

TIJANI BEN JEMAA: First of all, I'm giving you the floor to make the roll call and the normal administrative things. Go ahead, Evin.

EVIN ERDOĞDU: Sure. Good morning, good afternoon, and good evening, everyone. Welcome to the Community Call: Meet the Final Candidates of the ICANN Board Director Selected by the At-Large Community on Tuesday, the 14<sup>th</sup> of February, 2017, from 13:00-15:00 UTC.

Currently, we have with us today Tijani Ben Jemaa, Olivier Crépin-Leblond, Barrack Otieno, Carlos Vera, Maritza Aguero, Adam Ahmat DOUNGOUS, Alan Greenberg, Leon Sanchez, Siranush Vardanyan, Satish Babu, Andrei Kolesnikov, Aziz Hilali, Paul Foody, Dev Anand Teelucksingh, Jahangir Hossain, Bastiaan Goslings, and Beran Gillen.

Sorry, we're getting a lot of people coming in now, so the list is getting longer, which is great.

For apologies today, we have noted Wolf Ludwig, Annette Muehlberg, Javier Rúa-Jovet, and Maureen Hilyard.

Today's Spanish interpreters are Veronica and David. Our French interpreters are Claire and Isabelle.

From staff today we have Ariel Liang, Yeşim Nazlar, Silvia Vivanco, and myself, Evin Erdoğan. I'll be managing the call.

With that, I'll turn it over to you, Tijani. Please begin.

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*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.*



Community

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TIJANI BEN JEMAA:

Thank you very much, Evin. Good morning, good afternoon, and good evening, everyone. This is the teleconference for the candidates for Board Seat #15 to introduce themselves and to make short statements, and also for the community to ask them questions that they can answer during this call.

I will not make a long introduction. This is all. I will immediately ask Alan Greenberg to please start making your statement introducing yourself.

ALAN GREENBERG:

Thank you very much, Tijani. I think people probably know me moderately well, but just for any new people who may be on the call, I will give a very brief background.

I've been working building networks in various forms for about 35 to 40 years at this point, ranging from local networks, national networks, and international networks. I spent about six to eight years running training workshops and teaching in developing countries. I've done a lot of work on ICT for development in developing countries as well after my retirement from McGill University in Montreal.

I've been working with At-Large now for about ten years, and I think one of the critical things that we need from a director – from the At-Large Director, specifically – is, since the person cannot represent At-Large formally, you want someone who innately knows the kinds of thing that are important and of issue to At-Large. As the person who has drafted or edited many, many of the statements over the last years, I think I'm in a position to really understand what the issues that are



important to At-Large are and to make sure that, in discussions of the Board, those come up – not because I’m representing you, but because I believe them.

People have asked me why it is I do what I do. I spend, at this point, probably about 60 hours a week, maybe more, on At-Large. And it’s because I feel that Internet end users must have a place at the table in ICANN, that the decisions that are made that will influence the billions of users need to have their needs considered as we do that.

I also spent eight years as liaison to the GNSO. I believe I was actually the longest-serving person on the GNSO Council. That’s rather important at the moment. The Board does not have a lot of expertise on gTLDs. Bruce Tonkin, who filled that role of being the expert, is gone now and has not really been replaced by anyone. So, having someone on the Board who has vast experience in all aspects of gTLDs, including the New gTLD Program and its development – and doing it from an At-Large perspective – I think could be a rather critical resource.

I am formally retired, so I have no competition with a day job and no requirement to earn a living and provide for my family from this. I think I’ve demonstrated over the years that I’m willing and able to put lots of time and energy into this kind of job. I’d be delighted if you would choose me as your director.

To be quite candid, Leon is intelligent and he’s certainly a quick study; but I don’t think those are quite the same as replacements for knowledge and experience. He has served ICANN very well in his role as the CCWG Co-Chair, but at the same time, that meant that, in his three



Community

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years in ICANN now, he has actually spent relatively little time on At-Large issues. That was a trade-off, but nevertheless that's where we are right now. I think that puts me in a better position to serve the community in the Director position.

I'd be delighted to answer any questions, either here or electronically, or by voice afterwards. And I look forward to seeing what the community has to say. Thank you.

TIJANI BEN JEMAA: Thank you very much, Alan. I want to remind you that you may speak for ten minutes. You only had four minutes. It's up to you.

ALAN GREENBERG: I'm happy to allow more time for questions, and I think people will coax things out of me that are of particular interest to them, other than me just going on and on about myself.

TIJANI BEN JEMAA: Very good. Thank you very much, Alan. Leon, now the floor is yours. You have ten minutes of which if you want to speak ten minutes, it's okay. Otherwise, do as you'd like. Go ahead.

LEON SANCHEZ: Thank you very much, Tijani. I think I will also be brief in order to provide more interaction with the attendants. Most of you also already know me. I think that my role as CCWG Co-Chair has put me on the spot

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quite loudly, if one could say. Therefore, I have the luck of being known to many of you. I have had, also, the opportunity to work with many of you closely. That is a privilege for me, and I am thankful for that.

I also thank everyone for the opportunity to interact with you, and I thank Tijani and the committee for this chance to speak to the electorate.

In terms of my [inaudible], if I get elected to the Board, I would offer, of course, my experience – not only that I have acquired within ICANN in my relatively short [commune]/stay for four years now, but also the experience that I carry throughout 20 years of working with Internet-related issues and also my experience as an advocate for users' rights, not only in Mexico but also in international fora.

I also offer linguistic, cultural, and regional diversity, which I believe is key to reflecting the many challenges and the many experiences that need to be addressed in developing countries. I am also familiar with the challenges that developed countries carry. I think that I have a quite good understanding of how to address the challenges that the different regions have and that need to be addressed in regards to the domain name system.

I have also the advantage of managing my own working time. That allows me to freely decide and when and where to address my day job obligations, and also allows me to fully dedicate my energy to ICANN-related issues. I think that has been demonstrated by my participation in the CCWG.



I am also younger, of course. That's something that is needless to say, but I guess it's also something that is an advantage. I'm also [generally] very energetic and I have the knowledge required to verify that the many changes made to the Bylaws are implemented correctly, as I am a solid expert lawyer in corporate law and also in intellectual property.

So, I guess through [inaudible] ICANN was [inaudible] I believe that my skills and my knowledge could better serve the community of At-Large, with verifying that any changes that are still pending implementation in this transition process that we're facing are duly implemented and correctly implemented.

I have the ability, also, to act independently and I have demonstrated to be a person that likes to build bridges and alliances that need to be constructive and collaborative.

I don't lose control easily. I am a very patient person. I like to listen to what others have to say. I am a team player, and I have demonstrated that I base my decisions not only on my views but also on the value that other views have on a certain topic or problem.

Therefore, if elected, I would commit to stay close to the community. I would commit to coming back to the community constantly to not only update our community on the different topics that might be related to Internet end users' interests that are being discussed on the Board, but also to gather opinions and points of view on how to better address and make decisions in regards to certain topics.



I am [good] person also and have always tried to build close relations across regions. It is, of course, my commitment to [continue] to be close, as I said, to all the regions, and I feel my knowledge would be [inaudible] of every region in order to be able to make the decisions.

I have a track record of being a balanced person, as I said, with my sound judgement that doesn't let my emotions mix into my decision-making process. I conduct myself in an objective and fact-based manner. I don't come to replace anyone that the GNSO should be replacing; but instead, I want to provide the Board with the perspective of the Internet end users, which I have advocated for for the last 15 years.

In a more personal area, I am married. I have three children. I live nearby Mexico City. I am a lawyer by study. My main focus is, of course, intellectual property, data protection, and also corporate governance.

As I said, I have the advantage of being the owner of my law firm, so that provides me with enough freedom and liberty to manage my time and dedicate as much time as needed to ICANN-related issues, as was demonstrated with my work to the CCWG, in which I dedicated at least 20 to 30 hours a week at some stage. And I think I delivered quite well.

I thank you again for your time and your willingness to listen to me. I am at your disposal to answer any questions that you might have. Thank you very much.



Community

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TIJANI BEN JEMAA: Thank you very much, Leon. You got more than six minutes. This is very good. Now we will open the floor to the community to ask questions to the candidates.

The rule is that we will not limit the time for questions, but please make them very short and very clear, very precise. I don't think you have to make any statement, make any analysis. You are only to ask the questions clearly to the right candidate. You may ask the question to one candidate or the other, or both, as you want.

We will put the counter on and if we notice that someone makes use of this slot of time more than is normal, we'll advise you. But, please, you have the counter and you can control yourself.

Now, hands up. Who wants to ask questions to Leon or Alan or both? We have one hour and a half, so please.

SARAH KIDEN: I'd like to join the [queue], please.

TIJANI BEN JEMAA: Yes, please. Go ahead. You are the first.

SARAH KIDEN: My question goes to both candidates. I'd just like to know if they think that the At-Large community has represented the views or the interests of end users very well. If yes or if not, is there anything we can do better





Community

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to maybe reach out to more end users and represent their views better?  
Thank you.

TIJANI BEN JEMAA: Thank you very much. So, it is a question for both candidates, Sarah?

SARAH KIDEN: Yes, please.

TIJANI BEN JEMAA: Thank you very much. We will alternate now. We will give the floor in the first order and then in another order so that everyone will be happy. Now we will begin with Leon.

LEON SANCHEZ: Thank you very much, Tijani. The sound was a little bit muffled, but if I understood well the question, it relates to how the interest of end users is represented at the Board. I think this is a good question and it's also important to note that, if elected, any Board member needs to make decisions for what they think is best for the organization. They must not act in representation or be directed by other the constituency that designated them or by their employers.

I think that the best way to represent the end users' interests and views at a Board level is by having someone that has a good understanding and who is also familiar with the end users' needs and that has also the knowledge of how to advocate for those causes, and that is able to

transmit this knowledge and this experience to other Board members so that they get socialized with these concepts and they acquire this knowledge as their own so they can also understand and make the best decisions that have the Internet end users' interests imprinted to those decisions.

So, I guess that would be, for me, the best way to have Internet end users' interest represented, or at least taken into account, at a Board level. Thank you.

TIJANI BEN JEMAA: Thank you, Leon. Alan, please.

ALAN GREENBERG: Thank you very much. I thought I heard the question asking, "Are we representing end users?" Well, not necessarily just at the Board level, but I'll answer in both contexts.

I think, certainly, if you look at the Board with Rinalia for the last number of years – I think she has done a good job. I think that the areas that she has pressed for are often ones that, if At-Large had had to direct her, they would have been the right ones. Her instincts have been good. So, I think we have been moderately well-served.

In the more general sense, all we have to do is look at the At-Large Review, where, although I disagree strongly with some of the recommendations, their analysis is correct. We are not doing a very good job – or at least aren't doing a good enough job – at reaching out



Community

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to end users. We have lots of contacts with a very select number of people, typically the representatives of ALSes, but not necessarily with a wider community. I think we have to do a lot more to reach out and widen our scope.

I think the net result is not going to be a lot different, in that I do believe we are representing the needs and interests of end users right now, and we're doing it moderately well. But we don't have the verification and the feedback to confirm that, which a lot of people would like to see.

So, I think we need to do a better job of reaching out, and that goes to both our general work and in terms of representing the interests of users on the Board. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Alan. I saw Carlos Vera raising his hand. Now the hand has hid. Are you still willing to speak, Carlos? Spanish interpreters?

DAVID:

This is the interpreter. We're not getting any response from Carlos.

TIJANI BEN JEMAA:

Okay. Thank you very much. Now I don't have any hands, but I have a question on the chat. It is Johnny Laureano, I think. The question is for both candidates. "What is your main idea on behalf of Internet end users to the ICANN Board?" Alan, can you give an answer to this question?

ALAN GREENBERG:

I'm not sure I can give an answer, but I will address the question. I have many ideas, and I'm not quite sure that it will be the job of a director, especially the new director, to simply go into the Board and tell them what the Board should be doing. I think that would probably be an unwise move for a new director to go in and presume they knew the direction the Board should go in.

However, do I have important ideas of how the Board should consider things because of the interest of users? The answer is, most certainly. If you look at the issue on new gTLDs, one of the areas the ALAC has been very adamant on – certainly I've taken a lead on that in those discussions – is safeguards to make sure that, as we go forward, we make sure that the new world we're building with new gTLDs is safe for users. These are not necessarily Board issues directly, but the Board has a strong role to play in directing the community to address certain things.

In the case of new gTLDs and safeguards, the At-Large people on the Consumer Trust and Confidence Review Team have pushed very, very hard to make sure that we address those kinds of issues. The Board can only direct. The community has to set the direction, has to set the actual implementation of these kind of things.

So, it's a joint job between the Board allowing or instructing certain things to happen and the community then meeting it. That's a cooperative effort.



Community

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So, consumer safeguards, I think, are one of the major things as we go forward. There are certainly other issues that we want to look at from a consumer point of view. WHOIS is one that will eventually get to the Board that will be critical. I think it's really important, as the Board deliberates on whether to accept the policy recommendations from the GNSO that the GNSO will eventually come out with. It's really important that the Board consider the consumer issues, the user issues, and makes sure that these policy recommendations were set in a balanced way.

In ICANN, we always have a very serious problem of those parts of ICANN with a lot of money getting to speak more than we do. I think that has to be addressed, and that has to be addressed at the Board level, both on an individual policy basis and in the generic area of making sure that things like At-Large do have a voice, even though we don't have our own money. Thank you.

TIJANI BEN JEMAA:

Thank you. Leon, please. Go ahead.

LEON SANCHEZ:

Thank you very much, Tijani. Johnny, to answer your question, I think that there are a number of things that we can do to better position the Internet end users at a Board level.

But I think that the main issue for me is equal footing.

Am I still on the call?

ALAN GREENBERG: You're still on the call. Someone was put on hold.

TIJANI BEN JEMAA: You are. Go ahead. Go ahead.

LEON SANCHEZ: Okay. Thank you. As Alan said, there is this perception, at least, that there are some players in the ecosystem that have better resources than the end users have, so I guess that adds to equal footing. If I get elected to the Board, I will certainly push towards having equal footing in any ICANN-related discussion.

I also think that this has to do with what I was saying in my opening statement. I will try to evangelize the rest of the Board members into what the Internet end users need so they can take these needs to heart and make the best decisions, taking into account these different needs and challenges as we have as Internet end users.

I also believe that we need to have a closer Board to the Internet end users. By this, I mean that the Board needs close not only to the Board itself or to staff or the organization, but I think that the Board needs to be closer to the whole community. The Board needs to take advantage of its own role, and they need to be close to all SOs and ACs.

I think that we can improve, not only by having that Board member that has been designated by the At-Large community, but also the rest of the Board members to be closer to the community, as I think that Board members are also community members.

So, I guess that that is something that I would definitely would push if I get elected to the Board: to have a closer Board that understands the Internet end users' needs and challenges and that they take into account these needs and challenges with every decision that they make. So, that would be my [inaudible]. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Leon. May I ask you please to speak up rather than type your question in the Adobe Connect chat? Because of my age, my eyes cannot read the very small characters on the Adobe Connect chat. But I will read the questions that I have. I have two questions now. I will read them, and then I will ask Ariel to read the questions if possible. But please, please make your questions yourself.

Aziz now is asking his question. You can do it in your language since you have French and Spanish interpretation. Aziz, go ahead.

French interpreter, are you hearing them?

UNIDENTIFIED FEMALE:

Tijani, this is the interpreter. We are not hearing Aziz right now.

TIJANI BEN JEMAA:

Aziz, do you hear me? Okay, I will ask the question of Aziz. I have it on the chat. I ask the staff to solve this technical problem, since Aziz cannot be heard.

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Aziz asks a question for both candidates. “What should ICANN do to help underserved regions or areas? And how will you defend the users in those areas? Do you have a strategy?” This is the question of Aziz.

Now we’ll start with Leon.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you very much, Aziz, for your questions. I do have a strategy for underserved regions and for developing countries. As I said, I think that we need to have a Board that’s closer to the whole community.

Of course, coming from a developing country, one of my focuses would be to better serve the underserved regions and the developing countries. For that, I’m proposing that we identify user groups of the five ICANN regions that would coordinate with the Global Stakeholder Engagement Team in order to organize or participate in a more interactive way in engagement events like, for example, rights [inaudible] ICANN.

By “more interactively,” I mean that the Board members should not only attend these types of events, but also be closer to the attendees and maybe provide workshops or interactive sessions.

I would also expand the Fellowship Program or propose to expand the Fellowship Program to include people in underserved communities that are located in developed countries, too. We currently have the Travel Ambassadors Program in North America, I believe. And I think that we



must include other people from developed countries that are from underserved communities. So, I guess that expanding the Fellowship Program would also foster that they participate and they get involved with ICANN's mission and with ICANN's objectives.

I think that, also, taking advantage of the Board retreats to set up meet-ups with local users' communities and evangelize them on ICANN's mission will also be something that could be very useful not only, as I said, in developing countries, but also in all five regions that also have developed countries.

I would propose the implementation of a pilot program that allows translating key basic information into non-official [inaudible] language. Today we have excellent translation and interpretation services, but these are constrained by the official [inaudible] language.

I think, coming from a non-English-speaking country that has the benefit of being an official [inaudible] language, I will also like to see other languages that are spoken widely throughout our regions, both in developed and developing countries.

For example, I would like to see some materials translated into German; maybe into [Zulu]; maybe into Quechuan for South America; Afrikaans, Swahili, Berber; or for me, for Mexico; Hebrew; Filipino; Japanese; Bengali; [Hindi]; Punjabi, [Turkish] – you name it.

There are a lot of languages that need to be addressed, and a lot of people that speak those languages. If you only add the Bengali, Hindi, and Punjabi, there is almost a billion users that speak those three

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languages. So, I guess that would definitely need to be at least [entered into] as a pilot program.

As far as part of your question on defending Internet end users, I believe that my routine, coming from the community of end users, provides me with a natural ability and a natural sense of defending Internet end users. So, all my decisions and all my discussions would be led by this natural knowledge and natural inclination to defend end users.

Thank you very much, Aziz.

TIJANI BEN JEMAA: Thank you, Leon. Now, before Olivier raises his hand, Natalia asked a question on the chat. I will read it –

ALAN GREENBERG: Tijani, I think that question was asked of both candidates.

TIJANI BEN JEMAA: Yes. You didn't answer it?

ALAN GREENBERG: You haven't given me the chance to answer it yet.

TIJANI BEN JEMAA: You are right. You are right. I am so sorry, Alan. Alan, please go ahead.

ALAN GREENBERG:

Thank you very much, Tijani. I think the question has to be answered on two levels. One is, what should ICANN be doing in the general sense for addressing the fact that we do not have a real presence in many parts of the world? I think that's over and above At-Large because there's lots of aspects of the Internet community and the domain community that should be present in other parts of the world. It's certainly not all related to end users.

So, I think ICANN has to do a lot more reaching out, has to have a lot to say to people in those areas. And certainly, some of the things that Leon was talking about are ways to do that.

Once we actually admit that these areas of the world exist, then there are other things that can be done specifically on the At-Large level. I think that one of our real issues is that we have admit to ourselves that we are not doing a really good job in many parts of the world. Once you admit there is a problem, there are typical ways to solve it and ways that are probably solvable within the budgets and the scope that ICANN has.

In terms of end users, particularly, and simply users in developing countries and underserved regions, if you look at my history, I've spent over 20 years looking at figuring out how to serve the developing parts of our world better. That goes back into the 1990s, when I was working on training workshops for many people – including Aziz, as it turns out.

The real issue, I think, is how you find people who not only have an interest, but have an interest in ICANN. It's well-established that if you're going to have an impact in some part of the world – in some city, in some place – you need to find champions. You need to find evangelists who will work hard to solve the problem.

So, although, yes, it's important to find groups, I think it's more key to find individuals who will put the time and energy into working with their colleagues to have a presence and get involved in our process. The thing we really need more is getting people actually involved in ICANN processes – obviously, the ones that are of interest to them. That, I think, we need to work on, and that's a job for At-Large.

But it's a job, also, for ICANN in general. We can only do it if there is some level of presence and support that we get from the rest of ICANN. Global stakeholder engagement is certainly part of it. The Board itself has to believe that. I think we still have a way to go. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Alan. Please forgive me for – not forgetting, but you know... I will not describe it. It was a mistake.

Okay. Back to Natalia's question. It is for both candidates. "How would you encourage those less-represented regions, such as LAC and Africa, to participate actively in the multi-stakeholder process?"

ALAN GREENBERG:

And you'd like me to go first?

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Community

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TIJANI BEN JEMAA: Yes. The floor is for Alan.

ALAN GREENBERG: Thank you. This is very close to what we were talking about before. I won't repeat everything I said, but I will focus on that I think champions are a really important aspect of this. If people in the region know of somebody – because they've met them at a conference; because they went to school with them or whatever – in some region that is currently being underserved, then I think people need to reach out.

All you need is one really interested person in an area, and you can use that as a seed to spread. I think that's one of the keys that we have to work on. And that's exactly what we've been doing without our outreach efforts. If people want a CROPP-funded program, go to a conference. They're not going to convince 400 people to do something, but if they convince one or two people to do something and they actually go home and do it, then we've made strides.

So, I think it really is not a mass program, but it's something that has to be done one on one by people who care and who can find other people who care in these regions. That's how we make a change. Thank you.

TIJANI BEN JEMAA: Thank you. Leon, go ahead.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you, Natalia, for your question. I also agree that this was pretty close to what Aziz asked before, and I am also not going to repeat everything. But I do believe that translation services are key. We cannot foster or encourage participation from Latin America and the Caribbean and Africa if we don't have translation services.

People need to understand what they are listening and what they are reading, and that cannot happen if they don't have translation services or if they don't speak English. I think that we must get out of our English-centered community and look out for a more diverse community.

Another point which is in line with this strategy would be to foster the use of remote hubs. We are Internet users. Let's use the Internet to foster participation and to encourage participation in our discussions.

I think that, of course, funds and support are something that we need to look for, but it's not only ICANN that has to support these activities. We can have workshops as we have at local levels to show people how to engage and how to acquire funds from different sources. With these, ICANN could also support establishing remote hubs for not only the ICANN [inaudible] council, but also for our regular regional meetings and for working groups.

So, I guess we need to take advantage of the technologies that we defend, and Internet remote hubs would foster this kind of participation. But again, I believe that, without proper translation and interpretation services, this wouldn't be of much help.

In regard to outreach, I think that we have done an immense amount of work, an extensive work in outreach. But unfortunately, this outreach hasn't delivered as we expected. So, I guess we need to change the strategy. We cannot fight the same problem with the same strategy or the same solutions when it has proven to fail and to not deliver as we expected.

We need new ways of thinking, and that is something I can bring to the Board: a new and fresh perspective. This is why I think that encouraging and fostering these kinds of strategies would definitely at least give us another shot for bringing in new faces and having the underserved regions engage and contribute to ICANN's work. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Leon. The next question comes from Olivier Crépin-Leblond. Olivier, go ahead, please.

OLIVIER CRÉPIN-LEBLOND::

Thank you very much, Tijani. I have several questions. I'm going to ask a couple and then, if there's time later on, I'll ask a few more. The first one is to do with ICANN in general. One of the joint capacity building sessions that is forthcoming between At-Large and NCUC is entitled, "What can you change at ICANN and why?" I was going to ask that as a first question. In your new role as a Board member, what would you be able to change at ICANN and why?



Community

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The second questions, so they can answer both questions at the same time is: what competencies do you bring to the Board that the Board already does not have? We all know the current Board members. I gather you must have studied them in finding out what your future potential colleagues would be like. What are they lacking? What can you bring? Thanks.

TIJANI BEN JEMAA:

Thank you very much, Olivier. The first answer will come from Leon. Go ahead, Leon.

LEON SANCHEZ:

Thank you very much, Tijani. Okay. In regards to the first question, my audio broke a bit, so I'm going to the transcript to see – oh, it's in regards to the NCUC and what could change. I guess that's –

OLIVIER CREPIN-LEBLOND:

Leon, let me rephrase it so you don't get lost and go on the wrong track. My question was: there's a future face-to-face meeting on capacity building entitled "What can you change at ICANN and why?" This is the question I want to ask. Not in relation to anything you see. In relation to your position, what can you change at ICANN and why?

LEON SANCHEZ:

Okay. Thank you. I think we have gone through major changes lately. The Transition has made major changes to the ICANN structure and to

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the ways that some decisions might be made. I think we are in the process of cooling down from the Transition. I think that we need to give space to the many changes that we made with the Transition, especially on governance and accountability, to see how they relate and how they work.

There are a couple of areas, though, that could be improved. For example, with the recent reviews, we have run into a situation in which our former Bylaws allow for independent reviewers to be part of the different working groups or the review teams.

Nowadays, our new Bylaws prescribe that all members from the different review teams must be endorsed by an AC or an SO. I think that that refrains us from having the advantage of listening to independent voices that otherwise would be quite constructive to the review process.

So, I think that is something that definitely needs to be reviewed, and we should go back in this particular topic to the model in which we are able to accept independent members to the review teams. So, I guess that is something that I would definitely look into and I would like to see changed within ICANN.

Another thing that might prove to be useful is some changes into the structure. We have some discussions currently as to, for example, Compliance. It has always been a thorough discussion, at least at the At-Large level, on whether Compliance has accomplished its task to actually do their duty. I think that's – for example, [inaudible] and has

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provided with some studies that demonstrate that Compliance hasn't really delivered as they should.

So, I guess that would also be something that should be looked into, especially in regards to having a safer DNS and a safer Internet for all Internet end users.

In short, I think that there are a number of things that need to be observed as the implementation process keeps falling into place with the Transition. But I also have at least two points that could be useful to immediately take care of. Thank you, Olivier.

TIJANI BEN JEMAA:

Thank you. This is the only answer of the first question. Alan, answer the first question, please.

ALAN GREENBERG:

Okay. Thank you. This question is actually very close to one that was asked in the text questions that were answered. Javier asked a similar question.

My answer is actually about the same as I answered there. ICANN has gone through a lot of changes with accountability, and maybe we need a level of stability at this point. But there are a few things that I think we can't ignore forever. One of them is the balance amongst stakeholders. I'm sure there are some stakeholders who will say that At-Large is too vocal and that we should be suppressed instead of growing larger.



But I believe, if we're going to have a multistakeholder model, the stakeholders have to be in a position to act on behalf of their constituencies, and that means all of the stakeholders.

ICANN has almost religiously ignored the issue that we have raised – certainly we have raised and others have raised multiple times – that the lack of funding and the lack of not doing this as our day job puts At-Large at a very strong disadvantage. I think that needs to be addressed, and we need to have an overall review of the balance of stakeholders within ICANN. So, that's number one.

Number two is the – and I hesitate it when I just said we need to do a review, but the system of reviews that we are looking at right now (both the organizational reviews – such as the At-Large review and what are now called specific reviews, which were the affirmation of commitment reviews) is becoming oppressive.

We have to make sure that we're getting good value from money and that we're not repeating ourselves. I think we have some work to do in both of those areas, and I think it's really critical.

In terms of the specific reviews, as Leon said, we are under new Bylaws. These reviews can use experts. They just have to appoint them themselves as opposed to having people apply for them. But nevertheless, I think those reviews need to be looked at to make sure that we're getting good value out of them and not just doing it because there's a rule somewhere on paper saying we have to do it.

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So, those are the two areas that, in a global sense, I think need addressing. If they're addressed, I think end users would be in a much stronger position to participate and to defend their interests within what is currently what I think is a very unbalanced ICANN. Thank you.

TIJANI BEN JEMAA:

Continue, Alan, for the second question, please.

ALAN GREENBERG:

Thank you very much. My competencies? I've already talked about some of them. I think the history I have of At-Large and from a gTLD perspective is a resource that would be very important to the Board. I hope there's no question in anyone's mind that defending the interests of the users is what I'm in ICANN for. If not, I would go really retire. I think it's absolutely crucial.

I have spent a lot of time working with other parts of ICANN, and I know that I've established good relationships, both with the operational parts of ICANN and within the Board right now. I think I'm in a strong position to work as a collaborative member of the Board.

Someone coming in and simply saying, "We're going to change everything because I know better," is not going to get very far. I think I'm in a strong position to work well with the Board, with board members, and to make sure that the interests of users is heard – not just that someone speaks, but that people have to actually listen and



Community

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take it into account. I think I'm in a strong position to do that. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Alan. Leon, please. Second question.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you, Olivier. What I would bring to the Board is a fresh and independent approach. I am not one of the usual suspects. One of the things that the At-Large and the ALAC has been criticized about in the review is that we seem to have a never-ending leadership that always takes all leadership roles.

I think that is not the case for me. As Alan has highlighted, I am relatively a newcomer. I've only been here for the last three or four years, so I guess that is something that adds to my capacities to get to the Board.

I, of course, represent a change in leadership as far as At-Large has to do, and it would also mean a generational change in terms of [handling], to the next generation, leadership in At-Large.

I also bring regional diversity. I come from and I live in a developing country, and I think that that gives me the advantage of not only bringing a community-based perspective, solidly grounded in user experience; but also with the knowledge of having suffered the challenges that developing countries have.



Community

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I don't see these challenges from far away. I am not someone who has worked to try to deal with these problems, but I have been someone that has suffered with these problems. So, I bring this knowledge and this expertise with me to the Board.

I bring, also, my ability to build bridges and alliances, which has proven quite useful. At least that is demonstrated by my CCWG Co-Chair role. I have also an ability to negotiate that is very solid. I am also a solid expert lawyer in governance issues, and I have the capacity to make informed, difficult decisions about ICANN in my best capacity, consistent with the views of At-Large.

I also bring my leadership skills, which have been demonstrated through my work as Co-Chair of the CCWG, again. I believe that something that's really important is my knowledge of the Transition and my closeness to the Internet end users, not only within ICANN but also outside ICANN. Thank you.

TIJANI BEN JEMAA:

Thank you, Leon. Now I have five questions on the chat, and then I will give you back the floor, Olivier, to ask the other questions, if you don't mind.

Ariel, please read Satish's question, please.

ARIEL LIANG:

Thanks very much, Tijani. Satish Babu has a question for both candidates. "End user interests appear to be represented within the

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Community

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ICANN ecosystem, by not only At-Large but also by other constituencies, such as the NCUC. What efforts can the Board take to demarcate the role of At-Large from other constituencies?”

TIJANI BEN JEMAA:

Thank you very much. Leon, please go ahead.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you very much, Satish, for your question. I think that the Bylaws already demarcate what At-Large needs to do within ICANN, as well as the GNSO, of course.

I would not have a vision on this issue that tries to isolate both communities from each other. I would rather have a vision that fosters collaboration across constituencies.

One of the most rewarding experiences that I have had within ICANN is to work in the Cross-Community Working Group on Enhancing ICANN Accountability. I think that this exercise showed us and taught us that coming out of our silos actually produces very good results.

So, I guess that, rather than having the At-Large community and the non-commercial community stick to only some issues, I would rather foster collaboration between those two communities. As I said, I think that we can encourage both communities to work together, and the results, I think, could be very positive.

We can identify common interests, common subjects, and we can build alliances and bridges as opposed to continuing being confrontational



Community

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and having a conflict that does not serve the Internet end users or ICANN as an organization.

Therefore, I would try to foster, as I said, collaboration and build alliances and bridges rather than continue the isolation of both groups.

Thank you, Satish.

TIJANI BEN JEMAA:

Thank you. Alan?

ALAN GREENBERG:

Thank you very much. I think there's a number of aspects to this. First of all, part of the confusion is because people, at times – I think deliberately – obfuscate the differences between the two groups. At-Large very much focuses on all of ICANN, whereas the NCSG is a group within the GNSO and only focuses on issues related to gTLDs.

So, from that point of view, there is a different focus. Although, yes, certainly, as Leon points out, we can work collaboratively where there is overlap – and there is overlap – the focus is different. And I think that's important.

The second issue that, although the groups within the GNSO represent users of the gTLD space – not users in the more general sense – they tend to do it from very particular points of view. Those points of view may coincide with views of At-Large, and sometimes they do. At times like that, we can work cooperatively.



Other times, their views are sometimes different from the views of At-Large. In particular, if you look at issues like privacy, you will tend to find within the Non-Commercial Users Group a very strict adherence to privacy in its own right, whereas within At-Large we will also look at the reasons why certainly we consider privacy of individuals as being very important but we also look at issues such as law enforcement and misuse of the Domain Name System. So there are balancing and nuanced considerations that we take because we are looking at a wider scope than just what the other groups are.

I certainly would like to see an end to the animosity and the strident positions that have been taken in both directions unfortunately, but there are differences and I think we have to highlight those differences and where we take a different position than they are or we have a different focus, I think we have to be proud of it and not wash it away but use it as one of our strengths. Thank you.

TIJANI BEN JEMAA: Thank you very much, Alan. Ariel, the second question is from Arshad.

ARIEL LIANG: Thank you, Tijani. Arshad Mohammed: "Question to both candidates. What are the personal priorities of the candidates and what would they like to see prioritized at ICANN as a whole?"

TIJANI BEN JEMAA: Thank you very much. Alan, go ahead.

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ALAN GREENBERG:

I think we've already addressed some of those, and I won't repeat them. Certainly I think making good use of volunteer time is a critical one. Right now I think there are parts of the process which are not working as well – I already mentioned things like reviews – that I think need a fair amount of level of reform.

In terms of personal priorities, I think we need to... we keep on talking about a bottom-up organization but lots of it is top-down. And I think we need to understand where we benefit from being bottom-up and where in fact there is some benefit in having a level of coordination as opposed to a pure free-for-all. So prioritizing that which will end up using volunteer time more effectively, I think is an absolutely critical requirement going forward.

There are other things that I think need to be addressed over and above the ones I've already talked about. We're already talking with codes of conduct in ICANN about having a level of respect. The previous question talked about NCSG and At-Large, where at times the word "respect" is not the one that is the operational one. And I think we need to look at that also.

Overall, we're asking people to donate their time. If you work for a registry, you may also be paid for it. If you're in At-Large, it's a true donation. We should make the time that people give, something that they don't have to suffer for in parallel or put up with things. And I think those are really key. I suspect there are others also, but I'll go over to Leon.



Community

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The real key is value for money both in the money that ICANN spends and, more important, in the value of volunteer time that we put into it. Thank you.

TIJANI BEN JEMAA:

Thank you, Alan. Leon please.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you very much, Ashad, for your question. For me, the main objective will be equal footing and diversity. I think that it has been highlighted that we need to have equal footing as to what other ACs or SOs have within ICANN And I think that that can only be reached through diversity. I think that my priorities are to provide the voice of these views and to evangelize them on the needs from Internet end users so that they also have these into account when they make decisions.

I don't think that bottom-up process is something that you can simply switch on and off at will and say it's okay when it's in your advantage and say that it isn't when it's not in your advantage. So I guess that equal footing has to do with that. We need to make sure that the multistakeholder process works properly within ICANN and I think that that would be one of my personal priorities.

I also think that changing the [image] that the At-Large community and the ALAC has not only in the ICANN community but also at the Board level is something important that I would definitely take at heart. I



Community

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would work in a way that lets everyone know that the At-Large community and the ALAC have a lot to contribute to the ICANN ecosystem and that we're not just a group of friends that continues to make this, how the review call it, this musical chair game switching positions between each other.

I would work so that everyone values what we do. I would work so that not only the organization but also the members of the other SOs and ACs value our voluntary work. I would work so that the [image] that many still have about the At-Large community and the ALAC changes in a positive way and I think that Rinalia and Sebastien have done huge steps towards that but I think there is a lot to be done still and I would definitely have that as my personal priority if elected to the Board. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Leon. Next question is from Natalia. It is the second question of Natalia. Ariel, please.

ARIEL LIANG:

Thank you, Tijani. It's a question for both candidates: "According to the At-Large Review report there is a perception that the same persons are always participating and holding positions. How would you encourage more younger participation and assure a general release?"

TIJANI BEN JEMAA:

Thank you very much. Leon, go ahead.

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LEON SANCHEZ:

Thank you very much for this question. I think a good step towards that would be electing me. Speaking seriously, what I would do to foster having younger persons come into ICANN would be, of course, to try to engage with them with the Global Stakeholder Engagement Team and also with the RALOs. I think that Alan said something that is key to this exercise. He spoke about individuals that can be champions, and I do agree with him on that. I think that we need to look at groups of persons and identify the champions within those groups of persons to pull them in literally to the ICANN ecosystem, to the ICANN environment.

But we should continue to do what has been already going on in the At-Large Outreach Strategy and I think that the team that takes care of outreach within the At-Large has done a tremendous and a very good work engaging with universities. We have a lot of people that is teaching in universities so I would definitely try to facilitate the work of those teachers in universities and in communities that have this fresh blood that we all need within ICANN to foster the participation of younger people.

So far we have the Fellowship program and the NextGen program which have proven to be an excellent way of having new blood brought into ICANN. I am an example of that. I came to ICANN through the Fellowship program so I think that we should definitely continue to foster those kind of programs. We can do better. We need to look at other ways of bringing in new people and, as I said, this is the [image] of



Community

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having the same people over and over again in leadership positions. I think it's a two-way street. It's not only something that you can attribute to the community itself because there is, of course, some need of experience and willingness to work but also it is a little bit of our fault in not being able to pull in new people.

I guess we need to strike a balance between experience and freshness, and for that we need to explore new ways of engaging with end users across all regions because we need new blood from not only developing regions but also from developed regions, from developed countries, that need to be literally the next generation that leads ICANN to its next phase. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Leon. Alan.

ALAN GREENBERG:

Thank you very much for the question. It's an interesting question because it starts off with perceptions, and there is very much a perception that we are an unchanging group with leaders never giving up their positions and never allowing anyone to get into the elite ranks. The numbers say something very different. One of the comments, for instance, in the current version of the review is from someone in the NCSG who says, "I've been watching At-Large for over 10 years now and there has only been a handful of leaders." Well, I went and did some statistics, and in that 10-year period – and that's from 2007 to 2016 – we have had in ALAC leadership positions 17 people. That's an average



duration of only two and a half years per person. In At-Large RALO leadership positions we have had 42 different people. In RALO Chair positions we've had 23.

So there is a perception that we're an unchanging group, but the perception is because the people that are seen by the commenter in NCSG or someone on the Board is not the whole group. There's lots and lots of people who were working very hard in leadership positions that are not visible, and therefore they're presumed not to be there.

So we do have a very major perception problem and we need to fix that perception problem by making sure people understand the reality and not just what they see.

That being said, we're always in a position where we need to get new people and young people in. I think we are pretty good with the NextGen, with the Fellowship. We have benefited significantly and Leon is one of those examples, but he's far from the only one. We've also helped the program. We gave them back Siranush. I don't think we gave her, but she left. And I think that will benefit the program and it will repay in spades as we go forward.

The real challenge is when we get young people into the process, that we keep them and that we get them involved and active workers. That's the real challenge. I think we need some introspection to understand why we get young people walking through and not staying with us. And that is a really critical question that I think we need to work on.



Community

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But both the perception and the reality are very different problems but I think ones that we all knew we need to address on both cases. Thank you.

TIJANI BEN JEMAA: Thank you very much, Alan. Before giving the floor back to Olivier, Johnny have asked a question on the chat. Ariel please.

ARIEL LIANG: Thank you, Tijani. It's a question from Johnny Laureano for both candidates: "It is very important that ICANN's budget includes resources to develop ALS. What will be its contribution on this issue?"

TIJANI BEN JEMAA: Thank you very much. Alan.

ALAN GREENBERG: I'm not quite sure I understand it. The ICANN Bylaws make it very clear that we cannot use ICANN money to actually support an ALS. So I don't think that is going to change so I'm not quite sure of the focus of the question. We do, however, need to make sure that we have adequate budget so we can support our interactions with the ALSes and make sure that ALSes are a contributing and viable part of our community.

Part of that is – and has been mentioned already by Leon – is language services. We can make the hope that people that are going to participate in GNSO or CCWG speak English, because unfortunately





Community

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ICANN has not shown any willingness to use language services in a wider range outside of the GAC and at-Large. It's certainly something I would push for, but I don't believe it's going to change radically in the very near future. But we need language services to make sure we can serve our ALSes properly and we have communication, and that's one of the things that we're working on right now within At-Large and I think it's going to become one of our major focuses – that is, supporting not only ALS representative but supporting the ALSes in terms of information and opportunities for them to feed back into our process.

So from that point of view, I think budget is going to be essential. It's going to show up in budget for ICANN. Supporting At-Large is going to show up in materials. Unfortunately, I don't think we're going to see money being given to the ALSes as such, because that is counter to the current Bylaws and, to be honest, I don't see that happening in the near future. It may well be desirable, but I don't think it's likely to happen. Thank you.

TIJANI BEN JEMAA:

Thank you, Alan. Leon.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you very much, Johnny, for your question. And I think that Alan has pretty much said everything that needs to be said on this issue. What I would add is that I would certainly push for those pilot programs that are undergoing in ICANN and from which ALSes can be benefited to continue. I would definitely push for



Community

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programs like the CROPP to continue and to verify that adequate funds are provisioned in ICANN's budget to continue to fund these kind of programs – like I said, the CROPP, the Fellowship program, the NexGen program – which are all programs directly impact the work of the ALSes and that directly impact bringing in new people to ICANN and that would definitely contribute to enhancing ICANN's diversity.

So I think that having an eye on these programs and that they are adequately funded and that the many services that ICANN provides as support to the At-Large community continue to be adequately funded and that are sufficient to address the needs from different RALOs and ALSes that can [on] these services to continue to provide their input to the ICANN discussions. Thank you, Johnny.

ALAN GREENBERG:

Tijani, can I have a quick follow-up that I think will speak on both of our behalf? It's an advertisement.

TIJANI BEN JEMAA:

Okay.

ALAN GREENBERG:

As people may know, we have up to as much as \$240 million that's going to be given away in the proceeds from the gTLD auctions. We are currently just starting a working group to decide what kinds of things and who is allowed to ask for money. One of the questions is, "Can At-Large or ALSes ask for money?" and we need people participating from



Community

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At-Large in that working group so that the answer that comes out is, “yes.” And then maybe there will be real money. It’s not ICANN budgeted money, but real money that is available for projects. But we need At-Large people working in that process. So get out and join the working group. Thank you.

TIJANI BEN JEMAA: Thank you very much. Thank you. Olivier, now the floor is yours.

OLIVIER CREPIN-LEBLOND: Thank you very much. Tijani. Can you hear me?

TIJANI BEN JEMAA: I hear you.

OLIVIER CREPIN-LEBLOND: Okay. Thank you, Tijani. It was a while so I even forgot where I had put my phone before even unmuting it so that was not a good start.

I have a lot of different questions. First, it’s great to hear from the candidates. Let’s get going through these. The first one is a simple one. It’s a yes or no answer. Are you conflicted in any way according to the Board Conflicts of Interest rules?

TIJANI BEN JEMAA: So one by one – Leon first. Are you conflicted?

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LEON SANCHEZ: The answer is no.

TIJANI BEN JEMAA: No. Alan?

ALAN GREENBERG: I'm sadly earning no money. I have no conflicts.

TIJANI BEN JEMAA: Okay. Olivier?

OLIVIER CREPIN-LEBLOND: Okay. This is going to be good because they're all tweeting answers – be as short as you can. ICANN has a terrible image outside ICANN circles. Why is this in your view and how do you suggest we address this? And I guess when you'll be on the Board that's one of the things that you'll have to address.

TIJANI BEN JEMAA: Alan?

ALAN GREENBERG: ICANN does have a terrible image in many parts of the world, and the parts that we don't have a bad image on, we don't have any image at all

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Community

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because people don't know we exist. That's not all quite true. We do actually have a good image in parts of the world. I think we need to understand that we need to speak to people not in our language but in theirs. And it's that simple. And we in fact have a budget request in right now that was authored by Evan Leibovitch to look at just that: how can we come up with ideas – and he's proposing a contest – how could we spread the word about ICANN in a way that other people will not go to sleep while we're doing it? So I think it's something we need to work on. We need to take it seriously.

TIJANI BEN JEMAA: Thank you very much.

ALAN GREENBERG: Not quite a tweet.

TIJANI BEN JEMAA: Leon.

LEON SANCHEZ: Thank you very much, Tijani. Thank you very much, Olivier, for this question. I think that the answer is diversity, as I said. Many outside ICANN have a bad image about ICANN because they haven't been engaged and they haven't been involved or if they have been they haven't been able to understand the ICANN language as we colloquially



Community

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know it. So I think that diversity is one of the tools that we must use to change these views from outside ICANN.

I think that accountability is also another tool that will help change this image. I have some experience in accountability, as you may know, and I think that we might use the new Accountability model to change the image that ICANN has. There are also a number of discussions taking place in the second phase of enhancing ICANN's accountability, commonly known as Work Stream 2, that would lead to changing the views and to combating the negativity that ICANN is perceived with outside of ICANN. And by this, I could give some examples of SO and AC Accountability, as staff Accountability, diversity again, the Ombudsman role, etc.

So I think that these tools would definitely help us to change this negative perception that ICANN has outside of ICANN. Thank you.

TIJANI BEN JEMAA: Thank you, Leon. Olivier, another question please.

OLIVIER CREPIN-LEBLOND: How do you propose to ease volunteer fatigue across ICANN?

TIJANI BEN JEMAA: Thank you. Leon?



Community

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LEON SANCHEZ:

Thank you very much, Olivier. I think that volunteer fatigue is a direct consequence of not having enough hands taking care of the different issues that we have. So I think that the first thing we should do is to bring in new people, engage them, and have them keep the conversation going. Another strategy for this would be to, of course, have a rotation of the people that are taking care of the different issues and discussions within ICANN not only in At-Large but in any other community that has unpaid volunteers working on ICANN discussions.

Lastly but not least, as I said, I would definitely encourage the use of technologies and remote hubs to continue to participate in ICANN's discussions. And I think that would definitely help us fight the volunteer fatigue that we all very aware that sometimes just comes in and gives us sometimes harder and sometimes not so hard. But I think that would be a good strategy. Thank you, Olivier.

TIJANI BEN JEMAA:

Thank you very much. Alan, please.

ALAN GREENBERG:

Thank you very much. I think there is a number of aspects and Leon covered some of them. We need new people, but we need new people who actually get engaged and are willing to take on the difficult subjects. You can't make a WHOIS expert – now RDS or RDDS – in six months. There's just a vast amount of history and there are so many complexities to the issue that it's just something you're [again] but if you don't get new people involved in the discussions, then they never



Community

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get up to speed. And we are not doing well on that right now. If you look at the people who are involved in that subject, for instance, it's people who have been doing it for a bunch of years and we need to be better to somehow lure people in. And it's almost setting a trap for them to make it sound interesting.

Part of that is training and getting people up to speed, and I think we need to do it much more not only with a webinar that's targeted at 30 people but we need to do functional mentoring – that is, when we get someone who thinks they may be interested in a particular topic, we need to assign them with someone else and get them up to speed. And that only can be done with one-on-one work. That's part of it. It's not just a lack of new people. It's new people who are willing to take on the load.

And the last part is, ICANN needs to manage the process better. We're not doing well right now. We have several activities going on, for instance on WHOIS, and we're just chartering a new one which is likely to be a heavy load and we're asking the same people to do it. And I think that's just misuse of the volunteer time, misuse of the people, and I think we need to do it better. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Alan. Olivier, if you have more questions I have questions on the chat so I will first let Ariel read the question of Antonio. Ariel.





Community

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ARIEL LIANG: Thank you, Tijani. It's a question from Antonio Medina: "In addition to the resources as mentioned by Johnny Laureano, what concrete actions do you propose to strengthen the RALOs and ALSes?"

TIJANI BEN JEMAA: Thank you. Alan?

ALAN GREENBERG: Thank you very much. First we have to get past the review and make sure we have RALOs and ALSes. I'm optimistic we will do that. I think we need to make it clearer – and we haven't done a very good job right now – exactly what the ALSes should do and what they need to do. That's part number one and that in fact is something that's an ongoing activity in our current reevaluation of the ALS/RALO expectations and criteria. And I think you'll see some strong actions coming out very soon on that.

In terms of ALSes, the ALS is a horrible name – an At-Large Structure – but an ALS is a group that's locally based. We need to start making use of it as a group and not one or two people who are speaking on behalf of the group. And as soon as we can actively start interacting with the group, I think we'll get feedback and I think we'll have a much more vital and powerful organization because of it. That is work that is going on right now in At-Large. We will see some documents coming out in the next week or two hopefully – or certainly in the next few weeks – that we will be distributing to try to get feedback, and the hope is that we



Community

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can not only have 217 ALSes, but 217 groups of people on the ground around the world that know about ICANN and At-Large. Thank you.

TIJANI BEN JEMAA: Thank you very much. Leon.

LEON SANCHEZ: Thank you very much, Tijani. Thank you very much, Antonio, for your question. I think that my answer would be capacity building. If we want to have solid ALSes, we need to build capacities [from] them. We cannot have participative ALSes if we don't provide them with the knowledge to participate in an informed way in ICANN discussions. So, I think that capacity building is the best way that we can have to better position our ALSes within the ICANN ecosystem.

Also, motivation is something that we need to have spread throughout our ALSes. And one of the motivations that arises from what [inaudible] is, of course, contributing to working groups, to know that your contribution is meaningful and that it's taken into account.

On this end, I think that also the standards of behavior would also be something that I would use to have a solid ALS Structure within the RALOs. We have seen very unfortunate cases in which some ALS members work in ways that may seem disrespectful to many. I think that if we build capacities on standards of behavior, we will also be able to achieve a collaborative ecosystem within not only at the At-Large

community but also ICANN-wide. I think, as I said, that capacity building, you have the key to having a solid ALS ecosystem, Antonio. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Leon. I still have two questions on this on the chat and some questions from Olivier and we are running out of time. I would put myself on the queue so that I ask my two questions. Now, Ariel, please read the question of Paul.

ARIEL LIANG:

Thank you, Tijani. It's a question from Paul [Sruti] to both candidates. "Thanks for reaching out today. It's appreciated. You have each mentioned stakeholders, users and end users. Could you explain who each of those terms referred to with a rough estimate as to the numbers forming each group, hundreds, thousands, millions or billions, the extent to which you believe ALAC should represent them."

TIJANI BEN JEMAA:

Thank you very much. This is a good question. I hope it will not be a long answer for this question. Really. First, Leon.

LEON SANCHEZ:

Thank you very much, Tijani. Thank you very much, Paul, for your question. I will not go into details. As Tijani have said, we could speak about this for ages so I won't go into that way.

When I have referred to stakeholders, I referred to any person or group of persons or businesses, of course, that have a stake within ICANN and the different policies that impact those groups that are discussed and shaped within the ICANN community.

When I referred to users and end users, I mean the Internet end users. Let me rephrase that. When I mean end users, I referred to the people that form the At-Large community. When I mean users, this could be, of course, commercial or noncommercial users.

As to the numbers that each of these communities or stakeholder groups are formed by, well, there are, of course, different statistics and different numbers that tell us that Internet end users are in the billions that commercial users may be in the millions. Of course, registrars and registries are maybe thousands and [governments] are in the hundreds and so on and so forth.

I guess rather than asking the question on if I believe that ALAC should be representing the users, I think that the Bylaws already give us a straightforward answer that the ALAC represents the interests of end users rather than end users themselves. Thank you.

TIJANI BEN JEMAA:

Thank you very much. Alan.

ALAN GREENBERG:

Yes. Thank you. I won't add a lot to that. The last point is key that in all cases and At-Large represents the interest of end-users, we do not

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Community

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pretend we send e-mails to all 3.5 billion people and read the responses.

Even if we're looking at tiny numbers, 1,000<sup>th</sup> of 1% of Internet users is still 35,000 users. We don't pretend we're [inaudible] them. From my point of view, I use the term users and end users interchangeably. I don't think I really differentiate between the two.

But representing the interest I think is really the key. I believe the same is done by the intellectual property constituency or business users. All you can do is take the people you do have and try to get as many of them as you can involved in ICANN to represent the interest of the larger silent community. Thank you.

TIJANI BEN JEMAA: Thank you very much. Olivier, how many questions do you have?

OLIVIER CREPIN-LEBLOND: Thanks, Tijani. I have about 32, 33 questions. But I'll stick to three if that's okay. I can reduce them to three rather than 33.

TIJANI BEN JEMAA: Okay. Three. So, I will give you the floor for one question and then Carlos. And then I will ask two questions and I will give you the floor back for your two last questions. Okay?



Community

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UNIDENTIFIED MALE: Tijani, before we do it, we have 20 minutes left. Are we going to go over? Are we keeping to the time?

TIJANI BEN JEMAA: Yes. I don't mind but I don't know if the interpreters can stay with us. I don't know if everyone can stay because I would like the answer be heard by everyone. If we have still only two or three people on the call, it will not be beneficial for anyone. Okay, go ahead, Olivier, your first question.

OLIVIER CREPIN-LEBLOND: Thank you, Tijani. Some people are members of more than one constituency. Some are in At-Large and NCUC. Some are in At-Large and NPOC. Some companies are in the business constituency and they're also now registry. Some companies are both in the ccNSO and the GNSO. Is this double-dipping as some people are saying? Or should there be restrictions on those? Or is this not a concern?

TIJANI BEN JEMAA: Thank you very much. Next responder will be Alan. Alan, go ahead.

ALAN GREENBERG: Thank you, Olivier. You gave a number of options and I think the answer is all of the above. Individual groups within ICANN have set some rules. For instance, you can be a part of the registry and registrar stakeholder groups. And you can only vote in one. They have addressed it that way.

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The business constituency have said, “You cannot be a registrar or a registry if you join us, period.”

So, different parts of the group of the organization have set different rules. We have ALAC members who are also represent ccTLDs. We have ALAC members who are registrars. So, this kind of thing happens. And I think you need to manage it so there is not a significant conflict. How we manage it I think is up to the individual groups.

It's an issue which the ALAC has been discussing and hasn't resolved yet, of do you allow someone who is active and a principal in another group, a chair of another group perhaps, being active and having a vote within At-Large? These are really difficult questions but I don't think you can answer them in the general case. I think you need to look at them case by case and come up with equitable answers.

In many parts of the world, people wear multiple hats. We cannot change that and we cannot tell them they can't participate at all in our group because we'll just lose people who want to work instead of getting the benefit from them. So, I think we need to be flexible but we need to look at it carefully and capture. And conflicts of interest are real issues that we need to address. Thank you.

TIJANI BEN JEMAA:

Thank you very much. Leon.



Community

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LEON SANCHEZ: Thank you very much, Tijani. Thank you very much, Olivier, for your question. To give a short answer, I do think it's double-dipping. I have little to add to what Alan said. I am pretty much in agreement with what Alan has just stated so I won't repeat everything that he said.

One thing that I would emphasize, however, is that there is no one-size-fits-all solution to this, that we need to look at this on a case by case basis as Alan suggested and that we need to be flexible. But just on a general basis, I would definitely think that this would be a double-dipping situation. Thank you.

TIJANI BEN JEMAA: Thank you very much, Leon. Now, Ariel, please read the question of Carlos Vera.

ARIEL LIANG: Thank you, Tijani. It's a question from Carlos Vera, ISOC Ecuador, for both candidates: "What accountability framework for the community do you propose to implement which strengthens from the Board?"

TIJANI BEN JEMAA: Thank you. Leon.

LEON SANCHEZ: Thank you very much, Tijani. Thank you very much, Carlos, for your question. I think that the enhancement of some ICANN's accountability





brings new accountability mechanisms not only for the Board but, of course, it would evolve to other components of the community as well.

I think that the ultimate accountability mechanism is that if you, as At-Large community, consider that the Board member designated by the large community is not performing or has not met the expectations or is in clear conflict of what the At-Large standards are expected to be, you can now remove that Board member or, of course, exercise his power through the Empowered Community.

I guess this is a very welcome advance in enhancing the accountability. And that is something that, of course, the At-Large community could use.

But I would not stop there. I would not only use the accountability mechanisms that the new Bylaws provide us. I would foster a closer relationship with or between the At-Large designated Board member and the community as I have said from the beginning of this call. And with that, I would of course be someone that is present and close to the community. And I would provide them with information and of course reports on the activity that the Board is undertaking that may impact Internet end users' activities or perspectives.

So, I think that having a two-way street with constant communication can be the best of the accountability mechanisms between the community and designated, whatever. Thank you.



Community

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TIJANI BEN JEMAA: Thank you, Leon. Alan, please.

ALAN GREENBERG: Thank you very much. Leon has covered certain part of what I was saying. The accountability, CCWG accountability has put an awful lot of focus on accountability of the Board and making sure that the Board does what the community wants to do.

In Work Stream 2, we are just starting the process of figuring out, how do we make sure, now that the ACs and SOs have control of the Board essentially, how do we make sure the ACs and SOs are accountable to their constituencies?

It's not an area that we focused a lot on in ICANN in the past. I think we need to do a much better job of it. The concept of capture does not stop at the Board but goes all the way down to the ACs and SOs and how they're constituted. I think there's work going on there but I think we're going to have to put a lot more effort and a lot more serious effort into it to make sure that we're stable there.

That's certainly a very large part of accountability. In terms of accountability to our own organization, as Leon said, the relationship between the Board, the Director and the organization is something that's evolving. If you look at over the last seven years or so that we've added At-Large Director and even before when we had a liaison, that liaison in general, went from us to the Board and we rarely saw that person.



As we're learning, as we're caring more about our interaction with the Board, you'll find, I think the relationship is getting stronger. The interactions are getting more common. That's not an accident. That happened deliberately over the last number of years with both the previous Chair and current Chair and the previous Board member and the current Board member to increase the number of interactions to make sure that the Board, person we have on the Board does not lose touch with what the important issues are and is continually getting feedback. I think that's only going to increase. I think that's true regardless of who gets elected. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Alan. Now, we have ten minutes left. I will ask two questions, one for each candidate. There are questions for single candidate each. I didn't intend to ask questions but you pushed me to ask those questions about language.

The first question is for Leon. I have seen and heard you. I have seen you on your answers to the written questions and heard you today speaking about having a better language service at ICANN, adding list of other language as to be interpreted or translated too.

I would like to ask you, Leon, do you imagine how much this will cost? Do you think that if you are speaking about a professional translation and interpretation, it will be really costly, very, very costly. And I am not sure it will be possible to implement it.

If you are speaking about machine translation or about community translation, it will not be the same because we experienced this before and it wasn't successful since it was misleading. You don't have the same meaning from a language to another. So I ask you, did you think about that? Is it implementable for you?

The other question for Alan now, Alan you spoke about languages and you said, "I think that we need the language services in other communities not only in ALAC and the GAC." I understand that but do you agree with Leon about having more languages to be interpreted too more than the UN languages? Thank you.

We'll start by Leon, for sure, because the answer of Alan will depend on the answer of Leon. Leon, go ahead.

LEON SANCHEZ:

Thank you very much, Tijani, for this question. In my written answers and throughout this call, I have mentioned the implementation of a pilot program that allows translating key basic information about ICANN.

I am not proposing that we have interpretation in all these languages, in all our meetings and all our calls. I am aware that that would have an enormous cost for ICANN and I don't think that would be implementable as you rightly say. I would, therefore, begin with translating key basic information. Let's say maybe some of the engagement materials like videos and slideshows into the different

languages that I have proposed namely, German, Zulu, Quechuan, African, Swahili, etc.

One thing that we can take advantage of is not only these pilot program that would, of course, require some funds but also we can rely on the diversity and richness of our own community to have these key information resources translated by our own people.

We've seen efforts throughout the At-Large community of translation of many documents into many different languages. And I think that if we structure a pilot program that has some resources into it and that fosters this kind of collaborate efforts and participation, we are most likely to achieve the goal of having these key resources translated into all these languages.

I am not saying, again, that we must add these translation services to all activities within ICANN. I would first start by translating this key information that will help us engage with those players in communities that don't have even knowledge about ICANN still and they will also help us engage with new people to bring into the discussions into ICANN. I hope that it's more clear. I would say that this would be fairly implementable.

TIJANI BEN JEMAA:

Okay, thank you very much. Alan, please.



Community

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ALAN GREENBERG:

Thank you very much. Look, language is important. We fight wars over language. We've set up country boundaries over language. It's important. We need to accept that. We are never going to be at a level of the European community or the United Nations where we translate every document and every [inaudible] anyone speaks into all of the languages that are in our repertoire. It's never going to happen. We don't have that level of funding.

At the same time, we need to judiciously decide when to use certain languages. And it may be the UN languages and occasionally, it'll be other languages just like we currently in At-Large, we often do Portuguese. We will find opportunities in times when other languages are necessary. At the same time, we have to recognize that we are not going to use it universally.

It's really important that key people who want to participate in other activities within ICANN can speak English. It's not fair. No one claims it's fair but it's something that we have to deal with. At the same time, we know we're not going to get every person in every ALS to speak English. Therefore, if we're going to send information out, if we're going to do capacity building at that level, we have to do within local languages.

So, it's going to be very judicious choices of where we do it. In terms of other parts of ICANN, it wasn't very long ago that the GAC, representatives from other countries had no simultaneous translations. Now they do. Now, we can get more better participations. Pardon me?

Just one more sentence. We're going to have to pick and choose where we think there are benefits. It's very difficult to gauge where we need it

because until the people show up, we don't have a user for the language but they won't show up unless we have their language. So, it's a difficult job but we have to do more pilot projects, more experimenting and understand the needs because it really is critical. Thank you.

TIJANI BEN JEMAA:

Thank you very much. We have to stop at exactly the top of the hour because we have the captioning. If we exceed this time, we will be charged one hour of captioning which is not budgeted for that. So, please, Olivier, ask your question and please limit it to one question. Go ahead.

OLIVIER CREPIN-LEBLOND:

Thank you very much, Tijani. I was going to ask two but, okay, one question. Is there an issue, any issue in ICANN which you do not feel like you can speak comfortably about today? And how do you suggest addressing this?

TIJANI BEN JEMAA:

Thank you very much. Alan, please. One minute maximum.

ALAN GREENBERG:

There are many issues that one can't speak comfortably about in various different forms. The equitability of treatment of different ACs and SOs is one of those. You cannot in a public forum say, "He gets

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more than I do” because all you're going to do is get other people saying, “No, no, you get more than I do.” But there are issues like that. They need to be dealt with carefully but they need to be dealt with. Thank you.

TIJANI BEN JEMAA: Leon, one minute please.

LEON SANCHEZ: Thank you very much, Tijani. Thank you very much, Olivier. I don't have any particular issue that I wouldn't feel comfortable speaking about within ICANN. I do think that there are some sensitive topics but I think that with diplomacy and, of course, with the right information, we can address the differences between the different players within ICANN.

I guess, for me at least, there are no prohibited topics to speak of but we need to be careful on how we address them and I'm sure that we can find a compromise and a way out to any of the topics that we can discuss within ICANN. Thank you.

TIJANI BEN JEMAA: Thank you very much. I will stop here. I will give the floor to Ariel for one announcement. Ariel, please, go ahead about your follow-up question. Ariel. Please, one minute. No, less than one minute. Go ahead.





Community

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ARIEL LIANG:

Thanks, Tijani. Just want to give you a heads up that if you have follow-up questions, please feel free to send to [program-admin@atlarge.icann.org](mailto:program-admin@atlarge.icann.org) and we can post them on this wiki workspace that I've put the link in the chat. And then the deadline for any follow-up question is the Thursday, 16<sup>th</sup> of February 23:59 UTC. Any questions after that won't be posted on the wiki. Please send your questions to program admin at the e-mail address and I'll put that in the chat too. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Ariel. We are on the top of the hour. We finished exactly at the time. We have the captioning and people ask me to make a survey about the captioning. So, go ahead, please. Go ahead, staff.

EVIN ERDOĞDU:

Hello. Great. In your Adobe Connect room, you should all see a survey pod now popping up. I'll read off the question for you all and then give about one minute for responses. There are total of five questions so it should take no more than just five minutes.

The first question, "The captioning feature of the Adobe Connect room is part of a pilot. Please select one option of the following. It's very helpful, helpful, less relevant, or not helpful." Okay, great. Thank you.

We'll move on to the next question. "Please self-identify all categories that describe who you are. 1) A person with disability. 2) Participant for whom English is a second language. 3) Participant who does not speak



Community

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English. 4) Participant who has limited or low bandwidth. 5) All of the above. Or 6) none of the above.” Okay, great.

Moving on to the third question now. “What benefits did you get from accessing the captioning stream? Please choose as many answers as possible. 1) Greater understanding of the topic. 2) Ability to understand the session more effectively. 3) Provided the correct spelling of technical terminology. 4) Able to more fully participate and engage with the presenter. 5) All of the above. 6) Other benefits.”

Okay. Moving on to the next question. Four, “Where else do you think captioning should be required? 1) In working group. 2) Task forces. 3) Ad hoc group. 4) RALO calls. 5) ALAC calls. 6) CCWG calls. 7) Other constituencies. 8) All of the above. 9) Other.”

Okay. Then the final question. It's a open-ended one. “Any final comments? Please feel free to answer in the box directly.” I'll give one minute for everyone to fill up this box. Thank you.

TIJANI BEN JEMAA:

Okay, thank you. While you are typing your answer to this question, I would like to thank you all for participating. First of all, I would like to thank the two candidates to be open-minded and to answer all the questions, the written one and on the call. I would like to thank the community to come and to ask questions which made it more clear for them to whom they should vote, I think.



Community

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Also, I would like to thank our staff who helped me a lot to make this call happen and who is always helping me during our selection process. Thank you, all. I would like to also thank the interpreters for their effort and for being with us a little bit late now. Thank you very much, all, and back to you, Evin. Okay, Evin.

EVIN ERDOĞDU: Yes, thank you. Thank you, all, very much. I'd like to remind all participants to please disconnect from the line. Thank you for joining this call and I hope you have a wonderful rest of the day.

TIJANI BEN JEMAA: Thank you all. Bye-bye. This call is adjourned.

ALAN GREENBERG: Thank you. Bye-bye.

LEON SANCHEZ: Thank you, Tijani. Thank you, Evin.

**[END OF TRANSCRIPTION]**