these words in your mind: knowledge, participation, engagement, outreach, and capacity building.

These are the key words that you must understand, that you need to understand, when participating in ICANN. From our At-Large Structures and organizations we have to provide outreach. We have to generate commitment. We have to create commitment for other people to participate and to be part of this effective discussion within ICANN and to enlarge the number of participants with knowledge, and to enlarge

the number of participants committed to improve and modify certain questions and issues that are required for Internet governance.

However, sometimes we may find that there is a lack of commitment, and this lack of commitment happens because we come from different places, from different professions, with different activities. We also have a lack of knowledge, because it's difficult - and I recognize that this is complex - it is difficult to learn about the internal life of ICANN and how ICANN works and the policies that should be followed. All of this is achieved once you participate, after some years. I may say now that after ten years of having participated within ICANN, I feel comfortable to discuss written topics because my participation in certain committees requires certain knowledge.

So please feel free to participate, and take this into account. You need to participate in order to learn. A lot of time is required before learning and before participating. We need to have the knowledge, but before having the knowledge, or in order to acquire this knowledge, you need to have the will to learn. What do we need before getting involved? What are those steps before engagement? Well, first of all, participation. We need to participate, to be inside the organization. We need to want to know. Before participation, knowledge is required, knowledge is necessary. We need to ask, we need to be curious.

We need to see who is the one who has the knowledge and to ask that person. I have an anecdote that I'm always telling people. During my first years within ICANN I didn't know what a ccTLD was or what was the difference between a ccTLD and a gTLD. Then I learnt the difference and I knew it was very simple, but I didn't dare ask that. We know that there

are many acronyms, but we need to learn those acronyms in order to participate. I know it is difficult to get involved if we don't know, if we don't have the knowledge. That's why we need to acquire the knowledge, we need to learn.

So participation, what does it mean? It is a kind of connection. It is feedback. We need one participant to provide information and another participant to receive that information so that they can modify it, they can process that information, and provide feedback to the other participant. Within these discussions and exchanges of ideas, this is where we learn. This is where we gain the capacity of exchanging ideas and discussing topics. Once again, let me repeat, knowledge is necessary. Without knowledge it's really difficult to participate.

In order to obtain that knowledge, of course we need to get involved, we need to participate, we need to ask, we need to be curious, we need to get in. Because with lack of knowledge and lack of capacity it's very difficult to participate. If we do not participate we'll never get involved. This is what we need - people who are committed, in order to improve and to make progress. How do we get knowledge? Well, we do it through our knowledge. Sometimes outreach is done in a proper way and sometimes it is not.

I know there are many people working on outreach - Albert for example - and during my first participation in ALAC I was the Chair of this Outreach Working Group, and I believe we can do many things. There are a lot of things to be done yet. Alberto Soto is also very committed to working in outreach, and I believe that we can make contributions.

Now, how can we build the capacity of end users? I see that this is being done, and this is being done in a proper way.

We need to use social networks, social media, broadcasts, papers, webinars, but it's also very important to have face-to-face meetings - that is to say meetings for people to get involved first, and then to participate in a webinar. I believe that we have to put it the other way around. That is to say, to get people to get together we have to organize face-to-face meetings, and then we need to invite those people to webinars for them to learn more. If people don't know you, people will not get involved, and people cannot know you, or us, with a webinar. This is my personal perspective, of course.

We also need the participation and the willingness of the ALS Leaders to train their ALS participants. Sometimes this is not being done. Sometimes we'll see ALS Leaders that have been in their position for a long time. We have ALSes with only one Member, or the only person that participates is the leader of that organization. But perhaps that person is not a leader, because that person is not generating knowledge, is not generating outreach, or is not creating or paving the way for new leaders. If that is the case, leadership is not being exercised in a proper way.

Of course, we need ideas. I believe that we have plenty of ideas to work with. We need to start working on that, and of course we need money. But it's not necessary to have such an amount of money. I believe that we can do a lot with little money. We have five regions with different operating principles, different Rules of Procedures. I'm not going to discuss this in depth, but this is part of our interest. That's why we need

to think about this when we're doing outreach or capacity building. We need to take into account that we have different cultures, different distances, different languages. The language barrier is something very important for our region.

When I began participating, language was the serious barrier for me. Indeed, it is still a barrier for those who are not English speakers. It takes more time for us to learn, to understand. Sometimes it's difficult for us to communicate. That's why we need to improve this and make the most to improve the structure of our organization. Who are the responsible people for engagement, commitment and participation? Well, we are. It is us, each one of us. The ALS Leaders, the ones who are not here participating, all the people who want to be a part of this environment and ecosystem, our commitment is after participation.

To do more outreach, we have to create capacity building for our end users, for our colleagues to create new leaders. In order to do that, we are the ones to participate first. I am a Member of the Academy. I have already trained certain leaders that you already know, and that's why sometimes my name is mentioned in some situations. But this is not the case for many ALS Members, because they are not compliant with their obligations, and that's why we are the ones that are responsible for this task.

Just to sum up - and I think I'll do it on time - we have to work together. We are all responsible. Outreach should be aimed as capacity building, as these are the most important words that you need to remember, that you need to keep on your minds. Then the involvement of ALS Leaders is also important for the community to become part of these

discussions. Of course we also need responsible leaders. We need them, for example, as is the case of the Chair of our region, who is actively involved in all the activities, and some other names of members. But we need more people. Thank you very much. Now I give you the floor to ask any questions. Sorry if I took more than the time required.

SILVIA VIVANCO:

Thank you very much Carlos for your great presentation. Now we will post the questions that Terri will read, so that you can answer, using the AC room.

TERRI AGNEW:

Thank you very much. We'll now conduct several pop quiz questions. Which are the stakeholder parts of multistakeholder model: governments, business, technical, academic, civil society, or all the above? Please cast your vote now. The results are shown. Carlos, if you want to go ahead and share the answer?

CARLOS AGUIRRE:

I'm seeing that most of you have answered properly. All sectors work equally on the multistakeholder model, and the answer is exactly what you have provided. It's all of the above. That's the correct answer.

TERRI AGNEW:Q

We'll go ahead onto pop quiz number two. Please select the key words related with participation process: knowledge, participation,

engagement, outreach, or capacity building? The poll is open. Carlos, do you want to share the answer with us?

CARLOS AGUIRRE:

This question was not agreed yesterday, when we prepared this webinar. I see it is not properly asked, but anyway, any of the answers is okay, because all of these answers are related to the participation process. As I was telling you, participation requires knowledge to be able to participate, and also participation concludes with engagement, with commitment, and we need outreach in all of those cases, so this ends up being capacity building. So all the answers are okay.

TERRI AGNEW:

Thank you. Finally, we'll conduct our last pop quiz. Outreach is a key concept into participation process. Yes, because it gives us the first step to build our capabilities; yes, because it's the best way to know about processes in an organization; no, because the main point are policies that allow the participation; all the answers are correct; B and B are the correct answers; option A is a wrong answer; or A and B are the answers. Go ahead and vote now.

CARLOS AGUIRRE:

Thank you Terri. The right answer is option G. I know this is a difficult one, but that has been voted by 50 per cent of the people, so 50 per cent are correct. The first ones are the right ones, so congratulations to those who chose that one. Thank you.

TERRI AGNEW: If anyone has any questions, please go ahead and ask them at this time.

SILVIA VIVANCO: Thank you very much. I think we have concluded our quiz, so I think there is a question here in the chat room. This is question by Harold Arcos. He has a question for Carlos, and he asks, “You said that the multistakeholder model you believe can be improved. How would you improve it?”

CARLOS AGUIRRE: Thank you very much Harold. Your question is very good indeed. Thank you for having listened to me. This is something I said actually, and it would be nice to talk to this in-depth, but a quick answer would be the fact that the multistakeholder model is related to an equality participation - at least this is how it should be - where the parties on an equal footing work on developing the idea until implementing that idea. Many times this does not happen, and this is what I think should be improved. There are some asymmetries here where some governments have a much tougher position on a certain issue.

There are also asymmetries in connection with participation, because of costs to connect to the Internet. We know in LAC costs are much higher than other areas around the world, and that creates an asymmetry in the so-called equality. Of course, language as I was saying before, language is a barrier. The lack of knowledge is a barrier because we don't always get the info first-hand because we have other occupations. Those are all barriers we should improve. When we start participating

there is... First of all, there is the barrier for the possibility to participate. There are actually many barriers.

But when we start participating we see other barriers, and these are related to other issues that we need to solve from the inside, such as the same names, the same people. I always say that my criticism is that in the different fora we always hear the same people, and so there is no room for new ideas, for new points of view, new approaches, and so participation becomes difficult once you're in. This is a battle we need to fight. It is a difficult world, but I think we can achieve this by working together with a lot of knowledge. Thank you.

SILVIA VIVANCO:

Thank you very much Carlos. Albert Daniels would like to make a comment. Go ahead Alberto.

ALBERT DANIELS:

Just a quick comment. This is one of the beauties of the multistakeholder model in that it is not static and it is open to suggestions and improvement from any one of the stakeholders from any one of the constituencies. Carlos is right - it is a very good question that you asked, and also very important is the very nature of the multistakeholder model in that it is having various opportunities for further development, for further improvement, for correction of things that need to be corrected. Thank you.

SILVIA VIVANCO:

Thank you Albert for this comment. Alberto Soto?

ALBERTO SOTO: Thank you. Let me first thank both Albert and Carlos for your presentations. This is a question for Albert that I've had many times. Where is it faster to obtain a result? We have an ALS within our region, in Haiti, and there is no way for us to communicate with them. It's been two meetings and they've not been able to participate. How can we reach out to them? Or how can Adigo or ICANN or someone get a better communication with them? Thank you.

ALBERT DANIELS: Thank you for this question. Haiti actually falls within my region of engagement, and the beauty of working with the GSE Team is that we have multiple contacts in every region. We have contacts with the government, with the business community, with the technical community, with the end users, and we also have contacts through several channels - through the ccNSO channel, through the GAC and so on - and so my suggestion in this situation is if there is a particular region or a particular organization in a region that you are having difficulty contacting, then the GSE Team may be able to work with you to get an alternate way to reach the persons in that territory.

I know for example from Haiti there were two persons at the Buenos Aires Meeting on the Fellowship Program. They came to the Caribbean activities and of course we have their email addresses. ICANN, LACNIC and ISOC have executed several activities in Haiti so we also have those contacts. So we can take a multi-pronged approach. We can discuss this, we can share the names and contact details of the persons you are

trying to reach, and we can try to reach them. On the other hand, if it's an issue within the ALS then that's a different kind of participation issue to deal with.

On the one hand, we can assist with making contact with the individuals, however on the other hand it may be a deeper problem within the organization or structure of getting the participation.

SILVIA VIVANCO:

Thank you for your comment. I want to take a couple more questions, because we don't have a lot of time. This is another question from Harold Arcos, and I think this is addressed to Carlos: "I would like to know your opinion on the topic expressed like this: since the final users are a demographic majority, what do you think of the fact that we only have one seat in At-Large?"

CARLOS AGUIRRE:

Thank you Silvia and thank you Harold. This is also an issue discussed within ALAC and ICANN as a whole. I do agree with you Harold. I do think that only one seat at the Board is too little, and I think with our participation we need to earn another seat, at least. I think precisely that all of this has to do with our participation, our engagement, our knowledge, our commitment, our involvement, and this will make us get this second seat. It's not easy to get things within the structure of the organization, but everything can be obtained through participation, knowledge and time. Harold, this is a battle we need to fight, and probably we can do this together. Thank you.

SILVIA VIVANCO: There is another question for Albert. It's from Diego Acosta, and he says, "In your presentation, is there a group that analyzes IP telephony? Can you talk about this please?"

ALBERT DANIELS: Yes. The role of ICANN is very specific, and ICANN deals with names and numbers, and we try to keep the focus on names and numbers, and ICANN does not get directly involved in issues relating to content and issues related to different kinds of services. Now, there are places within ICANN, there are constituency groups, for all stakeholders. For example, there is a place for the ISPs and the connectivity providers within the GNSO - so companies, individuals who have that subject as an interest are able to participate through that particular constituency.

But I'm not sure that within ICANN policy development there is an area specifically dealing with the issue of IP telephony, as this falls a little bit outside the remit of the names and the numbers and moves more through the various types of services that can be provided on top of the Internet.

SILVIA VIVANCO: Thank you very much Albert. Since there are two minutes until the top of the hour, I'd like to thank all of you for your very active participation, to our speakers, Albert Daniels and Carlos Aguirre, to Rodrigo Saucedo, Rodrigo de la Parra, and of course LACRALO for their organization of this fourth webinar. Please do fill out the assessment that will be sent to you

immediately. You'll get it in your inbox. It takes only three minutes to fill it out, and it will help us plan the next webinar. This is the end of this webinar.

Please, in the next 24-48 hours, do have a look at the Wiki page where you'll find all the PowerPoints, recording and transcriptions of this webinar for you to review, and say something if you want. Thank you very much, and good night.

[END OF TRANSCRIPTION]