
DURBAN – Fellowship Morning Meetings
Thursday, July 18, 2013 – 07:00 to 09:00
ICANN – Durban, South Africa

JANICE DOUMA LANGE: Wonderful. We really haven't had so much engagement with newcomers in any [inaudible] I can remember and it's really wonderful that you really took us up on our offer to come and join us. I'm good on my offer. The t-shirts are right behind me. So I want everybody to take an honorary fellow t-shirt on your way out today. And for you, if you would like to leave me your e-mail addresses and get on our mailing list then stay in touch so that you can reach out and ask me questions or that I can give to some of the fellows, I'd be more than happy to take your e-mail addresses and keep in touch.

I just wanted to, while we wait for Lesley – I look behind me. I never know who shows up behind me. For our speakers today, I just wanted to go over just for everybody the basics of what this program really is supposed to be about. And it's about the words that we can barely see up on the screen.

Dennis, my presenter, thank you. Dennis Chang, everyone. Dennis Chang. [applause] Oh, and by the way, behind me to the interpreters, thank you so much for being here. You guys are awesome. I cannot believe those of you who are here last night and back again this morning or filling in for those of you who are here late last night this morning, thank you so much for being here. Big round. [applause]

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UNIDENTIFIED MALE: Merci and gracias.

JANICE DOUMA LANGE: Ooh. Show off. So the Fellowship is a lot combined with what we're trying to do with outreach and engagement. And the reason that I'm moving departments within ICANN from Project Office where I started seven years ago almost to the Global Stakeholder Engagement Team is that that's where Fellowship belongs and that's what we're all about.

So I attached the same verbiage that I use in outreach session, which is awareness first. Because some of you came in here obviously knowing enough about ICANN, that the acronym itself made some sense, but really to become aware of what ICANN is. Not what you heard it was in the streets or some other event or something. What is ICANN? What's the beat of it? We want you to really become aware of what ICANN is so that then you can go to the next level of participation.

Participation I talked a little bit about in the newcomer session on Sunday. And it is a choice of level. We have this amazing alumni from the program, Sonny from Indonesia. When he left from his first Fellowship in Singapore, I can always remember it because he blogged about us and actually shared his blog with our CEO, Rod Beckstrom at the time, because that's his way of participating. And even going back down to the level making others aware that we're not aware in Indonesia. So his way was that because his life was too busy at the time to say, "You know, Mama J, I'm going to get engaged in this constituency or this day caller group." He couldn't handle it and that's

fine. So he said, “The way I can do it is the way I’m comfortable and familiar and I’m going to blog.”

So you have to just take it back to your university, to your region, to your workspace, to your community, and you just have to figure out “How can I start to participate?” Don’t set your goals so high that you disappoint yourself and fade away. That’s the last thing I want anyone to do. Don’t put the burden on yourself. What I just need everyone to do is to go away, think about all this, think about what you took in, reach back out and say, “I thought I got it,” or “Hell, I didn’t get it at all,” and get back in. Keep asking us. Keep engaging with us. But participate at the level that’s comfortable for you.

It will be really great if somebody had that gift to go into our junior and secondary level, junior highs and high schools. If you have that gift that you can engage at that level, gosh, that would be wonderful because that’s a market we’re not really able to hit in ICANN as well. If you’re able to go in and talk to some university professors and say, “Let’s get something together,” and then you can go back to ICANN through the Speaker Bureau.

If you don’t know how to do that, you come back to me. I’m just like the source load. You can’t overload me. You just come back to me and say, “You said something about Speaker Bureau to get someone from ICANN to our school, our university to our community,” and I’ll give you the link and get you there, and we’ll send somebody to you. Sometimes we send you somebody who is an expert from the community who’s not an ICANN staff but is right there and you’re not aware that they are. And

sometimes it's the Regional Vice President or a manager that we can send. So reach out to us so that you can be aware and participate.

The last step kind of is engagement. And you don't lose the others but really understanding when you are ready how to engage. Engaging is that point where you're ready to go to the next level of a working group, which is a nice kind of more intimate way to start your ICANN journey if you're not ready for the big leap like Tracy Hackshaw here who is the new Vice Chair of the GAC. She was here yesterday.

So we're really looking to finding some way to consistently engage. You cannot always engage at an ICANN meeting. I wish my pockets were filled with silver coins and I could get everybody back at every single meeting, but we can't.

And so keeping engaged means getting on teleconferences for the different supporting organizations and advisory committees and the working groups. It means getting back to a meeting by remote participation, checking out the schedule and is posted 15 days in advance. Maybe get a hub. Get a group of people from your community together. Maybe you can rent a room. Get some place at a school that says you can have the space, and get a group of people together so you're not alone in your bedroom with the computer on your lap going "This is kind of a lonely way to participate." But you can do that. We have a lot of hubs when we did our meeting in Nairobi, the different communities whose employers even won't get them to Kenya, they developed hubs in their cities and the people participated together so they could discuss and engage while they were listening to the discussion.

So there's so many ways to do it and I'm here to help you and so are the others around the table. Staying engaged means again getting into something like myICANN. Going to the ICANN website, use myICANN. Just type it at the top search. It will tell you exactly how to get it. So you pull the information what you want when you want it – once a week, every day, once a month. Again, it doesn't overwhelm you. You're pulling bits and pieces at a time.

I only want to deal with IDNs right now. That's my level right now. I just want to get into that. I want to be at DNSSEC. Anything DNS SEC, anything DNS operations and it will come to you when there's no information coming. So it's another way of staying engaged at level that's good and comfortable for you. Also, mailing lists. You can write into ICANN. Again, fellowships@icann.org. Any question you can't find it on our super convoluted website – God bless us – but you just write to me and I'll help sort it out. When you're in the Fellowship alumni list, you can just write to the list and say, "There are no stupid questions. I can't remember exactly how to get to this." And we'll all help you out.

At the very top is leadership. Leadership, to me, doesn't have to be here are the ICANN Meetings. It doesn't mean that you are the next Chair or Vice Chair of Regional At-Large or the GAC or one of our supporting groups or stakeholder groups. You can be a leader in your community that feeds the voice back into ICANN. And that might be leading a President of ISOC. [inaudible] from Senegal who came with me to Beijing to co-lead, as Nellie did, the ICANN booth there had just become the President of the ISOC chapter in Senegal. And that's her way of showing leadership in being part of the community and saying, "I can be the voice that helps my community and feeds up in a leadership role."

So again, there's so many ways to be a leader. Be a leader to the community. Be a leader to the youth in your community. There are so many ways to show that you are a leader and can feed in. Don't feel pressured to what those words mean.

Put this up here from Sunday to remember of ICANN's work. We had a little discussion, kind of inner download on Tuesday with some of the newcomers in Fellows about remembering what is the core of ICANN. Because you can't set the expectations for us [to eye] either. We are a community. It is staff and community, one plus one – ICANN. If you set your expectations too high for what you think we can bring you, we're going to fail in your eyes. Okay. We're as strong as a community is that volunteers to come in and help us. We're as strong as the consensus built policies that we're asked to implement.

So you really have to focus on what is the work of ICANN? DNS operations, security and resiliency, interoperability – I can't even say the word – policy making. Don't expect more of us. We don't do content. Who can? Who in the world can say what works for the Netherlands can work for Mongolia, can work for Guatemala, can work for Nigeria? Who in the world can say that?

We continue to try to build through the New gTLD program a way to engage the entire world in the sense that no one feels threatened, no one feels compromised, no one feels taken advantage of through something like a New gTLD, a trademark or a competition issue. In that, we can. But in content that's a very difficult thing to do. All we can do is say if a registry like XXX says their intent in a registry contract is to only engage those registrars and registrants dealing with this box and then

they go out of the box to that, boom! Compliance. That's not right. But it's not about the content. It's about the contract.

So again, set the expectations to what this tells you. This graphic is on our website. We're building more education modules around it to better understand it. But always come back when you're thinking, "Ooh. Let me see if ICANN can help with this," and come back to what our work is. We can do training. We can do all these things but it's got to be about the work that we're doing.

I'm just going to flip through – look how good I am, Dennis. You've taught me so well. These guys know. They don't care. Hi guys online. You really – I know you don't. Hi guys. I guess I'm all done. Yay!

So that's really kind of the crooks that we want to walk away with today. We were to have – if you look behind me to – Lesley might be running late to talk today to the Chair of the Country Code Naming Supporting Organization, so I may have to just go [inaudible] and throw it out you to talk to us a little bit about – Oh, Kristina. You're here. Holy cats! I'm so happy to see you. I have my time mixed up. I can still for the [inaudible] later.

So I hope that was motivating to you. Kristina Rosette is saving my day. The Chair for Intellectual Property Constituency. And boy, I started talking trademarks and a good thing I waited for you to give the big ka-boom on it. So welcome. and I'm happy to have you here with our Fellows.

KRISTINA ROSETTE:

I am so pleased to be here. I don't know whether perhaps – I don't have a PowerPoint. I don't know whether perhaps you might have access to a slide or the ICANN org chart that shows where the GNSO fits and in particular the GNSO structure, because quite candidly I still find it complicated and I've been involved for quite some time. So I think it's always helpful to have an audiovisual aid.

I'll just go ahead and get started. My name is Kristina Rosette. I'm currently the President of the Intellectual Property Constituency, which within the ICANN structure sits within the Generic Name Supporting Organization which advises – well, provides policy recommendations to the Board of Directors on all issues relating to generic top-level domains.

Within the GNSO you have two houses – a contracted party house which is the entities that operate under contract with ICANN, the registrars, the registries. That side of the GNSO is about to grow quite large after all the New gTLD applications are approved and the registry operators sign their contracts.

On the other side of the house, you have the non-contracted party house, which is everyone else who doesn't operate under contract with ICANN. And within that house, you have two Stakeholder Groups – the Commercial Stakeholder Group which represents broadly commercial interests and the Non-commercial Stakeholder Group.

The Intellectual Property Constituency is one of three constituencies within the Commercial Stakeholder Group. And under our by-laws, our purpose really is to represent the views and interests of owners of IP worldwide with a particular emphasis on trademark, copyright, and

related IP rights, and their effect in Internet action with the DNS, and to ensure that these views are included and reflected in the recommendations made by the GNSO Council to the ICANN Board.

So we view that as a fairly broad mandate in the sense that we clearly, obviously, will comment on issues and participate in working groups and propose motions that we believe are important to protecting those views and interest of IP owners.

But we view our responsibility as broader than that. And just to give you an example, we've been very active in providing comments and working with ICANN on changes to the Registrar Accreditation Agreement in large part because intellectual property owners as registrants, as users, have often found that the previous Registrar Accreditation Agreements have been difficult to work with, have engendered some obstacles with regard to enforcement of their rights and the like.

But in terms of our membership, we have three categories of members. Category three are international intellectual property organization. Category two members are state, national, and local intellectual property organizations. And category one includes both individuals and corporations.

So just to give you an example, within category three, for example, we have the International Trademark Association. Now, that is one organization. But it has 6,000 members and if you carry out the IP participants within those 6,000 members, you're looking roughly 25,000-30,000 people. Just to give you a sense, for example, with my own law firm – and I am a lawyer in D.C. in private practice – our firm is a member of the INTA. So that's reflected as one member but there are

25 people within our trademark group. So just to kind of give you a sense of the broad umbrella scope with the IPC. Other members are the Arab Society of Intellectual Property (the ASIP), the Association of European Trademark Owners.

Category two it includes, for example, one of the State Bar Associations. And then category one includes many individuals as well as corporations such as eBay, Microsoft, and the like.

Our website is accessible at www.IPConstituency.org. You can access from the site our membership application, and would be thrilled frankly to have more members. Our membership committee reviews applications once a month and makes recommendations to the general membership. So it takes about six to eight weeks from the time you submit your application to the time that your membership is approved and you'll be sent information about how to participate in our list.

Our members participate across the spectrum. Obviously being in a leadership position, it takes so much more significant time commitment. But we also have one member for example who has said, "I can't do working groups. I can't really travel to ICANN Meetings. But I'll take the minutes in all the meetings."

We also have another member who says, "Our particular focus is we have a strong background in finance. We would be happy to take the lead on all the comments that the IPC puts in, for example, in the ICANN budget." So it's really constituency within which you can participate as much or as little as you want although there is as I think you've seen somewhat of a learning curve to participate in an ICANN. I have found personally the IPC to be extraordinarily welcoming to new members.

Just to give you a sense, I was a member for only about two months before I was elected to represent the IPC on the GNSO Council. That's not really something that you can do in a lot of organizations is coming in as a newcomer, work really hard, and then the next thing you know you're in a leadership position.

So I don't really want to talk too much. I'd rather just answer your questions. So I'm happy to answer any questions that you all may have.

JANICE DOUMA LANGE: Dennis has just discovered you on the web. He said, "God, this is her. She's right there."

KRISTINA ROSETTE: I don't like having my picture taken.

AMIR QAYYUM: Hello. This is Amir from Pakistan. My experience is that various Intellectual Property Rights Groups have most of the discussion between protecting the rights of the organizations and [inaudible] who have produced some work and protecting the rights of the civil society for this kind of knowledge. So there is always a conflict. In most of the discussions that ICANN in your constituency what you feel – where is the tilt or what you try to...?

KRISTINA ROSETTE: I actually think that within the ICANN structure, I mean as I think you know, I assume that you've met with somebody from the Non-

commercial Stakeholder Group within that has the NCUC. I think it's fairly – I don't think that there is really tilt. I think it's fairly evenly balanced. That's one of the benefits of having multiple stakeholders within the GNSO is there is obviously a counterview. So I think generally it's very balanced.

Are there certainly trademark owners in particular who feel that the New gTLD Program should have more protection because they are the ones who are going to see their enforcement budgets triple? Instead of spending that money on innovation they're going to have to spend that money going after cyber squatters? Absolutely.

But are we farther than where we were? Yeah, and people realize that this is a multi-stakeholder process. So it's not the IP organization that runs the Internet. That's just not how it is. We recognize that.

KAREL DOUGLAS:

Hello, good morning. Karel Douglas from Trinidad and [inaudible] as well. So I'm very interested in what you have to say. In particular, I'd like to know what are some of the issues currently that you are dealing with?

One of the things I might just say on a general point, general notice that when you go to a meeting it's sometimes very difficult to understand and grasp the issues because it seems to be midstream. So if you walk into a meeting, even though you're there at the beginning of the meeting, it's very hard to understand what are these issues, because it seems to be a follow on from the last meeting. So just as – I don't know

– maybe you could just tell us what are some of the current issues that your IPC are dealing with.

KRISTINA ROSETTE:

Sure. I would say that one of those is clearly the implementation in the New gTLD Program, and in particular the Rights Protection Mechanisms ranging from for example the operation of the Trademark Clearinghouse, the operation of the Uniform Rapid Suspension System.

As I think I mentioned with regards to the Registrar Accreditation Agreement, we have historically worked closely with compliance to provide them what we hope is useful end user input as to tools and metrics that we would be valuable.

We, for example, have been fairly vocal on this year’s budget in large part, because we think it is important that with regard to the outreach and engagement efforts which are described quite generally in the budget and receive allocations of – I think it’s \$11 million total once you add it all up – about what opportunities are there for the existing participant structures to partner with ICANN to perhaps make that money go further.

Those types of issues I would anticipate that going forward I think historically we’ve tried to be very helpful and provide suggestions as to implementation of GAC advice on an end user basis. So I would anticipate frankly once we see the Communiqué and if the board as it did with the Beijing Communiqué calls for public input as to how they can act on those bad advice. I would anticipate we’d be doing that.

And I certainly understand the point that you're making and I think it's a really helpful one. One thing that I have tried to do, and perhaps not as well as I should have and I'm going to make a mental note to do that, is to start each meeting saying – at least at the ICANN meetings – do we have anyone who's new to ICANN that needs a one or two-minute overview of why we're going to have the briefings that we're having. Unfortunately, because of the ICANN meeting structure, we tend to find that at the meetings themselves, we focus more on having opportunity to get briefings than discussion, which I know can sometimes not be the most interactive, exciting way to participate. But thank you for that suggestion.

[USMAN]:

Good morning. I am [Usman] from Nigeria. My question is with regard to the involvement of IPC in gTLD and whether there is a difference or misunderstanding or disagreement between gTLDs. You have a UDRP policy in place to resolve such disagreements. I want to know the techniques or mechanisms used in resolving such disagreements. Thank you.

KRISTINA ROSETTE:

if you're talking about the actual implementation of the UDRP, that is really handled by the Dispute Resolution Providers, all of whom are actually here. There is a representative of the National Arbitration Forum here. I know that there are several representatives of WIPO. They participate as observers in the GAC and they also are observers in the IPC. The Asian...

UNIDENTIFIED MALE: ADNDRC

KRISTINA ROSETTE: Yeah, exactly. I was trying to get the name right. I knew the acronym. They are also here. So I think they would probably be a more direct source. But in terms of to the extent that your question was picking up on the question from the gentleman from Pakistan, then it's incumbent on the IPC to make sure that we're being clear in providing explanations as to what we're looking for.

One thing, just a point that I'd meant to make that your question suggests is that the structure in the GNSO is really going to change in light of the New gTLD program. And our constituency in particular has really been impacted because of the great number of "dot-brand" applications. So corporations that have applied for TLDs that correspond to their brands previously would really operate in the non-contracted party house. Now once they go through the process and sign their contracts, they'll be in the contracted party house.

So within the GNSO itself as a whole we're trying to figure out how is that going to affect, for example, loading structures, membership structures, participation structures. It's actually a really exciting time to be participating in ICANN whether a gTLD applicant or not, simply because of just all of the really important ramifications.

But to get back to your specific question and I'd be happy to afterwards, if you want to give me a card, I can do an e-mail introduction for you to the persons that I know at WIPO and NAF and they may be able to assist you.

[USMAN]: Thank you.

ADRIAN QUESADA RODRIGUEZ: Hi, I'm Adrian Quesada from Costa Rica. I'm a Fellow. Well, I come from an academic background and on our university we do have an IP department. So I have several questions. The first of all, how do you think us joining your constituency good benefit to both parties? Secondly, does your constituency have any kind of outreach goal?

Thirdly, in your experience, what's the average role of individual users in your constituency? And lastly, how steep is the learning curve when entering your constituency?

KRISTINA ROSETTE: Let's go back. I'm going to start backwards and I might ask you to repeat the first two. I don't think the learning curve is any steeper in the IPC than it is anywhere else. I do think that one of the advantages of participating through the IPC or one of the other constituencies or stakeholder groups is that you have the opportunity – especially if you're not a contracted party so that you don't have – you're not operating under a contract with ICANN which means of course that you automatically have a higher obligations and responsibilities. I think in the non-contracted party it has to have the opportunity to really come in and be as active as you want and to really take on as much or as little as you want. In terms of the kind of – I'm sorry – the third question was?

ADRIAN QUESADA RODRIGUEZ: What's the role of individual...

KRISTINA ROSETTE:

What's the role of individual users? Well, I actually am an individual member of the IPC. So as you know, I'm a registrant and I'm clearly an Internet user. It's one of those – one of the interesting things about ICANN is that in many cases, anyone who participates will have multiple hats and it's really how – what's the best spot.

And by virtue the fact that I am an IP attorney, it seemed to me at the outset that the IPC was, for example, a better place for me than the ALAC. But I would say if you looked at our ten most active members, I would say at least probably 60% of them are individual members. So there's a tremendous role, and obviously as I hope everyone knows, at least on the trademark side, one of the key purposes of trademark law is to protect consumers. So that is always an important component of whatever policy recommendations are.

Similarly, on the copyright side is the idea of protecting the author's or the creator's original work. And so obviously in many cases, that is original users.

ADRIAN QUESADA RODRIGUEZ: The first and the second questions were, do you think that a department from a university could have any kind of advantage or could provide any kind of advantage for you or for us by joining? Do you have any kind of outreach goal in your constituency?

KRISTINA ROSETTE:

We really don't have an outreach goal in the sense of a metric – a specific metric. One of the things quite candidly that we struggle with is that we don't have a secretariat, a formal paid secretariat, which means that the officers and the members are the ones who are for example when public comments are being finalized, we're proofreading them, we're putting on the IPC stationery, we're collecting dues, that type of thing.

So in terms of outreach metrics, that is something that we have been working on developing. But we really take it upon ourselves both on an individual member and the organizational members to really do a lot of outreach. And I think one of the advantages of having so many associations whether they're local or international, is that in many cases, we can kind of piggyback off of their efforts.

And with regard to your question about an academic department, it would seem to me that that would be a viewpoint and participation and particularly in Latin America. I mean we very much recognize that we would like to have more members outside of North America and Europe. I think from our perspective, we would very much appreciate that.

And one of the advantages I think for any member is that you have the opportunity to pull from a large pool of information, and in many cases to kind of benefit from the work of others. You don't need to stay on top of 20 issues because the IPC as a unit is doing that. So if there's really only one that you want to follow super closely, then you can still do that but benefit from the broader work of the constituency.

ADRIAN QUESADA RODRIGUEZ: Great. Thank you.

JANICE DOUMA LANGE: So we're going to go Maritza and Patricia and then we're going to let Kristina head out to her day.

PATRICIA SENGHOR: Yeah. Hello. I'm Patricia Senghor from Senegal, and I am a Fellow. I have a question. You were saying that you were dealing with of course copyright law. I wanted to find out if you were working on new forms of intellectual property in this digital environment such as Creative Commons licenses for example.

KRISTINA ROSETTE: As an IPC, no. But I know that there are members that do.

PATRICIA SENGHOR: Okay.

MARITZA MIÑANO: Good morning. My name is Maritza Miñano. I'm from Peru. I'm an ICANN Fellow. I want to know what's the role of the IP Constituency in implementation of the Trademark Clearinghouse? Thank you.

KRISTINA ROSETTE: We really don't have a formal role in the sense that that ICANN is working with IBM and Deloitte on the technical aspects – well, Deloitte

on the validation. We certainly for example will receive briefings from them. They came to give us a briefing at our meeting. There are certainly some things that when they put out to the community we have a question about how to do this, how do we do that.

Historically, I think it would be accurate to say that the Clearinghouse came out of work that was done by the Implementation Recommendation Team which was a multi-stakeholder group of about 20 experts that the IPC coordinated back in 2009, and obviously we're in 2013. So that original kernel of an idea went through various iterations throughout the organization.

We also worked with – I guess we do work with the Trademark Clearinghouse to the extent for example that our member organizations provide the TMCH folks an opportunity to participate in webinars that have a broader reach.

So for example, I was actually just talking yesterday with the folks from Deloitte about what can the IPC do to help you reach a broader audience so that there's much greater awareness of what the Trademark Clearinghouse is so that once people know what it is that they know how to use it so that – I think currently now they said in their presentation yesterday they have a 70% error rate. That doesn't help anyone. That doesn't help them, that doesn't help trademark owners, that doesn't help the people who are having the registries down the road. So to that extent, we will make ourselves available and try and coordinate, but really directly we don't have that much role.

JANICE DOUMA LANGE: Kristina, thank you very much. Honey, if you'd like to – I call her honey so don't think I'm just like "honey!" although I do do that, too, all the time. If you'd like to walk out with Kristina to ask her a final question so that we can let her get on with your day. Thank you so very much.

KRISTINA ROSETTE: Thank you so much for having me. I very much appreciate it. Our meetings at ICANN I think in the whole time I've been involved, we've had one meeting that was closed for only 15 minutes. So our meetings are – the general rule is that we're open and unless we're discussing kind of a member-specific issue. So I would encourage you all if you have the opportunity to physically attend or to participate remotely in ICANN meetings – and I will tell you just picking up on the point that you made earlier, I was one of the people who was in the Nairobi West hub in Northern Virginia that some of the registry operators. Although it was a little difficult shifting my day from from midnight to 8:00 a.m. it was actually a really useful opportunity. And ICANN is tremendous about remote participation. Also, obviously our membership application is on the site and we would welcome the opportunity to work with any of you. So thank you very much for having me.

JANICE DOUMA LANGE: I look around, and Lesley, you've even got some support here from some members who are Fellows who are with the ccNSO, so how nice.

LESLEY COWLEY: Good morning, everybody. My name is Lesley Cowley. I have to say I am now the ex-Chair of the ccNSO. But the new Chair of the ccNSO was only

elected yesterday and I seem to have made a mistake by not booking him for this morning. But anyway, Dennis has asked me to speak briefly about the ccNSO.

I'm just going to say a very few words and then open up to your questions. Because from long experience of briefing this group, you always have much more interesting questions than I do have interesting words to say.

The ccNSO as of yesterday has 138 members. We were delighted to welcome Rwanda as a member yesterday, which was particularly significant for us because we have been speaking with Rwanda for many, many years now as we were on the African continent too. That was a very good one.

Let me just explain a little about country codes. I know some of you here are from country codes yourself so hopefully you're going to help me. From a country code's point of view, policy is not really made at ICANN, so all of us have a very strong view that policy is made at a local level, at a national level. And there are a variety of models within the country codes that work towards that, some better than others it has to be said. But the principle is that the country code will work with their local Internet community, whatever that may be formed of, and also sometimes their government as well on issues or policy.

It follows when it comes to ICANN, there's actually a very limited global policy role. So unlike a lot of the other supporting organizations and advisory committees of ICANN, we don't spend a great deal of time on policy at all. We have a very narrow policy role. But there are a couple of bits of policy that we've done that are particularly of interest.

We today fast track process on internationalized domain names, and following that fast track, we have run a policy development process on IDNs as well, which is just I hope coming to its final, final conclusion. More recently, we have been doing some work that we are calling the framework of interpretation, which I think sounds a bit of a vague term but trying to cover how you can interpret the existing documents such as RFC 1591 that cover in what circumstances a country code might be delegated or that delegation might be revoked and how they might be a re-delegation. And I know from previous engagements with Fellows, sometimes data is an interest for you where particularly you have concerns in your countries.

So the working group at the moment has finished another stage of its work particularly looking at what constitutes bad behavior and trying to interpret the existing documents that exist.

The main work, however, of the ccNSO is really about information sharing. We have a well-known Technical Day on the Monday of each week where all sorts of people much clever than me talk about some really interesting technical things. And in the ccNSO meeting itself, we have quite a bit our agenda devoted to sharing news to best practice and recent developments, and importantly, we all try to learn from each other. That's a very good culture of sharing what has worked and importantly sharing what hasn't worked so well. So we learn from each other.

The other thing that we do is we comment a lot about ICANN. We are I think the self-appointed monitors of the Strategic Plan. We do quite a bit of work on commenting on the Strategic Plan and making inputs to

the Strategic Plan. We do a lot on ICANN finances too. I was honored that Steve Crocker said at our event recently that our new ICANN budget is better than many people at ICANN, which is slightly worrying. But we do often give inputs on the budget.

And many, many consultations of course that ICANN does may not be relevant to the country code supporting organization, but we do endeavor to provide input where we can.

The final thing I need to say before questions is it's the tenth birthday of the ccNSO this meeting. Ten years ago in Montreal we were created. We used to be part of the predecessor of the GNSO and we came out of that organization into one of our own, which from a ccNSO point of view was good news and we were very pleased to celebrate the tenth anniversary here in Durban. I'll be happy to respond to comments and questions.

ERANGA SAMARARATHNA: Hi, I'm Eranga from Sri Lanka. I went to this ccNSO members list. In this list, I can't see my country. And also, like most South Asian countries like India, Pakistan, we are not represented in this list. Why is that?

LESLEY COWLEY: Because you have yet to join and you would be very welcome. But that doesn't mean that you don't participate. So I should also say that ccNSO Meetings are open to everybody and anybody who wants to turn up. Like Kristina, I can't really remember any close sessions for a very, very long time. And many people come who are country code operators but for reasons that they hold dear, they have not joined the ccNSO.

I think that's been changing in recent years. We have increased our membership and country codes may join to be part of the formal organization but you don't have to join to participate. But if you'd like to send the Country Code Manager for Sri Lanka in our direction I'm sure we'd love to talk to them.

[ASTEWAY SHOAREGA NEGASH]: Hi, my name is [Asteway]. I'm a Fellow from [inaudible]. So my questions would be what would be the requirements for a country to join ccNSO? And the other is, is there any individual level membership – or if you wouldn't want to call it membership, is there any individual level interaction with ccNSO in any way?

And the third one will be, can you be more specific about how you engage with policies of local governments or local policy structures? I mean, do you involve in the policy making or in the amendments or evaluation of policies? I mean where is the effect of ccNSO I mean exactly? Thank you very much.

LESLEY COWLEY: Okay. Let me try and remember all of those questions. So requirements to join the ccNSO – the only requirement is that you agree you will abide by the bylaws. And in particular the bylaws say that if we set our small bit of global policy and that has been agreed by a vote of all of the members, then unless for any reason it conflicts with your local law, your national law, then you will follow that policy. And that really is the only requirement. There isn't a joining fee. There's not a membership

fee. The council could put in a membership fee. I think that's very, very unlikely because that would be a barrier to membership.

Your second question I think was, can individuals join? No. You have to be a Country Code Operator to join, but any individual can participate and join our meetings and contribute ideas. That would be very welcome.

Then I think your other questions were about engaging with governments, if I'm right. So two things. The ccNSO engages with the GAC here at ICANN so I would say that's engagement with governments – plural – yeah, many governments. And on issues like the framework of interpretation particularly in re-delegation, governments quite understandably have an interest in that policy area and will contribute to our thinking. So part of that working group actually has representatives from the GAC on that working group.

On a national level, the extent to which country codes engage with each of their governments varies. So there are some cases where the operator is a department of the government, a ministry of the government. I have seen that. I have seen other cases where at the other end of the spectrum, the Country Code Operator doesn't really engage with the government at all. So one of the things we all often say about country codes, there is no one size fits all. There is such a diverse range of models and the principle is that the country defines what model it wants. So there is a range of interaction with governments.

I would say I think it's good to engage with governments and I think increasingly as the Internet becomes a vehicle for economic growth in

countries, it's even more important for a country code to be part of a policy dialogue with government. But that's my personal view, not a view that's necessarily shared by all in the ccNSO.

JANICE DOUMA LANGE:

Lesley, you just did something and reinforced what we've been trying to talk about especially going to public forum, but sitting in any forum, which is make sure that it's very clear for the public record and transcript whether it's in your voice or representing someone else. It's always great when one of our community leaders reinforces that on the record.

Two, I just want to say I know you spend a lot of quality time with our Fellow Eddy on Rwanda and from the re-delegation to this wonderful news of signing. So I wanted to say Eddy, congratulations in all your work. [applause]

And Amir, you're next, and then Patricia. Now I knew I would do that [audio cuts out]

AMIR QAYYUM:

Amir from Pakistan. In fact, I had the same question. Can a non-operator and non-government personnel can contribute? Maybe you have just answered a little bit. This was my question in fact.

LESLEY COWLEY:

Yes, indeed. You can and you'd be very welcome.

PATRICIA SENGHOR: Hello, good morning. I'm Patricia. I'm a fellow. I had a question, a very simple one regarding the criteria to be delegated via ccTLD? Thank you.

LESLEY COWLEY: To be delegated or re-delegated?

PATRICIA SENGHOR: If I can have the answer for the two, delegation and re-delegation, please. That's long, but could you?

LESLEY COWLEY: That's such a simple question with a potentially very complex answer. So for country codes that were around right at the beginning, dot-UK included, I think the criteria seemed to be – is there anyone in the country who can volunteer? Somebody in the UK put their hand up." Do you have some support?" Yes, I have some support. "Okay. We'll give you dot-UK." And it was as simple as that in the beginning. And I have to say that was more than 25 years ago now.

The criteria now for being appointed or being – having a delegation moved to you. I can send you the links. But to summarize it's really about an operator that has the support of the local Internet community and how you demonstrate that support and how you demonstrate that you are a suitable operator, it will vary from place to place. In fact, Eddy, given that you've been involved in a re-delegation you might be much better than me to answer this question.

EDDY KAYIHURA MABANO: Oh, I don't know where to start. But basically, in our case, we are someone who's out of the country managing it. At the beginning it was nice because when we started it [inaudible] nowhere on the ICT and then we improved the environment and we asked for it, it started bringing too many things that were a bit not fair. So we had – at first, we thought it is simple. Just go to ICANN and say, "Give me my thing." And ICANN has a lot of rules, compliance and things that I believe that she just said that you need to put in place. But one of the challenge we had was to get the consensus [inaudible] to agree as in this is the institution that is willing to do it. And once we had got that, we fill all the forms and went through the process. And in our case, it was extremely fast, thanks to many people's support.

PATRICIA SENGHOR: Okay. I'm asking this question because I know for example – I mean on our continent there are a lot of disputes regarding the delegation and re-delegation of ccTLDs. And by the way, how is it sorted out? Who can have the priority, the first registrant – I mean applicant, the one who got delegated the ccTLD? I don't know.

EDDY KAYIHURA MABANO: Well, I think – let's just say it is the one who shows the support of the local community, if you can prove that. And you know how that can be a bit hard in Africa because there would be three or four all of you claiming that's we are the one and it plays against us.

LESLEY COWLEY:

From experience, it can take up to eight to nine years for some. It can be shorter for others. And partly, the framework of interpretation work that is being done by the ccNSO is maybe with a hope of making that slightly faster where appropriate, but really with about making it a little bit clearer as to what the policy means. That's why it's the interpretation aspect.

But, you know, these are important things. A country code is important and certainly some of the country codes involved in this work are coming from the point of view of ensuring that a country code couldn't be re-delegated just because your brother in-law is the minister, for example. So there are some lovely political issues here too.

TUHAISE ROBERT:

I'm Tuhaise Robert from Uganda. I'm a fellow. My question is what are the benefits of a country joining that group ccNSO? Then the other is, I want to know whether [inaudible] Uganda is a member?

LESLEY COWLEY:

I have a man with a laptop who's going to double check. So the benefits of being a member – I think there was some that have joined as members it's about recognition and it's about feeling that you are an official part of the structure. For others, they may join to give them some protection sometimes. I have heard that being used. Protection in the sense that the ccNSO isn't a trade union but we can be influential and we can help with some of the issues.

We can't see Uganda on the list. Oh there it is. Uganda is a member. Did I answer your question?

TUHAISE ROBERT: Thank you

LESLEY COWLEY: Thank you.

ETUATE COCKER: Etuate Cocker from Tonga. The question is, what chance do the local Internet community have to ensure proper delegation for [inaudible] that has the community support?

LESLEY COWLEY: I would say they would have a very good chance. Local Internet community support is fundamental to a country code delegation or re-delegation.

ETUATE COCKER: In terms of acquaintance, for example, if the ccTLD has been owned by some other companies like we said, external from the country, there has to be some kind of strict legal issues that you face in terms of contracts because you – that the person that has got that ccTLD for their country has owned and has signed some agreements with those that they run it previously. But there is a clear indication that the ccTLD

does not really help the community of that specific country. How do we tackle these sort of issues?

LESLEY COWLEY:

Okay. So not all country codes will have contracts that there are some who have a contract for example with their local government, there are many that do not. There are a handful that have contracts with ICANN, many do not. Some have exchanges of letters with ICANN that recognizes each other's position.

So as I said before there's a huge variety of models here and therefore a huge variety of contracts or not contracts. The best thing I can do is to – if there is an issue around re-delegation is to put you in touch with people like Eddy who've gone through that whole experience because it's invaluable to learn from others who have done so.

[JAMES]:

I'm [James] from South Africa. My question is related to him or to his. What happens if – or are there situations where a certain community or a certain country whose CC holding company or entity has not lived to its mandate and the country itself does not have the support of the necessary consensus to hold the ccTLD and how would a resolution be reached so that the community in the country can benefit from the ccTLD? Thank you.

LESLEY COWLEY:

I think a lot of these questions go towards the what is the role of ICANN in those circumstances. And part of the start of the framework of

interpretation group, their work was doing an analysis of many, many re-delegations over the years and looking at whether the approach was consistent or varied.

I think the current thinking as I see it is really about ensuring some resolution is worked towards in the country rather than making ICANN the judge and the jury. And that can be incredibly difficult in some countries and maybe mediation and other approaches are needed. And in other cases, it can be much more straightforward that there is a mutual agreement that the delegation moves.

So there's a lot of case studies on this. I'm happy to point you to some of that previous research as well, but I think the principle is that somehow these needs to be resolved in the country.

We've lost Janice. Anyone else?

[SAMSON]:

Good morning. I'm [Samson] from Zambia. I wanted to find out in an event where consensus is generally reached among the various stakeholders in a country, typically how long would it take to re-delegate?

LESLEY COWLEY:

When the re-delegation request is put into ICANN it should be very swiftly. The [bit] that has taken the time is achieving the consensus within the local Internet community with the previous operator in my experience.

JANICE DOUMA LANGE: And, Lesley, as usual you have filled the time and I'm sure other hands would go up and I really appreciate the time that you spent with the Fellowship in your years as Chair of the ccNSO. You've just been an amazing ally and I think a lot of the participation we're seeing by the Fellows in the ccNSO – no kidding – is because your engagement with us and letting everyone understand what an open community it is for a voice regardless if you're a member or not. It's been very meaningful. So I want to thank you so very much and wish you the best.

LESLEY COWLEY: Thank you, Janice, and good to talk with you again. Well done.

JANICE DOUMA LANGE: And you want to take a little plug to DNS Women?

LESLEY COWLEY: Yeah. Okay. So I have a different hat, which is as one of the committee members for Women in DNS and I see some Women in DNS in the room, so let me just encourage you if you haven't already to participate in the group. When we started, we were just nine women and we had a breakfast meeting earlier this week where there were about 60, which was fantastic.

So I'm afraid that Women in the DNS and Women in IT are still not the levels they should be and women in leadership positions is probably still not as high as it should be too. So what we're trying to do is to change that. And at your next ICANN meeting we'd love to have any women in DNS come to the breakfast. Thank you.

JANICE DOUMA LANGE: Thanks, Lesley. And for my Fellowship alumni ladies, that's always a Monday [inaudible]. So you don't come here if you're an alumni. As a Woman in the DNS, you go to that breakfast. Newcomers, stay with me and then graduate to the next one. Lesley, again, thank you so very much. [applause]

I always feel like an emcee or a moderator. I walk around with a hand held, but I'm very pleased that we've been able to be joined this morning by some members of our board and executive staff here at ICANN. Sébastien, I know you need to do an exit strategy to the meeting that you're going to head to, so I'll let you please to say a couple of words.

SÉBASTIEN BACHOLLET: Thank you very much. Yeah. I will say a few words and if you have questions of course I will try to answer those questions.

I want to just to give you from inside of what – when I arrived in ICANN, now a long time ago but it was in 2001, I didn't have a chance to have such a program and you are very lucky because ICANN is developing these programs since few years but you are even more lucky to have Janice as your leader because she's able to turn individuals in a group and even in a team in very few days and you learn a lot with her help. Just take that as a very good input to start within ICANN.

We need you everywhere possible where you want to be in any places within ICANN. You can come. You can have your voice and you can have your voice in many languages, not just in English. Even if here we are just in English and that's not bad. It's also a way to answer to ICANN

because the main language of course it's English. But it's important that you bring your own culture, your own knowledge, your own language to the situation.

I was elected to the board in 2010. I was – I would not say the first one because there were [inaudible] presentation in 2000. But in 2010, the [inaudible] organization set up whose name is ALAC (At-Large Advisory Committee). I guess you have heard or you will heard by Olivier Crépin-Leblond about ALAC and I will not talk to you about that, but I was elected in 2010 and I get seat #15. It's quite some time I wear this jersey to show the people that we need – you can talk to me and I am – I will not say “the voice” because other people can have part of their voice as an end user representative but I was elected through this channel.

And what is interesting is that when you start in ICANN, you can start in one place and you can move to other places. What was interesting, it was two days ago when we had this tenth birthday of ccNSO that. When Kristina made a presentation about the history of the ccNSO, I saw my name because I was part of the working group who help to set up this organization. I was not supposed to be there when I start, but I end up to participate through some different working group. Then be involved, participate and your voice will be welcome and we will hear you. Thank you very much and I'm happy to answer any questions.

JANICE DOUMA LANGE:

Thank you so very much. I have choices, George, as a second and third of the board members that are here. Would you like to say a couple of words to the fellows?

GEORGE SADOWSKY: Sure. Are there no questions for Sébastien?

JANICE DOUMA LANGE: I think the 15 and seeing his best side was just really want to end it.

GEORGE SADOWSKY: Okay. My name is George Sadowsky. I'm a member of the Board of Directors of ICANN. I started becoming involved in ICANN very lightly in 1998 but more of heavily in 2004 when I chaired the Nominating Committee for three years. And in 2009 I was nominated for the board I've been on for the last four years in my term of two three-year terms has two years to go.

You've heard a lot about ICANN. I'm not going to tell you more about it, but I'd like to give you a little bit of advice. You are a new generation of people concerned about ICT, about the Internet, and about the spread of the Internet and the proper use of it in your own countries as well as globally. And looking around the room my guess is that you have about 40 or 50 more years of productive professional capacity – maybe less maybe more. I don't know and we really don't know in the individual case.

And so I'd like to put this in a broader context. For you to be successful, I think it's important that you get involved in this worldwide community of people who are concerned about the Internet. That's presumably why you're here. That's presumably why you have an interest in ICANN and you've had a really good program to go through this week, a superb guided tour and mentoring experience.

ICANN is one of a number of organizations that support the Internet and its growth. There's the Internet Society, there's W3C, there are also other organizations that maybe more national than local and we may not even know about them. But the important thing is that the Internet now is I would say in adolescence-y. It used to be in infancy. It is not grown up. And what you see in terms of the Internet, the applications, as well as things like the DNS and numbering – all of these are going to evolve. And if you have 40 years left, you're not going to be able to recognize at the end of that time what we started with here and the concerns that we were talking about here.

There are a dearth of people nationally still who take policy, who make policy with regard to the Internet to liberalize the use of the Internet, to spread the use of the Internet, to innovate and put more applications on. You're part of the group that will do that. If you take acceptable risks within your own national context as well as regional and international context, if you stay playing in those arenas – and I would encourage you to remember this is a volunteer effort, the volunteer efforts that you take or the paid remunerated for efforts that you take in your country need to be directed toward improving, making use of this precious resource that we now have and recognize as such. Let me stop there.

JANICE DOUMA LANGE:

George, once again I want to thank you because you as well as Sébastien – and I look over Chris who always from their first time in 2007 that I took over this program was a partner with the fellowship as a Chair of the ccNSO before becoming a member of the Board. And

George, you've just been a constant source of information for the fellows and you've always been available to stop in the halls and be available to them, and I cannot tell you how much I appreciate it. And the words that you share are words that we've been trying to share this week and you've just kind of brought to closure by saying we really do. We have the ability in this room to take the generation and bring it to the next, to the next.

One of our newcomers slapped us alongside the face at our download session we had Tuesday afternoon and said, "Look, everybody, don't get stressed about your first visit here. Chill. We've got a long stretch to go and the Internet changes every day." And so we have all of us here that have more strength together than we do alone and you can see now the support of the board, the staff, the community. We're all here for you, and we all want you to be part of us because we're tired. So we need a lot more help. Chris, if I could engage you to just say a couple of words that would just be wonderful.

CHRIS DESPAIN:

Thanks, Janice. Good morning, everybody. I'm Chris Despain. I'm on the Board of ICANN. And if you want to read about me, there's a page up on the web somewhere that tells you.

I just want to say one thing, really. It's great to see many people here and I want you to remember this Fellowship Program is one of the most important things that ICANN does. We do an awful lot of stuff of security and stability and Internet and stuff like that that makes it all work, but actually this is really, really important.

And when you come out from here and go and join the community and become a member of the community that's involved and volunteering, etc., never forget that this is where you started and this is what helped you to get into this whole thing. It's really important. You need to talk to people about it, recommend people for it, and remember that is where it all started for you. Thanks. Thanks, Janice.

JANICE DOUMA LANGE:

Thank you, Chris and congratulations on the ten-year anniversary of the ccNSO as well. And we actually have a representative from Rwanda, Eddy, who was part of the re-delegation effort and the effort of the signature of dot-RW into the ccNSO as a member. So it's good to see the depth of expertise in this room.

The next individual I'm going to pass to you is someone who is bringing a whole new spirit – and I've spoken about you, Sally, since Sunday – who's bringing a whole new spirit to ICANN. It's the really the words that are being used now to embrace the initiative. It's Global Stakeholder Engagement and you've heard me say "engagement" so many times this week. So, Sally will be sharing with you just a little bit about her mission here in ICANN and what's she's really focusing on with her team – woo-hoo – which I'm a proud member of. Yeah. Sally.

SALLY COSTERTON:

Thank you Janice. Hello, everybody. I'm Sally Costerton, although I look apparently like Steve Crocker or Bruce Tonkin, so take your pick. They're both are much more attractive than I am, so that's fine.

It's very nice to see you all. It's always great to do this session. It's an incredibly – it's very positive process seeing you all coming to ICANN for the first time.

My team is responsible for looking after outreach, engagement, pick your words, whichever works for you. Really what we're talking about is it's a conversation. It's a dialogue. That's the important thing about engagement. It's not a monologue. It's not just us telling people "Do this, don't do this." It's about building relationships.

Now, the way we we're talking about the Engagement Strategy in ICANN now, if you imagine three concentric circles – so three circles inside each other – in the very center we have the existing ICANN community. The people that come to ICANN meetings are ready. They're kind of ICANN groupies, should we call them that. So people who are inside the ACSO structures like the Board, like the staff, like the ccNSO. And you understand how ICANN is structured I know by now. And enthusiastic volunteers who come to meetings and participate in working groups.

And the primary role of my team which is both global and regional – and I'm going to introduce you to some of my colleagues in a second – is to support the work of that group. So by and large, that group knows what it wants to do.

Mostly what we are doing is getting better tools, better communications, better collateral, better systems and processes that allow the community to engage better with itself and with the new

stakeholders that it wants to bring on board. And in many cases, the AC groups, the SO groups want to recruit new members.

So one of the things that I know you will be thinking about and I hope that you will focus on is as you become more familiar with the ICANN world, we will very much hope through Janice to engage with you directly to help to tell your stories in the communities that you come from either geographically or within the Internet space, the ICANN space.

The next circle out is really how we work at the regional level. So this is through my Regional Vice Presidents, my team of Regional Vice Presidents – and you’re going to meet a couple of millisecond – who look after in the regions all stakeholders of ICANN – all stake holders. if you’re kind of the front door, so if you live in Oceania, Australia, and the Pacific Islands, you would work here with Save Vocea who’s holding his laptop up who’s our Regional Vice President for Oceania. And we have nine of these guys spread around the world.

The second one here sitting next to him – if you could stand up, Chris – is Chris Mondini who looks after North America. We’re in Russia and the CIS, we’re in Europe. We have somebody in Asia who you may – some of you may have met this week, [inaudible]. And we have somebody in Latin-America and the Caribbean. So we have coverage all around the world and each one of them is responsible to making sure that the stakeholders in their region have what they need and can work together well.

Then that third ring, that outer ring, is people who don't know us yet. Some of them might not know they need to know us. They might not know who we are. Sometimes we go to meetings and people say, "What is ICANN? How do you spell it?" And in some cases, they don't need to know, but in some cases they do need to know because the work of ICANN impacts lots of people who don't know that it impacts them.

Somebody in the community said, the Internet 99% of the people who use the Internet are run by 1% of the people and the 99% don't know who the 1% are. Well, you can decide whether you agree with that or not but there is a role to be done, a job to be done, around the world to make sure that people – the [inaudible] is bringing people in from the edge to the center. Olivier talks about bringing people from the edge to the center.

So it's a very important part of our engagement process at a global level, within sectors, within working groups, and right out to Internet users and registrants around the world that they know who we are and why they should engage with us. So projects like ICANNLabs, which you may have seen being launched this week, and if you haven't I would encourage you to go to the website and follow the link and take a look. It's our new labs, our new laboratory for developing online platforms and in a lot of cases those will focus on the outer group, bringing new people into our world.

So that's who I am, that's kind of what we do. I also have communications reporting to me inside ICANN. It's a very closed symbiotic relationship between communications and engagement. Do you want to have Chris and Save introduce themselves? Okay.

So before I go I just like to wish you – I hope you already had a good meeting. I hope you enjoy the rest of this meeting. Enjoy the public forum. It is an amazing experience. Everybody should experience it at least once. I hope that we get to work with all of you in your countries as you become more familiar with ICANN. And if you're interested in engagement and you're interested in participation we have a public session at 11:00 today. Which room is it? And, Janice, do you know?

JANICE DOUMA LANGE: Room 6

SALLY COSTERTON: In room 6 in the main hall where we'll be looking at different parts of our Engagement program and having some brainstorms around what we should be doing and what people views are about how we improve what we do. So if you're interested in that and you like that kind of thing, come and join us at 11:00 and we'd really love to have you. And good luck and I hope you enjoy the rest of your day. It's great to meet you and thank you for giving us this opportunity. Thank you. [applause]

SAVENACA VOCEA: Hi, my name is Save. And I briefly I think introduced myself from the very first day where you guys [covered]. But working in the Pacific some of you might be interested in what kind of work we do in the region. All the Regional Vice Presidents that have represented, they have different focus and different regions have different needs when I do talk to them.

So my focus has been really on capacity building because that's where the regions think that they need to engage with ICANN on.

It's very spread out in the Pacific. Getting from island to island can be expensive. Engagement can be expensive as well for some of the Pacific islands who are under resourced, and if they have to come to a meeting – say for example, like for the Solomon Islands who probably took about three days to get here. So for us it's foot soldiers and ICANN's representatives in the region. We are there working with the community across the Internet ecosystem, talking to governments, ccTLDs, civil society, and to raise the awareness of ICANN. Inform them. Some of them might not fully engage but we understand that we have to continue to spread the message.

But one of the things that's from our region is the visibility. What can ICANN do when it's visible? And we truly try to support the ccTLDs and ISPs and the network infrastructures in terms of building resiliency on the network. So like installation or implementations of the L-root in the region. Those are visible things. Holding capacity building workshops as well – that has been kind of appreciated in terms of what ICANN can do. But really as ICANN – through to the tools that we have developed online we hope that that might increase the participation from the region. So, I'll just stop there.

CHRIS MONDINI:

Thanks, Save. Hi, everybody. My name is Chris Mondini. I'm delighted to see you and I've met a number of you already. I like very often to dip into the pool of people that Janice helps to welcome to ICANN whether

it's Fellows or also the Newcomers program because that's how I can learn a little bit about how the uninitiated or less familiar with ICANN are perceiving us and how we can tell the story to do as Sally said what we want to do, which is to make the approach from the edge to the center easier.

I had an experience here in Durban that was – it was rather gratifying. If any of you were attending a reception on Monday which I threw in my role as business – I do Business Engagement also for ICANN around the world – there were some new fresh faces that were there who were then able to learn just enough and meet the leaders to attend the constituency meetings and go into a little bit more depth about whether the constituency was good for them or right for them and now I can learn how those interactions went and see if anybody will become engaged and remain engaged. It may seem like a very small step. But I have to say it was really – it's been really gratifying to see how the process works as Janice and Sally have described it.

And for those of you who are private sector business-minded people in my Business Engagement role, we did start a LinkedIn group. So you don't even have to come to a meeting and be a newcomer or be a fellow. Now you can – if you're a LinkedIn member or if you're on Twitter and we'll have other tools as well, but we started a group called ICANN for Business on LinkedIn.

So even before you get to be a fellow or before you get to be a newcomer, there's general mainstream content that tries to relate the real world that many of you work in with the ICANN world that supports the work of [youth]. And we'll be growing out these kind of tools for all

the big categories of stakeholders – public sector, civil society, technical community, and so forth. So it's an exciting time as we begin to fill out some of these steps along the pathway.

As I mentioned, it's just a pleasure to be with you always. Please, any questions if you see me or want to, ask anytime. We're about engaging, so we're always very happy to speak with you. Thanks.

JANICE DOUMA LANGE:

Chris, as you hand the mic to Mandy so that she can introduce herself and her work, let me say you hit on something really important that we talked about at our newcomer download and it's about making what everyone does in their daily life relevant to what ICANN does.

One gentleman said, "We need 100 more jobs in our region." And I said, "Well, ICANN can't hire 100 people or make someone, but we need to find a way to link what you need – training and education – to what ICANN can offer and what ICANN needs." So your words were exactly ringing true to what our newcomers are asking for.

I also want to say that again, chris.mondini@icann.org, Chris is more than happy to take any one of you that would like to follow up with him on the Monday night event or yesterday afternoon's 5:00 session and from there. And if you can't remember that, just find me and I'll get you directly to Chris.

CHRIS MONDINI:

I did want to mention, Sally mentioned as Janice was saying in terms of the people, we do – also in Africa we have Pierre Dandjinou who I think

many of you will know as well. We have Baher Esmat who's in the Middle East. And so, from a staff perspective, there are many counterparts to me and to Save. But we need help and leverage and support and to spread the word and also the talent – attract the talent. And I think that your network will be key for that in all of our regions. I'm going to introduce Mandy Carver now to take the mic. Thanks.

MANDY CARVER:

Sorry about that. I seem to have everything on my lap that fell on the floor when I stood up.

My name is Mandy Carver. I'm the Senior Director of GSE. I'm in the Los Angeles base office. I work with Janice and Sally; Tarek Kamel who is the Senior Advisor to the President on Governmental and Intergovernmental Relations who sends greetings and wishes that he could've been here with you all. The other Vice Presidents that was unable to attend is Veni Markovski who's for Russian CIS. So we have Rodrigo De La Parra, Latin-America and the Caribbean. I believe you've had an opportunity to meet with a number of these folks.

We're the sort of central coordinating hub that tries to both provide a commonality of materials and services and also a particularly targeted based on the needs. I think the other aspect which I believe some of the regional VPs have already presented to you is that many of the regions are in the process of developing a targeted Engagement Strategy for the regions. These are multi-stakeholder community-led and community-driven requests for particular types of services. So as Save has said in [inaudible] Pacific Islands, he's been focusing on different kinds of

capacity building because that's what his constituencies are telling him they need.

The discussions are just beginning for Europe. The African Engagement Strategy, as Pierre I believe presented to you, is quite well established there into their next year of implementation of projects. The Middle East, Latin America, and the Caribbean also have actively working Strategic Engagement Groups.

These are all opportunities as well for you all to become involved and engaged. And as someone who has been at ICANN a fairly long time and remembers the first pilot Fellowship Program that we did back in 2007, this is to see the real maturation of the alumni that are involved and your compatriots who have gone on to leadership roles within the organization. It's always a pleasure to see this group.

Anyway, we are available by e-mail and all of our materials are online. We look forward to more interaction, suggestions, and activities.

JANICE DOUMA LANGE:

Thank you so much and I just wanted to once again say thank you to everyone who's come here to talk to us today – Sally, Chris, Save, Mandy. Thank you very much. [applause]

So we are going to wrap up here so that we have time as the Government Advisory Committee comes in to (1) for all of our Honorary Fellows will get a piece of paper. You can put your e-mail address down so I can stay in touch with you; (2) For the Honorary Fellows to grab a t-shirt on your way out; (3) Fellows and Fellows alone – and this is the

only time I'm going to be exclusive – we're going to move to Room 1B. For our newcomers, the reason I'm saying that is that something very specific about the Fellowship program that moreover than just a grant of support – of travel support for participation, it's really an entry into an established family of an alumni group. And so, I do need to just say just the Fellowship to move to 1B. It is mandatory if you're asking.

But it's our chance to bond one last time at the end of our week together as a group, kind of solidify our relationships and knowledge of each other. But again, for all of you that have been coming here that were not chosen as a fellow, our fellowship for Singapore opens on the 20th of September. You will find the banner on the top of the ICANN website that day announcing the open of the application. It opens for about six weeks, and there is no who can apply, who can't apply. If you're from a developing or less-developed nation, we embrace you, we want to engage you, we want to give you an opportunity to come here and participate face to face. That will give you more confidence in participating remotely because you've had a chance to be here and become blurry eyed like the rest of us and then go away to do that.

So I wanted to say thank you to each and every one of you, fellows and newcomers, that have given such great attention to all of our presenters throughout the week. And not just attention, but just intelligent, well thought out questions and being not afraid to ask the obvious question because they're only obvious to someone who's been here before, not to you. And if you don't ask them, you'll walk away without the answer and feeling like you couldn't go forward.

So I'm just so – don't let the tears start to flow yet. I really am. I am just so proud of all of you. It's a long week. It's a tough week. The smiles are still on your faces. I've got a couple of Band-Aids on my feet but other than that, I survived and I just adore all of you. So thank you. Big round for everybody. [applause]

Once again, tonight, wonderful, wonderful interpreters and to the tech crew who have saved me every single morning. Thanks, guys. Thanks for being here. You're part of the family. Okay. Let's go. T-shirts, signups and 1B.

[END OF AUDIO]