
BRENDA BREWER: Good morning, good afternoon, good evening. Welcome to the Non-Commercial Users Constituency webinar on Civil Society participation at ICANN on the 6th of May, 2021, at 12:00 UTC.

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With that, I will turn the call over to Benjamin Akinmoyeje.

BENJAMIN AKINMOYEJE: Thank you, Brenda. Hello, everyone. Welcome to the NCUC webinar on Civil Society participation at ICANN. I'm excited to see everyone. My name is Benjamin Akinmoyeje, the NCUC EC Africa rep. I'll be moderating today's webinar with Olga Kyryliuk, who is the NCUC EC rep for Europe.

Before we begin, I would like to recognize the NCUC Chair, Raphael Beauregard-Lecroix, who is unable to join us today due to unforeseen circumstances.

So, for the past three years, NCUC has been working with ICANN Org in order to offer opportunities that would enable the constituency members to increase their policy skills and better participate in the policy development processes and would enable constituency members to increase their policy skills and better policy writing processes and also taking up leadership roles, therefore building on the successes of past NCUC policy writing courses that were conducted in the past.

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We developed this webinar with the help of our colleagues in ALAC and NCSG and NPOC as well. We also worked closely with ICANN staff to plan this even through the ABR process. The original plan was for this event to be held face-to-face around the typical ICANN meeting. However, in the face of COVID-19—as we all know, the pandemic—which has affected every sphere of our lives as we actively participated in the ICANN processes, this has shaped everything to virtual now.

So, to this end, this webinar is bringing together some of our pioneers and active participants who have vast experiences in ICANN policy development process to share their experience and brief background around the Civil Society participation at ICANN.

So it is our expectation in today's meeting that all attendees will have a better understanding of the Civil Society work at ICANN and they will be motivated to engage in the ICANN PDP process and other IG-related processes. The general objective is to increase our constituency advocacy skills, operational opportunities [and identify] advocacy spaces on policy development, participation toolkits.

So I'll be moving onto the agenda as is displayed here. So what I just did right now is the opening remarks so that we all could know what we're here for today. So the first action of the day is to have our first speaker, who is going to be talking to us on what it requires to participate in the policy development process. I'm going to be introducing to you Farzaneh Badii, who is the former NCSG Chair and a former GNSO councilor. I hope she is around. Farzaneh is a very good, experienced member of the constituency. Farzaneh?

FARZENAH BADII: Hello.

BENJAMIN AKINMOYEJE: Thank you.

FARZANEH BADII: Great. Hi, everybody. I know that I'm supposed to be talking about how to develop a policy position for Civil Society at ICANN, but in order not to bore you to death and go through all the GNSO Council processes and stuff like that, I'm just going to give you a high-level, maybe inspirational statement. And I'm not going to talk for ten minutes. That would bore you even further.

Okay. So apparently a former ICANN CEO had called NCUC to the old grumpy uncle in the attic. He's not here anymore, but we are because we are a collective. We are not an individual or just one organization. We are not grumpy, nor irrelevant. We have one of the most vibrant communities at ICANN. We have had some of the most diverse executive committees. We singlehandedly contribute to much of the diversity on the GNSO Council. We try to be receptive to new community members, and we have term limits, which is very important, for including newcomers in leadership positions. It can also help us bring new blood and new approaches to the policymaking processes.

This is what Civil Society through NCUC has been doing at ICANN: bringing new approaches to these policy processes and policy development. We have developed a set of values over time that we

adhere to, which are mostly derived from human rights principles. We care about freedom of expression. We challenge the securitization of the DNS. We demand privacy for domain name registrants and want to keep ICANN transparent and accountable and its mission limited to technical matters. And we don't want ICANN to be a content regulator.

If you look at other Civil Society groups that work on digital rights outside of ICANN, you can see that, in most cases, they are never involved with actual policymaking. The decisionmaker is someone else. But at ICANN, we are in this great position to get involved with decision-making and policymaking, and we need to strategically use this position to bring change, considering it well-established values that we have.

Crafting policy positions as a Civil Society group, of course, comes with challenges. Sometimes we lack [inaudible] action. Sometimes we are under-resourced. But ultimately it is that collective action that leads to crafting a strong policy position that resonates with most of the members. Civil Society values, at least at NCUC, are cohesive, but we do face disagreement. Over time, we have crafted our policy positions by relying on the above-mentioned values. We sometimes revisit these values and readjust and add to them.

But the most important action that we need to take and have been taking is to come to consensus as a group by compromising collegially and engaging with policy discussions at NCUC. We need to understand what real consensus is, which is not the opinion of one person or one group, nor is it the minority. We get engaged. It's including the diverse set of opinions that the Civil Society has.

Through transparency, informing members about the ongoing issues at ICANN, we have been able to develop some of our most important policy positions and have been able to advocate for them. For example, we have a strong stance about privacy protection in WHOIS. While we do compromise when it comes to working with other stakeholders to develop a policy, our position about privacy does not change. Our compromises should always consider our values.

Civil Society at ICANN is not a vanity fair. We are not here to develop policy positions on our own. We are here to act together and not be reactive but proactive. Thank you.

BENJAMIN AKINMOYEJE:

Thank you, Farzaneh, for that motivational talk on that push.

Pardon me, friends. I forgot to share our schedule for today's webinar. Farzaneh just finished our ... It's supposed to be about a five-minute talk. So we're moving to the next section, which is about a few questions I'm supposed to ask some of our experienced members who are here today to guide us on participating in the policy development process and advocacy at NCUC.

So I'm just going to with the first question. Who is up? Professor Milton Mueller. He's one of the co-founders of NCUC. I'm going to pose a question at him, which is, how was the environment for the civil societies at ICANN when NCUC was established?

But before he takes the floor, it's important to let everyone know that we have about 15 minutes for this whole section. So each speaker has

roughly around five or four-and-a-half minutes. So being time conscious really helps us get most of the audience's views, and we will be able to do good justice to this conversation today.

So over to you, Prof.

MILTON MUELLER: Well, thank you, Ben. I think I should thank you, but I hadn't had a conversation about this, and I actually did not want to answer this question because I think it's backwards looking and I wanted to look forward. So I was told going into this that I would be talking about what the environment for Civil Society/ICANN is supposed to be in the future and what kind of issues will we be dealing with in the future. I would much rather do that.

KATHY KLEIMAN: Milton, I think I actually got the backward-looking question.

MILTON MUELLER: Okay. Yeah, that's what I thought. Turn it over to Kathy.

BENJAMIN AKINMOYEJE: Okay. On the request of Milton. Kathy Kleiman is also one of our cofounders. Also very experienced and very supportive. If you want to learn anything around the policy development process, she's a go-to person. So, Kathy, can you take it away, please?

KATHY KLEIMAN:

Yes, please. And I'd like to share my screen. Thanks so much, Benjamin. I'm so sorry Raphael couldn't be with us. Because I talk so quickly, I put some slides together that will help me stay on track and maybe help everyone see. Okay. Sharing screen. Let's go back and ... Okay.

So the question I was given was, what were, at first, the aims and purpose of non-commercial representation at ICANN? This is a great question. Actually, as Benjamin mentioned, I'm the co-founder of NCUC with Milton and others who were there at the start. But we're not that old. And don't call us pioneers. That makes me feel old. But I was the drafter—of course, with lots and lots of edits of our original NCUC charter.

So NCUC members are Civil Society but also public interest groups, academics, and individuals. We dedicate ourselves to a concept which is a little different than some of the other stakeholder groups. We dedicated ourselves at the start—and I think we still do—to protect and support non-commercial communication and activity on the Internet, including personal and political speech, research and educational communication, and expression about hobbies, interests, and ideas—so non-commercial speech. So note the nice parallel this provides to some of our other stakeholder group friends, including the Commercial Stakeholder Group, which is largely dedicated to protecting business, commerce, and intellectual property.

Now I'm going to repeat a little of what Farzi said because what is true now was true then. So our work dates back to 20 years, seeking balanced ICANN policies. From the very beginning, ICANN's very first consensus policy, we fought for and created Section 4C of the Uniform

Dispute Resolution Policy, clear rights for registrants when there are domain name disputes. We've been working on proxy and privacy and WHOIS protection for Civil Society organizers, political dissidents, parents running non-commercial websites for Little League and other children's activities. Our members, as Farzi said, collectively have spent tens of thousands of hours deep in the policy development process and other types of ICANN work. We do the work. We get in and we do the work.

So, overall, we have a long and proud history of protecting free expression and free speech, supporting fair use and the right to work—it's kind the counterpart to trademark—absolutely seeking transparency and accountability across ICANN and preserving due process, including the idea that registrants should be treated fairly and not lose their domain names, which is of course the speech of their organizations, without clear reasons agreed in our ICANN policies.

So I encourage everyone to continue our work and traditions and to jump into the comments and the policy work and help us with the important work of the Non-Commercial Stakeholder Group.

Thanks so much. Benjamin, back to you. And the Non-Commercial Users Constituency. We've just got a wonderful history. So I will stop sharing my screen. I hope I stayed in time. Thank you.

BENJAMIN AKINMOYEJE: You did a great job. Thank you, Kathy. I hope the members will also have access to the slides.

KATHY KLEIMAN: Absolutely.

BENJAMIN AKINMOYEJE: Okay. So I'm moving on to the next speaker. Milton, are you ready now?

MILTON MUELLER: I will. I will need to share my screen, too.

BENJAMIN AKINMOYEJE: Okay.

MILTON MUELLER: I can do that now. "Host disabled participant screen sharing." Okay, host.

BRENDA BREWER: Milton, try again. I have promoted you to co-host. Thank you.

MILTON MUELLER: All right. Can you all see that?

BENJAMIN AKINMOYEJE: Yes.

MILTON MUELLER:

This is actually my title slide. Looking to the future, we are not grumpy old uncles. We are young and thriving.

So, quickly, I want to say that I think one of the biggest issues facing Civil Society and ICANN is simply the role of ICANN to traditional forms of government. So, when we were started back in those days that Kathy was talking about, there was a general consensus that governance of the DNS should be independent, global, and based on a new model. We have seen, increasingly, erosion of that principle. For example, with respect to the WHOIS and privacy controversies, we have seen some U.S. interest groups threaten to go to the congress to get legislation when ICANN does something they don't like. And now we're seeing, disturbingly, the European Commission do some of the same things. Of course, there are many countries who are more authoritarian and sovereigntist, and they don't like the idea that this sort of policymaking entity that they don't control would be governing the DNS. So that's something that we need to be very aware of because this is a system, for all of its flaws, that gives Civil Society direct access to policymaking.

Privacy and data governance is going to continue to be an issue. We have sort of resolved the WHOIS issue in the temporary time, but it continues to be a point of battle. Again, we have various kinds of governmental regulations, territorial regulations, impinging on ICANN's authority. Again, the most recent and interesting example is coming from the European Commission, which is passing what they call NIS2 network and information security regulations or directives that are directly trying to regulate DNS governance in a territorial fashion.

Cybersecurity is going to intersect more and more with the things that ICANN does. We don't have time to go into the specific issues, but cybersecurity will be invoked in various ways.

Am I out of time?

BENJAMIN AKINMOYEJE: No.

MILTON MUELLER: Okay. Europe/U.S./China tensions. This is sort of reinforcing this first issue that I mentioned: the role of ICANN in relation to governments. Governments are becoming more nationalistic.

Then there's content moderation and control. As Farzaneh said, we don't want ICANN to be involved in that. However, there will be continued pressures for Internet governance and the management of the infrastructure to be dealing with problems of content moderation.

And you have some interesting new multi-stakeholder experiments in content governance, such as the Christ Church call or the global counterterrorism initiative of the big platforms. Some of these try to include Civil Society. Some of them sort of exclude Civil Society. So we have to keep an eye on that.

I will leave it at that and hope that we can get into some discussion later.

BENJAMIN AKINMOYEJE: Thank you, Milton. I want to encourage everyone that we're going to still have a Q&A session at the end of today. So keep your questions. If possible, you can even type it in the chat.

We'll move next to the next speaker, who is Adam. Adam Peake is an IG expert (Internet Governance expert) and also of ICANN staff, but today he's going to be sharing his IG experience with us. I hope we pay attention and just learn from him. Adam?

ADAM PEAKE: Thank you very much, Benjamin. Next slide, please, Brenda. So, yes, I'm a member of staff before—when was it? December 2014. I was a member an activity member of Civil Society. I joined NCUC about a year after it started. I was an ALAC member. So I've covered all the ICANN bases there and was involved in various other things.

My question—you'll see at the top—I was asked I thought I'd try and reverse because, from my perspective as somebody from ICANN staff who works with Civil Society, I'm very interested in how you, Civil Society members in ICANN, actually influence and have influenced global and regional Internet governance policy processes because you have. I think it's important to recognize that. And it goes to a point that Farzaneh made, which was that other Civil Society organizations historically have not been involved in policymaking, and that is a very different point of view and experience that people from ICANN have brought into other processes. You have that experience, and you also have that passion. We have that passion. I think that's incredibly

important and it will be important as we look at the new processes that Milton has described.

Next slide, please. This is going to be sort of historical. Early on, we didn't really talk about stakeholders. We were just people who were interested. The notion of stakeholder governance came about mainly because the Clinton administration at that time was quite passionate about it, as well as pushing electronic commerce and all those good things. They actually believed that the Internet was interesting and different, and they were quite excited by how stakeholders around the Internet formed groups around that issue and started to solve them. The way that was first implemented and realized in a big way was ICANN in 1998.

So we can jump to the next slide. A shot-out, really, to Kathy and to Milton, and particularly Milton's story—the NCUC story—which began in very early 1999. And it's a history of NCUC, but it's also a history of how stakeholders, different constituencies representing different points of views and different interests, came together to advocate for those interests. They built the multi-stakeholder processes that we enjoy today. They built inclusive processes. They built transparent processes and accountable processes, not immediately but over time. This is something that not just ICANN Civil Society has done but all ICANN has participants. But I think very much you have been the drivers of this.

So while Kathy and Milton and others were creating the NCUC and working on the policy development processes, others—I remember Wolfgang Kleinwaechter, [Zoomi Izo], and Vittorio Bertola—were interested in how you represent the netizens of the world in these

processes. In ICANN, we were mandated to include very strong representation of users at large, and then people were interested in that aspect of Civil Society: representation of users.

So, a couple of years later, you guys had this experience. You were working in processes where you were in the room. You were being represented. And all of a sudden, the United Nations systems came up with the World Summit on the Information Society to look at and to develop principles around the information society as it was emerging then. From that, of course, we've seen some extremely important institutions grow: the Internet Governance Forum and all of the national and regional Internet governance forums that have come from that.

So that was quite an interesting time. You had people from the ICANN communities coming into the World Summit on the Information Society, and they were the ones who were initially probably the strongest advocates for these basic multi-stakeholder principles. It was what they were used to doing. It was what we were used to doing. We were used to being in the room. We were used to having a voice. We were used to acting as peers.

This was not the case for global Civil Society at the time. Again, going back to Farzaneh's point, they weren't making policy. They were advocates for policy. And this was a passionate time. 1999. You're all too young to remember, but I am a global old uncle. We had massive WTO riots in 1999 in Seattle. Globalization was absolutely something that was on Civil Society's agenda. It was very controversial and there was a lot of anxiety and, quite frankly, demonstrations about it.

So, when we went as representatives of ICANN, into some of these Civil Society organizations, they were pretty negative about it because they saw it as adversarial. They were concerned that consensus-making policies were going to in some way co-opt Civil Society principles, and that was a concern. I am absolutely not saying that NCUC and At-Large members and so on were the only advocates for multi-stakeholder processes, but they were certainly some of the most vocal in those early days and have been throughout.

So, over time, we got three minutes or 15 minutes a day to talk at WSIS and we pushed and everybody pushed. Now, today, we see this ICANN experience really coming into all Internet governance processes. Wherever Internet policy is discussed, people talk about multi-stakeholder. The latest example is a declaration from G7 digital ministers. They talk about multi-stakeholder. They don't talk about leading processes. They talk about working with others in processes about cooperation—absolutely different from how you would have seen this in 1998.

Next slide, please. That's one final one because I know we do have to hurry along. I hope I'm not speaking too quickly. So, yeah, you were among the first to promote multi-stakeholder processes in WSIS, in the Internet Governance Forum, and in global Internet policy. And you have most definitely influenced global Civil Society and global and regional Internet governance processes. You were the guys who have, over the years, created national and regional IGFs. You have created schools on Internet governance. You speak at those schools. You speak at all these different processes. So I think I can be grumpy, but you shouldn't be because this is really quite an outstanding achievement if you put it in its

whole. And of course you create and develop Internet policy for the DNS.

So I will say thank you. Good. Onwards.

BENJAMIN AKINMOYEJE: Thank you, Adam. That was awesome. We started from that we are not a grumpy bunch and what our space should look like, and the Prof. told us other things. So thank you.

I think we have come to the end of this section. But I think we still have about three minutes. Yeah, we still have about two minutes. If there was anybody that left out something of great importance that they just want to say to the audience among the first few speakers, you could quickly use a minute or two before I hand it over to Olga to take up the other section of this webinar. Then, at the end of the day, we could have questions and answers. Anyone? [

Kathy, do you have anything? A minute or two.

KATHY KLEIMAN: I think the history really shows an arc of participation. I just wanted to share with everyone that the outcomes are never clear when you get involved in these types of activities. It really involves everyone sitting down, talking—Farzi said looking at our principles—and I would say looking at our charters and our missions and really thinking about the future. A lot of people in ICANN think heavily, but particularly in Civil Society, about the future, and that's one of the things we have in common: what kinds of values of an open Internet do we want our

grandchildren to have? I started talking about that before I had children. So we try to keep a big picture. We try to keep a long run. As Milton said, there's lots and lots of pressures against what we're doing, but the vast majority of Internet users are using the Internet in wonderful and legal ways. In so many ways, we're the voice for them.

So, Benjamin, thank you. That's my thought coming away from the wonderful presentations.

BENJAMIN AKINMOYEJE: Thank you—

FARZANEH BADII: Benjamin, can I—

BENJAMIN AKINMOYEJE: [inaudible]. Christopher, we just have a minute. Can you quickly do that, Christopher?

CHRISTOPHER WILKINSON: Yes, very quickly. I have some reservations, and I'm sure that most of you will not be surprised. First of all, as Adam has explained, the development of Civil Society in the ICANN context has been essential and has been remarkable, but it's not good enough yet. One of the reasons that we have so much intervention from governments is indeed that the governments are not yet trusting the multi-stakeholder model to achieve the balance and public interest that they require.

There are several examples of that, some of which Milton has referred to, but I think the problem is that Civil Society in ICANN is A) divided and B) far too much power has been delegated by the Board to GNSO, who [inaudible] NCUC's participation in GNSO. You've not been powerful enough to stop serious abuses, notably in the area of competition. I think I'm sympathetic to those, including previous Board members, who've told me that there is a concern of capture. As I said in a recent chat, we may not yet be dealing with a cartel, but we're certainly dealing with a group of very large companies which are trying to control the system. It's not good enough and it won't last unless we can rebalance ICANN. I think the merger between At-Large interests and NCUC interests must be formally and thoroughly implemented for the future. Thank you.

BENJAMIN AKINMOYEJE: Thank you, Christopher. We are far behind time right now, but Farzaneh is asking for 30 seconds. Because I'm in charge and she's my friend, quickly, Farzaneh. 30 seconds.

FARZANEH BADII: Basically, I just want to vehemently disagree with Christopher. I think that the power has been bestowed upon the governments in ICANN, and GNSO is not the most powerful here.

However, we have had a lot of influence, especially when it comes to the discussion of privacy in WHOIS, as well as stopping ICANN from becoming a content regulator. We are trying and we are collaborating with other stakeholders, and I think we are pretty effective.

The other thing that I wanted to say was about ... One thing that I forgot to say is that we want, at NCUC, to stop government overreach and intellectual property overreach at ICANN. We see that and we are monitoring this. We are looking at what GAC is doing. We are looking at what the Intellectual Property Constituency and Business Constituency is doing. We are aware of the issues and we are going to stop them. Thank you.

BENJAMIN AKINMOYEJE: Okay. We're far, far, far behind schedule. I know the Prof., Milton, is asking for ten seconds. I don't know if he's going to keep to that, but this is now Olga's session. Milton, do you really want the ten seconds?

MILTON MUELLER: I just think we have to be very careful when hear talk about rebalancing the ICANN representational process because this is what we hear every time a particular interest group doesn't get what they want. They say, "Oh, we need to rebalance the representation. In fact, they've been doing that. For example, the WHOIS policy is not being made by the GNSO by itself. It's being made with a specially created group which has been stacked with advisory committees which are not formally supposed to be making policy. They're supposed to be advising on policy. When we get into this game where we start reconfiguring the representational process every time we make a controversial policy, that's a real blow against a stable, well-defined governance regime, and it's all done for very partisan, special interest reasons.

So if you're talking about capture, don't talk about rebalancing because that is a reflection of capture when you talk about changing how people are represented in order to achieve a particular result. I'll leave it at that. Sorry.

BENJAMIN AKINMOYEJE: Thank you, everyone. A lot of issues have come up today. So that leaves a lot of room for all of us to get into the game, get into the field, and get busy just to do what is needed and to make our voice clearly heard.

So at this point, I'm going to wrap up my session. Thank you, everyone, for your speeches as well. We'll just hand it over to Olga to take us through the next roundtable. Olga, it's now your turn. Thank you.

OLGA KYRYLIUK: Thank you, Ben. Many thanks to everyone who was speaking just now. I believe that was a very interesting and very insightful discussion. Indeed, we have a huge chance to learn from those people who were standing at the very roots of the Civil Society participation at ICANN. So that's indeed very insightful to have them here and to hear from them. It is also very inspiring and it is thanks to them that today we all have the chance to participate directly in the policymaking at ICANN.

Now, moving to the next part of our webinar, which is designed as a roundtable, I must now say that, of course, we would like to gather with all of you at a seat around the same table in some real physical conference room, but we do not have the opportunity, really. I enjoy having you all here and talking to you today.

We now, for the roundtable, have another very inspiring group of people, all of whom are currently occupying leadership positions at ICANN and also promoting the interests of the Civil Society. So I'm happy to welcome and to introduce today Jonathan Zuck, who is the AtLarge Advisory Committee Vice Chair, also Bruna Santos, who is chair of the Non-Commercial Stakeholder Group, and Raoul Plommer, who is Chair of the Not-for-Profit Operational Concerns Constituency. In the absence of our Chair of the Non-Commercial Users Constituency, Rapheal Beauregard-Lacroix, I will be making an intervention on behalf of the NCUC.

So without any further delay, I would like to ask our guests today to address three key points. First of all, as we all know, ICANN itself is a very complex environment, but also for the newcomers, it is quite complicated to understand why there are few groups who are actually promoting the interests of and standing for the interests of Civil Society. So to make it clearer for them, I would ask you to first of all explain who exactly your group represents in terms of Civil Society, how you participate in ICANN processes, and—the third one—how you actually promote the interests and the depositions of Civil Society within ICANN.

To start, I'll invite Jonathan Zuck to take over.

JONATHAN ZUCK:

Thanks, Olga. And thanks for having me as part of this webinar. As Olga said, my name is Jonathan Zuck, and I am the Co-Vice Chair of the At-Large Advisory Committee. The 15-member At-Large Advisory Committee is tasked with the nearly impossible mission of representing

the interests of individual users. Much of ICANN is focused on a single transaction, which is to register a domain name and what are the rules around that—the registrants and those that then provide the services to support that registration. We’re tasked to look at the broader group of people that are just using the Internet, whether it’s to buy airline tickets or do e-mail or other work online, such as online banking.

So, for that effort, what we’re trying to do is look at the underlying interests of the individual users. To do that, we’ve formed a fairly deep structure so that we can maintain constant communication with as broad a group of people as possible.

So, in addition to the ALAC, there’s something that we refer to as the At-Large community, which is made up of a bunch of sub-structures that allow us to create the sort of virtuous feedback that allows us to try and determine and therefore advocate for the interests of these individual users.

So there are organizations called Regional At-Large Organizations in all of the main ICANN regions. So there’s an African region, a Latin American and Caribbean region, a North American, European, and Asia-Pacific regions.

Then, within each of these RALOs or Regional At-Large Organizations, their membership is made up of not only individuals but also smaller organizations that are called At-Large Structures. So this might be a local Internet Society chapter or something like that that would be a member of a RALO.

So what we try to do is maintain a kind of feedback loop throughout this structure so that we're constantly in touch with those folks that are not directly a part of what ICANN does but sometimes suffer the consequences of what ICANN does or does not do. So it's sort of the world of unintended consequences that becomes our bailiwick as the At-Large community.

We have been engaged for many years in ICANN policy development and also ICANN structural reform. We worked closely with the Non-Commercial Stakeholder Group in forming an accountability framework for ICANN as part of the transition away from the United States government. And we find that, more often than not, that we are well-aligned with the positions and the rights-based positions of the Non-Commercial Stakeholder Group. Sometimes there's friction because we are trying to do a balance of interests, and sometimes issues like consumer protection into the fray and then are in some tension with rights. So those become points of friction for us with the Non-Commercial Stakeholder Group. But on the whole, we're aligned with trying to bring non-governmental and non-business interests to bear in ICANN policy development.

We've recently created a course that will introduce you to the At-Large community and how it operates, the history, how it's structured, and how we engage in policy development. I'm putting a link in the chat for those that are interested. This course was just developed. It's fresh off the presses. I encourage you to explore what it is that we do and how we do it and perhaps become engaged in those processes with us so that we might improve them.

So that's our objective: to always improve the individual end user experience and to watch out for the unintended consequences of the policies that get created within the ICANN policy world.

I look forward to answering any of your questions about the At-Large and, again, I appreciate the opportunity to share a little bit about this advisory committee that works in an orthogonal—I can't think of a better word—way to the direct policy development process and instead looks at this world of unintended consequences.

Thanks a lot. I'll cede the rest of my time for questions, hopefully.

OLGA KYRYLIUK:

Thanks a lot, Jonathan, for joining us and for these insights into ALAC's work.

With that, Bruna, I'd like to ask you how is NCSG different from ALAC? What do maybe we also have that's similar? And why some newcomers should join specifically NCSG specifically, as opposed to ALAC, for example.

BRUNA SANTOS:

Hi. I wasn't prepared for the question either, but I think, in terms of differences, I would say that NCSG, alongside with its constituencies, plays a vital part in the supporting organization in the GNSO's bottom-up, multi-stakeholder policymaking process.

The main point that might make it different from us to ALAC is the fact that we not only elect representatives to the GNSO Council, which is the

main policymaking forum, but we do also have a mandate and can serve on working groups as well, which can be another really good environment for you to get involved in this whole multi-stakeholder consensus-driven policymaking.

And I would say that, over the course of years, NCSG's positions ... We have endorsed a lot of things related to ensuring users' privacy and data protection, fair and balanced domain name disputes, diversity and consumer choice, and also upholding human rights, access to knowledge, and support for a multi-lingual Internet and also global Internet governance, among many other discussion topics.

So replying directly to your question, Olga, I would say that the main fact that makes it different from us at NCSG is this direct representation at the GNSO and also being part of the supporting organization.

But in my remarks here, I'd also like to point out something similar to maybe what Milton has said in terms of topics and new challenges. I think that ever since the beginning of the pandemic, specific activities in Civil Society ... We have maybe assumed newer functions and identities. Now, a good majority of movements and organizations have focused their actions in a more local way and have gained more local prominence. This might affect us more directly because ICANN and ICANN's topics ... Right now, we might have less incentives for having people around or even less volunteers into the whole local issues and situations.

So I would say that, now, in light of this new Civil Society balance or even dedication, maybe At-Large and NCSG should work together in order to

improve this participation in order to bring more people around and bring people back to ICANN maybe if we have this analysis that people have indeed left this environment. But I see good avenues for us working together in capacitating our members and also showing the relevance.

Also, maybe this health emergency, when it starts to improve ... This part of reintegrating the discussions and bringing those newer realities post-COVID to ICANN might also be a good space for action and improvements. If anything, the pandemic has reminded us of the relevance of the Internet as a global and collective resource. And I think that the only way of protecting it for the future is to bring in more diverse groups and experiences. That might be the main challenge for us, for At-Large, and for everybody that represents Civil Society here.

Last but not least, just to point out that working on improved mechanisms to create competition and avoiding capture, focusing on protecting registrants and other consumers of the domain name space in a meaningful way might also be a goal.

Similar to what Milton mentioned, we need to be wary of what can be the more immediate challenges that are being brought up on us. NIS, cybersecurity, all the after waves after this regulation, and also all of the discussions that are happening, not only at ICANN but at the IGF as well and also in the digital cooperation discussions of upholding a multi-stakeholder policy and participation. We have different models. They're kind of all being readdressed or under study right now.

Last but not least, content moderation subjects at the DNS level might be things that we have to look at in the very immediate future once this pandemic ends.

So I kind went over your question, but I just wanted to point out some other things about this. Thanks, Olga.

OLGA KYRYLIUK:

Thank you, Bruna. That's indeed all very important and very interesting. Thanks for raising all those issues. While it might be complicated for a new person at ICANN to identify what is ALAC or NCSG, but I must say that there are some members who join both of these groups. It gets even more complicated when we go further into the structure of NCSG itself.

Here I would like to invite Raoul to explain what NPOC is doing and who are the members who are joining your constituency.

Raoul, can you hear us? I think you are muted.

RAOUL PLOMMER: Can you hear me?

OLGA KYRYLIUK: Yes, Raoul.

RAOUL PLOMMER:

Okay. Yeah. So I'm the Chair of the Not-for-Profit Operational Concerns Constituency inside the NCSG. We are often asked, what does NPOC stand for? The operational concerns of NPOC are defined as issues arising from the use of gTLDs by the not-for-profit organizations to achieve their own mission. So we really want to spread information about domain name fraud, intellectual property abuse, privacy, security, stability, and resiliency, as well as the transparent domain registration process and continued use of domain names.

While the corona has been going on, I think it's not just NPOC but the whole of Civil Society that has actually experienced quite a dramatic drop in activity. I think something that we've done to perhaps counter this drop is we've created this, with the help of ICANN staff, especially Adam and his team, webinar that I suggest everyone who is interested in NPOC or even the rest of the Civil Society in ICANN has a look at. That has many issues that are really ... I think almost all issues of the Civil Society are covered in that webinar.

As one more thing, I would like to say that, at the moment, our Policy Chair quit about a month ago or one-and-a-half months ago, so we are currently without a policy chair. So if anyone—and I mean anyone—wants to be our policy chair, they should apply. Send an e-mail straight to me. That's raoul@npoc.org.

I think that's all I have to say.

OLGA KYRYLIUK:

Thank you, Raoul. That was a good promotional campaign, I must say.

Now, talking about NCUC, let's say, as the last puzzle in all this picture that would probably [be similar as] Not-for-Profit Operational Concerns Constituency, NCUC, which stands for Non-Commercial Users Constituency. It's just another constituent part of the NCSG, which Bruna was presenting. We are operating under the Generic Names Supporting Organization.

As Bruna said, probably one of the main features which distinguish us is that we directly participate in policymaking and that we have influence on those policies which are being adopted at ICANN. We do promote the interest of our members, which, by the way, can be both individuals and organizational members. We promote those interests in many different ways because we encourage our members to participate in working groups and to participate in public comments. We also might issue statements when there is some specific issue of concern. We also run communications via our mailing list. Of course, we try to collaborate as much as possible with other stakeholders within the ICANN environment.

I must say it's a bit of a challenge to get new members on board during these pandemic times, but hopefully this will come to an end at some point and we will be able again to get some fresh blood on board because, as you all know, for Civil Society, it's quite complicated to stay permanently engaged in the policy development process at ICANN because, for many of them, it is just voluntary work, while there are also other people who are paid for this exact same work which has been done within the working groups.

But of course it's very important for everyone who is joining any of our constituencies or stakeholder groups or advisory committees to stay engaged, to learn from the people who have been here for years, to ask for advice, and to keep trying to be the penholder to engage in the working groups and to read all those [vaults] of information which is freely and publicly available online because that indeed helps new people to later on meaningfully contribute to the policy discussions.

This is also something I like to stress: in case you still haven't decided where you want to be—which part of ICANN—you are always welcome to join NCUC/NCSG. Also, as Jonathan was describing, the division into the regions, the same as we have in the NCUC, we have regional representatives in the Executive Committee for each region, and we are always available and happy to help you to get some onboarding phase and then to participate in the policy discussions.

So that would be it from my side. I think, with that, we can move to the most interesting, probably, part: questions and answers. So, Ben, over to you.

BENJAMIN AKINMOYEJE:

Thank you, Olga. That was quite enlightening. From all the speakers, now we know better some of things we can do and groups we can gravitate towards.

I just want to ask the audience if there's anyone who has questions. I saw John More asked a question. I don't know if he wants to speak to the mic and just ask his question. So we've got about five minutes to ask questions. Is there anyone with a question or is there any questions in

the chat that I'm not seeing that we could quickly just speak up on? A lot of issues have been raised, so ...

Okay. Kathy, you have your hand up. Please.

KATHY KLEIMAN:

Sure. The key question (thanks, Benjamin): how do we work together better? How do we serve the common interests that we identified together? How do we work together to represent them in ICANN? That would be my question. I'd love your opinions on that.

BENJAMIN AKINMOYEJE:

Thank you, Kathy. The question is for everyone. Okay, so we've got five minutes for questions and answers. Is there anyone who wants to contribute to how you think some of the experts who have spoken today could help you get more involved? A whole lot has been mentioned today. Is it a concept you need to participate in helping develop directly at the policy development process?

Oh, Bruna. Bruna's hand is up. I think you could answer the question. Go ahead.

BRUNA SANTOS:

Just a quick answer. I'm not sure if I'm the expert you're looking for, Ben, but just to say that we did do a really good job previously in doing joint outreaches and having those sessions between At-Large and NCUC or NCSG. Maybe this is something we can take back or go back to doing maybe for ICANN73. Maybe? I'm not too sure.

But then just to highlight having these places for exchanges. And also, further conversations on topics is something that was good. We had a few issues along the way, but it was always good and very valuable. So maybe going back to that is just a start, Kathy.

BENJAMIN AKINMOYEJE: Okay, thank you, Bruna. I need to restate. The question is, how can we work together? So we're lucky we've got more time to talk about this.

So, Adam, could you please go ahead?

ADAM PEAKE: Yeah. Thanks. Sorry. I thought I'd better stay. I'm sure any other call is going to spend five or ten minutes talking about it's agenda, so I'll stay here.

Just from what Olga said, I know we've spoken a bit about outreach in the past, but it's very difficult while we're all online. So you're all At-Large. Jonathan mentioned that there were new courses from the At-Large. We know that this webinar series is building off a series of additional budget requests that the NCUC and NCSG have done and you have courses online. The NPOC leadership did a series of webinars about registrant rights, about operational concerns.

How about some joint in-reach rather than joint outreach? Talk about the courses you have, the way you tried to encourage different people to come into [inaudible], how you helped your current members get more involved. There's a lot of materials out there.

And does it matter—well, I shouldn't say that. Of course it matters where that person decides to spend their time in ICANN, but the most important thing to start off with is getting them interested in ICANN. You have a lot of people. Hopefully, you will be able to fight amongst yourselves and get those people into your respective groups.

But really think about some joint in-reach. Use the courses you have. Use the expertise you have. I'm sure staff will be willing to support as we can. Thanks.

BENJAMIN AKINMOYEJE:

Thank you, Adam. Joint in-reach. So we should, what we already have, try to make more use of them.

Jonathan Zuck had something to say as well. If you didn't read it, it says, "We share an interest in greater non-commercial participation in ICANN policy development. That's core goal unites us. That's a core value that we all have: non-commercial interest."

Any other questions, please? We still have some time to burn. I really want to encourage new participants to really just say something.

Okay. I'm not seeing any questions and I'm not seeing new hands. Any questions? Is there any other speaker that wants to say something just to add to the mix?

Oh, Marita. I've been asked to invite you to speak. Is Marita on the call?

I can't—

MARITA MOLL: Hello.

BENJAMIN AKINMOYEJE: Marita?

MARITA MOLL: Yes, hello. I don't think I asked to speak. I see Sebastien's hand up. But I want to emphasize my note in the chat that we're all here to work together and we need to respect each other's views and respect our differences but work together as a team because it's so incredibly important. Thank you.

BENJAMIN AKINMOYEJE: Thank you. We have to respect each other's views. That resonates with me.

Sebastien, can you unmute and just take the floor? Sebastien?

SEBASTIEN BACHOLLET: Yes. Thank you very much. Thank you for inviting me. I want to make a comment. Yes, definitely on the question of the multi-stakeholder model, we need to have some in-depth discussion and try to work together.

I feel that also some of the recommendations from the ATRT3 could be of interest, that we exchange on that.

But I just wanted to take this opportunity to make a little announcement or some marketing or teasing. We are trying to organize, in the week between the prep week and the meeting itself, a meeting where we will invite different stakeholder representatives to talk to our members of the members. That means that, within At-Large and—sorry. I must explain who I am. I am Sebastien Bachollet. I'm currently the Chair of EURALO, one of the RALOs that was described by Jonathan earlier. I used to be other things within ICANN, as this is my 20th anniversary. But we will try to invite the members of our members. That means the members of the At-Large Structure. We usually interact with leaders of those structure. What we would like to have is the roots, the members of the members. Maybe some of you will be interested to join. It will be open.

Thank you very much for your attention.

BENJAMIN AKINMOYEJE: Thank you, Sebastien. That's an invite going out to everyone from Sebastien.

Also, at this point, I want to encourage Ioana to ask her question or his question. Could you please ask your question, please? Thank you.

IOANA STUPARIU: Hi, everyone. So the question that I've been having was, how many applications have we had since the pandemic started and how much the application process has been affected? Because I've been part of the Executive Committee for a while and I've reviewed, I think, one round of

new membership applications for NCSG. I don't know how that has progressed and, before that, how many rounds there were. So I suspect that this has been severely affected, but I think some numbers would help, just to actually base the claim that new membership has been declining because of the pandemic and see how we can correct that. That was my question. Thanks.

BENJAMIN AKINMOYEJE: Thank you.

BRUNA SANTOS: Can I jump in really quick? Apologies, Ben, for jumping in. I'm going to take a look at the system just so we are able to tell the list if the number is any different from last year.

But one thing I wanted to point out is that we have had a few members either leaving the stakeholder group or any of the constituencies. I do think that this one-year-and-a-half was very exceptional in terms of everybody being either very tired or burnt out or anything like that.

So I do see a decrease in terms of membership numbers and, as people were mentioning, working parents and many other issues going on. So, yeah, it's just to say that I'm trying to take a look at the system, but I cannot find that number right now. But I promise that, as soon as I have it, I can send it to the list and even to At-Large members as well. So, yeah, we have had some departures, Ioana, but I don't know if that affected us that much. I know of maybe a few situations where we did

have departure, but I would also say that's not too different from other years in terms of departures. But I need to take a further look there.

BENJAMIN AKINMOYEJE: Okay. Thank you, Bruna. So I'll just go over to Gabriel to quickly ask his question. I think we're almost running out of time now. Gabriel?

GABRIEL KWAKYE: Hello. My name is Gabriel Kwayke from Uganda. I'm a new member of ICANN and I would like to know the motivation to enable me to go the top to let my voice be heard in ICANN. Thank you.

BENJAMIN AKINMOYEJE: Thank you. Does anyone want to take on that? He wants to know what is motivation is to engage.

FARZANEH BADII: I can take that, Benjamin.

BENJAMIN AKINMOYEJE: Please go ahead.

FARZANEH BADII: Hi, Garbriel. Welcome. Basically, what actually inspires us to be active in this space are the problems of either people that live in your location face to access to domain names or other problems—confiscation of

domain names or other rights that you care about. Then you can identify those and come and join various groups that can solve that problem.

Also, you can have a global view—"I want to save the world." You can also advocate for human rights in the DNS and privacy, freedom of expression, and all sorts of things that we talked about at the NCUC and NCSG. The important thing is to identify the problems that you really care about and some people are facing in your community or globally and then see where those problems are being expressed. And if they are not, then you need to bring them to the table. There's a long and complicated process for opening any kind of new issue, but still there are ways to inform people about it and raise awareness.

One thing that I did, for example, because there was sanctions—countries had [inaudible] ICANN. We haven't done much about it, but we came up with a really good report, which we hope will be implemented. I hope that was helpful.

BENJAMIN AKINMOYEJE: Thank you.

GABRIEL KWAKYE: Thank you.

BENJAMIN AKINMOYEJE: Jonathan Zuck is going to try and intervene, but I must say we're totally out of time. Jonathan?

JONATHAN ZUCK:

Thanks, Benjamin. I think it's a great question. I think one of the biggest challenges faced by ICANN is the inability for people to participate in a periodic fashion. In other words, to date, participation in ICANN has felt like a lifelong commitment. It's almost a full-time job to participate in the complexities of ICANN policy development. Things take a very long time, etc.

The only real mechanism that ICANN currently has for what I would call periodic participation or focused participation, where I have a single interest, is the public comment process. I think that's not enough. I think we need to do a better job of breaking down the big questions that we address into smaller questions and making those questions accessible and getting feedback on them from a broader range of people that have individual domain expertise so that we're not just a group dominated by those folks whose business is the Internet. I think that there's a challenge ahead for ICANN to allow for people to kind of dip in and dip out that we all need to work on going forward.

BENJAMIN AKINMOYEJE:

Thank you, Jonathan. I see quite a handful of persons agreeing with you.

I still want to encourage more questions because I think I was thinking I had a 60-minute meeting, but I think I'm still blessed with some time.

Marita, is that a new hand or an old one?

MARITA MOLL: It's a new hand, Benjamin. And there never was an old one, I don't think, unless you're seeing a hand I don't see.

BENJAMIN AKINMOYEJE: [I'm sorry]. Go ahead, please.

MARITA MOLL: I'll just add to what Jonathan said about getting involved at various levels. That is particularly difficult. But I must say that, within the AtLarge Structure, it is possible for people to get involved in the RALOs (Regional At-Large Structures) and go to meetings once a month or so and learn about the issues and what's going on without having to get fully immersed into it. It's a way of more slowly and gently getting into it and then maybe getting immersed when you have the time and energy. So that's another thing that we could say: that people can move in that direction. Look at the At-Large Structures. See what particular area you might belong to. You can become an individual member or you can be a member of one of the groups and participate that way. Thank you.

BENJAMIN AKINMOYEJE: Thank you, Marita. Bruna?

BRUNA SANTOS: On that same note, NCSG has a policy call every single month that's pretty much open to all members. If you're a newcomer or you have been around for a while but don't really know how to start working in the policy field, it's pretty much welcome to everyone.

Also, just to emphasize that we do not have restrictions in having members being from ALAC and NCSG at the same time, so everybody is very much welcome.

Last but not least, we do want to go back to having more webinars like this and more opportunities of interactions with newcomers or anyone that's interested in NSCG and NCUC and NPOC.

So just also to congratulate NCUC on this webinar. This is something that we should have been doing since the very beginning of the pandemic, maybe.

But all things aside and with all the restrictions that we have had, it's really good. I'm really happy to see everybody here and to have this chance to see and hear everyone. So we're going back to doing that. So just to mention that to everybody.

BENJAMIN AKINMOYEJE: Thank you, Bruna. On a personal note, I also wanted to reemphasize that question that was asked: how can we work together in the face of the pandemic, this virtual reality? So how can we really, really work together? Maybe concrete or decisive actions moving forward.

I'd really like to hear from Milton. Ha, what a coincidence! Go ahead, please.

MILTON MUELLER: I'm reading your mind, Ben.

BENJAMIN AKINMOYEJE: Yeah.

MILTON MEULLER: So I think working together is an issue, actually. Many of you may have noticed that we've had some controversies recently, which I think is healthy, where we've been debating what is our position on a particular policy issue.

One of the issues that I wanted to call to your attention is: one of the possible problems with our current multi-stakeholder structure is that the stakeholder groups become entrenched in certain positions and simply repeat those positions and don't try to find compromises or common ground with other constituencies which have classically been enemies. I think we have a long history of that, particularly regarding the role of intellectual property in domain name governance. We need to find ways to overcome those differences. It's very difficult because both sides frequently find it very difficult to compromise or to depart from their position. So dialogue is critical to that.

And another thing I would say, which is not a popular position—and many people may disagree with me—is that frequently people think, “Oh, the answer to all of these problems is more participation.” And I don't think that's true. I think it's better participation. That is, people need to become more knowledgeable about what issues they're talking about. That means a commitment and that means you're not going to get a lot of people just randomly coming in and suddenly becoming experts on the legalities and operational aspects of the domain name

system and how it intersects with public policy. I think we need to accept the fact that this is a small piece of Internet governance, and only people who are somewhat peculiar are going to be fundamentally interested in it. But that's not necessarily a bad thing. It really is a self-selection process by which ... It is open, so anybody who wants to get involved can get involved, but let's not have unrealistic expectations about who's going to get involved.

Let's try to broaden our perspective and become aware of the barriers and the very important policy differences between stakeholder groups without sacrificing principles or correct positions. We do need to find ways to come up with consensus positions. Otherwise, everybody is going to say, "This process doesn't work." And then they're going to go into some other venue.

BENJAMIN AKINMOYEJE: Thank you, Milton. That was rich. Better participation, which means commitment, and then you're encouraging us to broaden our perspective about our differences.

Jonathan, do you still want to say something?

Okay. Today I'm Father Christmas. Go ahead.

Go ahead, please, Jonathan.

JONATHAN ZUCK: Thanks. Sorry. I couldn't unmute. I just want to agree with Milton and follow on. I think one of the challenges we have with the level of effort

necessary to participate is that the age of the typical participant at ICANN really skews towards those who have more time on their hands, which is generally older folks. So I think another challenge, given the level of effort necessary to participate, is making sure that we're bringing in a youth perspective. I know that the NCUC plays an important role in that because of university connections and things like that. So I think that's one challenge that we have with this self-selection, "Only come on board if you're ready to dig in" kind of model: we skew older. So I think that continues to be a challenge and one that we should continue to work to address.

BENJAMIN AKINMOYEJE:

Yes. Thank you, everyone, for such an awesome session. This has been a learning experience for me. First time I'm moderating a session. You guys have been an amazing audience.

So right now I'm just going to pass it over to Olga for a closing remark and to summarize all that we have discussed today. So, Olga, it's now your turn. Thank you.

OLGA KYRYLIUK:

Thank you, Ben. Not to take much time, as we have to close, and not to [inaudible] comments that have been made today. I believe they are our takeaways from this webinar. First of all, it is that Civil Society has been one of the most vibrant and diverse groups within ICANN but also that Civil Society here at ICANN has every unique opportunity to actually influence the decision making as opposed to many other fora which exist out of ICANN.

Also, I really like that idea that, instead of outreach, we need to do more in-reach and to have more joint activities and have a close dialogue between the Civil Society groups here at ICANN.

Also, I think it is really important—that comment which was made about diversification of participation, which is not always meaning getting more people on board but actually helping those people who are already engaged to somehow save their time while still contributing to all these time-consuming discussions and policy development processes.

On that, I would like to thank once again everyone for joining us today for all your valuable contributions and insights and comments. I hope that, with all this agreement that we need to have more joint activities, we will be having those in the future. Thank you all once again. Have a great day.

[END OF TRANSCRIPT]