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        ASIA-PACIFIC REGION INTERNET GOVERNANCE FORUM
                       TAIPEI 2016
                    A NEW INTERNET ERA


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                         WS 79
          OVERCOMING CHALLENGES IN APAC OUTREACH
        AND PARTICIPATION IN THE NEW INTERNET ERA
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     >> KELVIN WONG: Hi, everyone. We're just waiting for our one speaker and a few more stragglers to come in. This is just the session after lunch, so I hope you understand we're running a bit late.
     Welcome. Please take a seat.
     Okay. I think I'll just start. I think we have a speaker on the way here. Good afternoon, everyone. Thanks for coming in after the lunch break. I'm Kelvin Wong. Perhaps I should stand so you can see me. I'm Kelvin Wong from ICANN based out of the Singapore office. What APAC hub does is we oversee the activities in the APAC regions. The hub is in the Singapore office, but we have some staff around the region, as well. Without further ado, I'll just jump into the workshop. The workshop today is, if you don't mind I'll just sit down is overcoming challenges in APAC in the APAC outreach and participation in the new Internet. So it's really to get input on some of the challenges that you see because I believe that most of you are participants or organizers of global, regional, even local Internet Governance conferences or meetings in your own communities. And so we want to hear from you on what are some of the challenges that you face in engaging in while global organizations like ICANN and perhaps ISOC and different organizations that because we make

use of different platforms, systems, tools that is good in their own ways but may have certain restrictions in different economies and have -- and you may face difficulties be it because of where you are, what you speak or your beliefs in terms of culture, so to speak. So I will let my co-facilitator, Adam here, to elaborate a bit more, but before that let me introduce to you the speakers for today.

As you can see, I think that you can see the label or not. I won't go into the bio in detail because they are all in the website, we have Ms. Ankhi Das from face book. And Mr. Goh Lih Shiun, who I'm sure is racing to the seminar. Dr. Hong Xue and Mr. Rajnesh Singh and Joyce Chen my colleague from ICANN.

And let me pass the mic to Adam.

>> ADAM PEAK: There's an aiming trick involved in that. Good afternoon, everybody. My name is Adam Peak. I also work for ICANN. I'm not part of the APAC office, I'm responsible for civil society engagement and also working for academia but I've been in this region for many years living in Tokyo since around 1989, I think, so it's very good to be here at the meeting.

So we're talking about some of the challenges that we have from this region in participating in various Internet Governance processes, whether they be local, regional or global processes that we're thinking about. And I think historically we felt that a lot of the discussions have been weighted towards North America and Europe. This is certainly changing, but, again, statistics seem to show that in most processes it will be oriented towards the developed north.

We have 3.3 billion Internet users and many of these are from the Asia-Pacific region, and it's anticipated that many of the next billion we talk about very much in the Internet Governance Forum will also be coming from the Asia-Pacific region but it's a region with challenges for outreach. There's a great diversity of languages. Again, in many of the Internet Governance type of processes, we will stick to translation around or interpretation around the united nations languages, which means that Chinese is available but not necessarily other languages from the region. So there are challenges of communication both internally within the region but also across into the international processes.

It's an extraordinary geography if you think that I'm thinking about how I get to an ICANN meeting in Hyderabad to Tokyo which is a 19 hour flight. If you think across Europe, this is internal in our region. People traveling in the Pacific, island hop, taking a day and a half or two days to get to meetings. From anybody traveling from Australia up into the north, it will be an extremely difficult journey and it's just long, long distances and a difficult geography to get around. It's also a diverse culture in terms of economic development from some of the world's poorest and probably a majority of the world's poor to some extremely wealthy and developed countries. So there's a diversity which is also a part of this challenge. A.

A very simple thing might be the availability of bandwidth that comes with a diversity of economies. Perhaps if you don't have a particularly rich broadband nature, then all of the streaming services that we make available are not the sort of thing that you really want. Perhaps you're a world of download. And so trying to put that into context that we may wish to look at something that is -- what are the services that suit us because of this?

How much awareness is there? Interest in the imperative to use these, to be involved and to want to be involved?

Are livelihood issues still more important to many people rather than the Internet policies and Internet Governance issues that we're talking about?

But the last point is: Yes, things are changing. We are seeing a lot of participation, increasing participation from the Asia-Pacific.

One specific example from ICANN is the recent transition where I think it was something like 26 percent of the participants in the IANA transition process, and that includes all of the work that went on there from the IANA transition itself through the accountability work, about 26 percent of participants were from the APAC region, which is a good number. It's one quarter, so not so bad at all.

And we have something like there were over 1100 events of various types, either online webinars or face-to-face meetings, 1100 events and about 180 of those took place or were organised again in this region, which is a good number. So things, as we say, are changing. And we are seeing a greater -- well, an increasing amount of participation from the region but there are still definitely still challenges.

Could you flick to the next one?

So we have spoken to some of these issues of engagement. One of the ones that stand out, again if we just talk about an example from ICANN, this session is knots meant to be about ICANN, but an example that we do face is that we're doing online collaboration, we use a lot of Google Docs. Google Docs are extremely useful. We can do editing. Yet they're not available for people in China and some parts of the region. How do we get around that? ICANN tries very hard to be as inclusive as possible, to outreach as much as we can. And yet it's very difficult to find alternatives to that.

I even found recently that we try and -- we had some signup sheet to how do you get involved with certain working groups? And at the bottom of the signup sheet was a capture, you know one of those things that proves you're not a robot. Unfortunately that was provided by Google, which meant that again -- these things sort of sneak into the services and platforms that we're trying to provide.

All of our meeting photographs are on Flikr, which again is not available in China. So I'm not trying to be critical about our organisation. I'm saying that we put a lot of effort into this, and

yet we face these barriers. So how do we overcome them? And not thinking about ICANN specifically, but how do we all try and overcome these barriers?

I also mentioned the idea of downloading a lot of services. As we're using here today, we have Adobe Connect which is ongoing. There are no regional restrictions on Adobe. And yet if you want to look at it, streaming services when it's not live, if you want to look at archive service, then streaming is extremely hard to follow. A little bit like using YouTube. Some people may wish to have downloadable services.

Are there particular formats for meetings that suit a region where culturally people talk about standing at a long microphone queue is not particularly attractive to some cultures where there's not the level of confidence or even experience at standing and talking at a mic. I come from Japan where everybody loves microphones and sings karaoke whenever the opportunity arises, but not necessarily when they're talking about their work, but they are very familiar with the microphone at least.

But, you know, there are cultural barriers to this.

One of the things we look at is time zones. Working internationally if we begin at the West Coast of the United States, simply because that's 6 a.m. in Los Angeles will be the middle of the day in Europe and will be the end of the day or beyond midnight if you get over into the western Pacific. So how do you hold meetings globally across a region when you have this sort of element of time zones involved? Do you make it uncomfortable for somebody so that they have to get up at 4 a.m. on the rotation basics? Or do you try and stick to some golden hours?

I spend most of my time on the phone at 10 p.m., 11 p.m. and midnight.

There's also just general capacity and education. All of these are issues that people -- we have the Asia-Pacific leaders programme yesterday. There's various summer schools. Sorry not summer schools. Internet Governance schools that are coming up.

So these are all the sorts of issues we're looking at. And it's really seeking your advice on what should we be using and what can we be using to make participation easier and more effective. That's really the purpose of what we're trying to achieve today. So thank you.

>> KELVIN WONG: Okay. So this is what's going to happen. We're going the try something newer. So instead of hearing us speak all the time, we're going to make everyone sort of do the work, as well.

So we are at 1. We have done a bit of context setting so you know what you're up for.

Number 2, we will have -- we invite some initial comments by our panelists. We have Hong Xue and Ankhi. I have introduced them. We will break into three groups. I have asked the organizer to lock

the door so you can't go out now.

[Laughter]

So you will be divided into three groups. We will have Raj, Lih Shiun and you. We really want to hear from you from your organisation from your country what are challenges that you have faced?

Even better, the mitigation measures that you have taken, things that worked to sort of work around some restrictions or to make new ways of thinking, new formats of getting people engaged. So all these are very welcome. And we will have to invite our panelists to round up some of this discussion in 30 minutes and make a presentation at the end.

So all these, hopefully, we hope to compile them into sort of a list or a document of sorts just so that well of course we had to come up with a workshop sort of report from all the workshops, but hopefully these inputs from yourself will go into the sort of document that will be useful for people who may be wanting to outreach in APAC but is not from region, but looking at the list will know what some of the issues or some of the pitfalls should avoid doing or some of the things that have worked well in different economies.

So, on that note, I will invite Hong Xue -- the three groups, I will flesh this out again, don't worry, will be like this. We will invite you into subtheme A, B and C, so that we have sort of a did I havering at this of views, as well. And these are some of the questions that you can ask yourselves and that the moderators, I guess, will also ask you.

I'll leave this on the screen and I'll invite Hong to give us the initial comments.

>> DR. HONG ZUE: Thank you, Kelvin. Thank you very much. I guess Adam has already given a very careful and thoughtful overview with all kind of challenges facing to the outreach and the participation that Internet government activities in Asia-Pacific. I fully agree that this region is extremely big, is geographical wideness, makes people difficult to participate all the meetings or conferences, the events physically in person. So they are heavily relying on this remote participation and this technology difficulty that should never be end of mind. I won't repeat what has been said, so briefly I would emphasize perspective that is ordinary Internet, the individual Internet user, the first one is culture. The second one is language.

Well I'm very proud to say that for this panel at least we have gender balance.

[Applause.]

We will show a good gender card, that's great. And we see this very promising situation in Asia-Pacific. There's a female par tigs pants from our community has been very active and they're very capable. And so participative and contribute a lot, especially to the ICANN community, in the large community we see so many capable female leaders.

Look at me while you look at your screen. Yes. All right. So this a great achievement. We must emphasize the importance. And we hope there will be more young girls, this next generation, young ladies to join this ICANN community and Internet community to be volunteers, to be leaders.

For the culture, there's a couple challenging things. I fully agree. I know ICANN is reforming its meeting format. We will see what will happen in Hyderabad. I heard it will not be a very big room open public Forum. There won't be bloody microphones again. There will be more piece for small group meetings to enable people to talk more comfortably and not so much open mic. And rotating mic. And I guess that's very good initiative. That's very much culturally friendly to Asia-Pacific people because it's very challenging for us to go to a microphone, especially to debate openly. This is absolutely not a culture, at least in east Asia.

There's a couple other culture issues., for example, normally people don't debate very openly. We will very, very politely we try to reach consensus. So in the policymaking process, possibly there's an Asia-Pacific part has become more quiet. It doesn't mean people agree with the things. It's just people do not want the look like controversial or challenging to the others. So how to enable the people will be challenging things. Let me move on to language issue as a non-English speaker has been challenging me all through these years. I must say ICANN has made tremendous achievements to enable non-English speakers to participate more comfortably and effectively. I want to congratulate the great achievement made with regard to translations and interpretations.

I note that the non-English speaker is now being enabled to participate in all four areas, from listening, speaking, reading, and even writing. This is very big achievement. And at least for Chinese community and Asia-Pacific, we feel very privileged.

The document translation has been very timely and comprehensive. For example, the recent IANA transition document and accountability reform documents, 300-page documents were translated in all six UN languages very, very quickly. It was very, very useful for Chinese community to have discussion about community events immediately. So we appreciate this contribution from ICANN.

But we note that as many other languages, especially small language community, they don't have the privilege to access the ICANN translation services. So I suggest probably we use the old model, that is the community volunteers. Whether there's community voluntary translation could help for those small language communities. Another point is participation. This is very effective for effective participation. I know that for the face-to-face meeting, ICANN provides at least for the local community simultaneous interpretation to enable people to speak in local language. It is very, very helpful for the people in the local community. But for the conference calls,

this is challenging. I know that for Asia-Pacific conference calls, normally ICANN can provide the Chinese translation at phone bridge, but I know the interesting phenomenon that so far no one from Chinese community has ever used that service. It seems the phone bridge translation is costly. And whether that's a good method to enable the speaker to speak. This is a culture thing.

For the Spanish translation on the phone bridge, it's been used. Or the French translation it's been used. But for Chinese, nobody's actually used that. This is sad. Especially with limited resources.

So how do enable people to more effectively participate this remote participation of facilities?

I feel Adobe is quite useful. It's not only this phone bridge translation, especially the typing and the chatting through the virtual room facility is more effective, probably. So this is my wrapping.

And finally I want to go back to the document drafting t, the policymaking process, the non-English speaker to participate, what to think about. That's really -- you have to be able to work in that language. You have to be able to think in that language. The translational interpretation won't work, actually.

So that I hope we could have some solution to overcome that most difficult part. How to make these people possibly -- and drafting local language and then submitted in English to the bigger community? That's my thinking. Otherwise I guess these people will be passive -- they won't be able to proactively drafting this policy documents.

Thank you very much. I guess I should pass.

>> KELVIN WONG: Thank you very much, Hong. Can I pass the mic?

>> MS. ANKHI DAS: I'm bringing the language specific. When we talk of the Asia-Pacific region, I think it's very important to understand, everybody understands this, but it's just not the language and cultural diversity but also the socioeconomic diversity, which is both values normative values as well as the economic capacity in this region. I'll talk about south Asia because that is the region I spent working most of my time. India/south Asia. And that has a very different dynamic in terms of the kind of issues that we talked about.

Starting with the language point, I think it's important for all of us to recognize that there are 80 percent of the Internet today is dominated by 10 languages. Rest of the other languages do not really find a place.

And when you look at large places like India, you also have this dynamic of language fragmentation. Because India is hope to a billion plus people. There are 22 languages. And also an enormous amount of dialects. So language diversity is a highly complex issue. And therefore, we all need to make sure that we are investing in the right kind of transliteration tools. And there's a bunch of work with

different platform companies are doing from Google to Facebook to Twitter in order to enable a lot of the, at the tool level, a lot of the transliteration tools so that there is a crowd input in terms of that local language, both the capacity and the requirements getting addressed in a hyper local manner. This is critical in order for the Internet to be truly accessible. So that's one point.

The second point which I spend a lot of my time agonizing over is the point of just access. Connecting the next billion is not just a slogan in this region, it is a very real need, both in terms of real access as well as the quality of Internet which people get.

Most of the region is connected to the Internet based on 2D networks, which as everybody sitting in this room, most people in this region cannot even imagine today how 2D looks and feels like but that is the reality on the ground for millions of people.

That is the only access which people are getting in a lot of these countries. So I think the access question is a very deep and real question, which is an urgent question which needs to be addressed. And there are a whole lot of policy instruments which are currently up for debate and being worked on, but which requires larger participation. It's a bit of chicken and egg situation because you will not get participation unless you promote access. And at the same time, you cannot promote access because there are these bottle necks.

So for instance in our region what has become very important is to look at spectrum options in a way where you are just not looking at the reserve price in order to Rule out communications infrastructure, but you're also looking at how you're designing your options should also include as a parameter how do you include rollout obligations so that there is both the rollout play on the operator as well as making sure there are certain kind of option big prizes that governments have a necessity and priority to recoup from their respective markets or countries.

The second point is sharing of passive from active promotion of sharing of passive infrastructure. There is also this phenomena in our region that there is not active sharing of infrastructure and therefore we need to look at models where these exist and make sure that those kind of models get promoted.

The third element is really to look at how do you reduce the cost of data? Which is the a prohibitive level in this region, which is also again a factor in terms of more and more people not being able to come on the Internet. And therefore there is something to be said about the need for having innovative business arrangements which support things like zero-rating for first-time users to be able to get more and more people connected to the Internet. That's one an aspect.

Connected to the high cost of the data is also another very important social cultural dynamic which is in our region which is very important to understand and appreciate, which is that in this

region, if I have constraints in terms of my economic capacity and if I have a son and a daughter and if I acquire a data plan, I am going to give that data plan to my son and not to my daughter. So it is creating a kind of inequity because of the values which exist in a lot of these societies, which is not sustainable.

As a consequence of that, in a lot of these countries, what you see when you look at the Internet statistics, in India, for example, only 25 percent of the women are on Internet. There are about 300 million people who are connected to the Internet but only 25 percent of those are women.

And then that leads to its own complications because you have lesser women on the Internet. They have lesser voice. The kind of other activities which you see where women get targeted, whether from hate speech to misogyny requires a different flavor. Recently in India we had a case of a girl who became a victim to honour killing because of expressing herself in a particular way on social media. So there are these very real concerns that lack of representation of women on the Internet causes.

And we need to be mindful of all of these elements. This is not merely a question which is academic in nature. Like what happens if more people don't get on the Internet? Real harm happens. I think we need to understand that. Like there's real harm which is happening if women are not getting on the Internet in higher numbers.

So I think the connectivity problem is a problem which needs to be solved very urgently. There is rapid incentivization which needs to be put out in terms of both spectrum reforms, reduction of connectivity taxes, promotion of innovative business arrangements like zero rating which help in getting more women online and more people online. And then there is a huge need to push on language localisation because a lot of these people are going to be expressing themselves in their own local language.

Those are my thoughts. Thank you.

>> KELVIN WONG: Thank you, Ankhi. With that, we'd like to have the breakout session. Can I get the lights to be on?

So this is what I think we're going to do. Can I have the room divided into three? So we have this side, group 1. Group 2 in the middle. I'm just going to make it very simple. Right, sure.

Okay. Let this group be A. Since we have three sides. So A, B and C. That includes everybody on the table. Except this table. Because you're going to be roam around and some of you are going to take the groups. So A, B, and C.

All right. Let's take 20 minutes because I want to give the speakers, the panelists a chance to round up and to say what they need to say, as well and to reflect your views. So 3:05 we get back together at the table.

Right. And if you feel like you have something to contribute in a different area from what we have assigned, feel free to move

around. But for now, A, B and C. So facilitators, please.

The flip chart is there. It's just a whiteboard so you can use those.

>> KELVIN WONG: I need everyone to wrap up in about three minutes' time. Time flies, I know.

Okay. I need everybody to wrap up in 30 seconds' time.

I really hate to do this. This is the longest 30 seconds. But it is welcome. But we have some constraints. Okay.

Can I invite everybody to write their last words and go back to your seats if you wish to. And we'll let the moderators present who wants to go first? Raj, I'm looking at you. Sorry. Okay, Raj. Yeah, yeah. How should we do this? Should we ask you -- maybe ask you to come in front because everybody is sitting this way.

>> MR. RAJNESH SINGH: Okay, sure.

All right. So a lot of the points we discussed I think they were covered by our two discussants earlier, Hong Xue and Ankhi. We had good participation in the groups so I should say that, everybody contributed very well, so thank you for that.

One of the things was the east-west in the way people interact and engage in public debate or debate at events like this. There's a tendency in this region to be a bit more quiet about things. There's a tendency not to jump to the mic have and a go at whoever is speaking. So that has always been a long-standing issue.

And one interesting point that is raised by people in the group was the fact that even within the region, there's subregion nuances that exist in how that happens, as well. So it's not just the east-west thing, within the east, there's nuances that we need to be mindful of.

One other point that came out quite strongly was technical and policy jargon that's used. If we want to attract new people into the conversation, and the example I gave if you went to any of the session, great speeches, good interventions by the panelists, but if you were not by this community, I'm not quite sure what that was. There's a lot of jargon that we use. And sometimes we do it by default because it's the manner we speak in. So I think that is an issue.

And that's compounded by the fact that if you have people for whom English is not their first language, wigs months which is most of this region, they might not have a good idea of English.

Cultural aspect, as an example, a male member of the family sitting on a computer participating remotely is okay. But if a female from the same family does that, they may have issues because that's not -- the male/female divide that exists in terms of the gender stereotypes, that comes into play in some cultures in the region.

Interpretation and translation of words and terminology. So one of the discussions we had very briefly is that multistakeholder doesn't translate into a lot of the languages in this region. So when -- if a person does not speak English and doesn't understand

the context behind what is multistakeholder means. Once they try to translate it to their own language, it becomes difficult. That becomes an issue and there's a whole bunch of words and terminology that we use which needs to be looked at.

And as someone said in the group, that the word doesn't even exist. We can't even make something up to describe it. So that becomes an issue. And if it's a language spoken by literally tens of millions of people, then we have some issues there, as well.

Another point from this region, there's a tendency for private debate rather than public debate. So if someone has a disagreement, you'd rather go and talk about it privately or in a closed room somewhere. You will not do it out in the open like this.

And that's really cultural. And it has been in the DNA for generations or centuries, if you like. So you can't just change that that quickly. And I think one example would have been one other comment was that sometimes people want a formal request or invitation to speak; however, the Internet community, buy default, says you can speak whenever you want, don't need permission and get up to the mic and have a go. But that does not work culturally in a large part of the region. So perhaps being a bit explicit in how can you participate in the IGF, you can do A, B, C, D, E, instead of saying please come and participate. But being a bit explicit in how we do invitations, perhaps.

Another point raised was that in a lot of issues we talked about, let's say the Human Rights. This is not the only for an this happens in. It happens in many other fora. Different groups go to different discussions at different events at different times. And there really is not much in the way of coordination and communication between those groups.

For example, the regulatory groups may talk about OTTs, for example, but that discussion might not actually happen. At the discussion when civil society is talking about access for people in villages and it is an issue, so that sort of thing came up.

Creating wider and passion to participate. This goes to the relevance to discussions. A person may be in a particular field of work which has nothing to do with the Internet per se or it may be an enabler or tool or something they may use in their daily lives and so on. How do you give them incentive to participate? And the passion to remain in the discussions? So that was another question that came up.

And then of course dovetail that with the fact that there's the cultural issues we have, the language issues we have. So it gets a bit more complicated.

Where am I? Definitions and common understanding of terminology. So we have again a lot of terminology. This community uses, Internet community uses. Not everyone has the same understanding of the same terminology even within our group we don't have that. But when you

try and bring people from outside our circle into the conversation, having a set defined set of definitions of what certain terms mean, what A means, what B means, what C means may actually help people to contribute to the discussions a bit better.

There was also a small discussion on the cost of participation. And one of the questions I raised was: Is remote participation a useful tool? And if so, does it work the same way as you would go to a physical meeting? And I think the answer was more or less yes or no. It depends a lot on some of the discussions. So I think it was Adam who said that it also depends on what the event is. If it's a very specific policy-type meeting with a very specific set of outcomes that you need to work towards, sometimes it's okay to work remotely on that. But more general conferences and events, sometimes it's very hard. I think also mentioned that. And if you look at how all the round tables and panels are structured, the audience participation part of those round tables is very limited. At best it's 10 minutes. My session I think this morning we didn't have 10 minutes left for the audience to participate because there's so many speakers on the panels and round tables, each having their five minutes of fame, but then taking that into 15 or 20 minutes of fame because that's what typically happens. People start talking and they don't stop. And it's great to hear what panelists speak about, I think I'm doing the same thing right now, so I should shut up soon.

[Laughter]

The point is that you want the audience to engage. That's a missing component. So be it remote or in person, both are issues of the same nature.

And I think the greatest barrier to today's discussions was Kelvin.

[Laughter]

Because he stopped us from carrying on.

>> KELVIN WONG: I'm sorry.

Alicia (?) will be touching on subset A.

>> GOH LIH SHIUN: So in terms of set where we think of systems and platforms, I think naturally Singapore platforms the way we discussed it was it goes beyond technology, technical assistance platforms for people to get involved in and stuff like that. So just want to set the context for that.

We started the discussion in terms of thinking how people access basically Internet, right? Which is the biggest platform wall. And the group felt that at a basic level -- and I think this might be related to the group that talks about language and culture -- is that actually in terms of literacy, there needs to be basic education, your basic needs to be addressed. People need to know how to read and write before they can be involved in that process.

And as we go along, as governments, as countries develop, the literacy stuff will go in more advanced stages. If we're thinking

about a government or regulator or policy maker, they also Ned to build their own literacy into skill sets, into policymaking. What will be a good policy environment for their citizens to get involved in digital governance. How do they set the right rules such that civil society can get involved in, how private sectors can get involved with the ecosystem?

Okay, I'm going to talk about the local content stuff in the aspect of access. So once you have the kind of literacy stuff kind of figure it out. The other kind of barrier thought would be I think what Ankhi talked about in her speech was about the cost of devices, cost of access. We all know it's important the smartphone but cost of access to smartphone can be prohibitive in countries and cost of broadband can be prohibitive. But that might drive takeup. But at the same time maybe we need to get online they have something to read that's relevant to them which is why we talk about the availability of local content. We think it's virtual. Sort of saw it in some ways it would sort of feed in getting more community to create the local content which in turn potentially drives more excess solutions.

And from there we kind of led into the discussion of awareness. So think about your user is basically online. One of the biggest barriers: What do I do when I get online? What's the value to me when I think about getting online?

So we thought that one area that in terms of barriers would be knowledge of these platforms. How do you make sure that you know what other platforms they can go to in terms of whether it's training sessions or resources online or what end-users are doing in communities such that they can build their own literacy and contribute to the Internet Governance process.

At the same time, we also very clearly, our clear view is that when they first get online, we shunt try to kind of channel them to one or two significant platforms that everyone knows. I think the value of the Internet is it's about diversity. Think about access to systems and platforms, we should make sure there's diversity in terms of the plat forms people get access to. Not the plat forms as we know today. We have seen a growth of peer to peer platforms and that should be encouraged to let people do something that's more relevant in their community. Because they might feel that this platform is more relevant to me and my community and I use that for Internet Governance issues.

And very importantly, we also talked about the fact that the policy environment is super important. There was a good point made about the fact that for instance if you have a not-so-strong competition environment like let's say in Philippines, you might have a network where you have Telcos sitting there, not thinking about how to improve the network quality and providing barriers to the people. So in terms of ensuring, QOS, quality of service, that if I'm reporting and providing usage speeds, my actual experience when I'm using your

service should be of that speed.

And also in terms of the investments government plays a very important role investing to make sure that networks remain open to citizens for everyone to access. So that's another area we thought was very important.

There was site composition about how in Asia there are a lot of countries with geographic challenges. The Pacific Islands are one of them. The countries in central Asia landlocked countries, they have literal access to -- which are barriers to access to systems and platforms.

We ended the discussion with a pretty interesting one. Maybe solve your literacy issue, access issues and policy environment. End of the day, people might not still be participating in the whole Internet Governance process because they're not aware of why do they need to participate in that Internet Governance process?

And there is little discussion and debate about how do we make it relevant to people? In that we need to make sure that institutions in this case need to be reopened for people to participate in that but there needs to be actions on our end such that we pull the communities that they are engaged over time. And I think that's it. Thank you.

[Applause.]

>> KELVIN WONG: Thank you. And pass the mic to Joyce. Go ahead.

>> MS. JOYCE CHEN: I'm glad that Lih Shiun ended up asking why are we participating in Internet Governance.

The theme on addressing capacity actually really touches on that. So for our group we had a very good discussion. And we actually came out with quite a number of points.

So first of all we started off with what do we understanding of addressing capacity? So what is capacity, capacity building? Why do we do it?

So we talked about oh, you know, the usual hit stuff which is education, educating people. We talked about knowledge sharing, improving awareness and literacy. And all these are to enable people to be able to participate, to be able to be part of a process.

But then as we talked about it, we started thinking more on the softer aspects of why we are addressing capacity. And actually really what we're looking at is we just want to increase the comfort level of people to participate in what we do, right? We want to make it accessible to people.

So there is all this head knowledge. We want to educate. We want to share information. But the other part of the coin, the other side of the coin is that we want to increase people's comfort level.

So we talked about some tangible and intangible tools. Just flip because we didn't have enough space.

Okay. We talked about some things that we do. Unfortunately

it was a little bit ICANN-centric because we had quite a number of participants who are quite familiar with it. So just bear with us for a second.

I've already mentioned jargon which is the use of acronyms especially in a very technical Forum. So for a layperson, it can be very daunting to even take that first step to be part of the whole Forum.

We talked about how do we make people feel comfortable coming to such meetings where it's very technical. There's a lot of jargon going on. And we have newcomer sessions. That's something that ICANN does very well. And also for APIGF we have zaderio(?) with the APILP which is essentially like a newcomer session which is to teach people what are the technical jargon, information, what is the background to the issues that we're discussing? So these newcomer sessions are a very good way of bringing people into the fold.

We also talked about webinars as a good way of getting people to participate. But of course as we've already talked about in the room, we also had problems with oh, there are some obstacles with time zone. Do we go for the sweet spot time where hopefully as many people can participate as possible across time zones? Do we rotate the time zone? Of course there are obstacles with language. Using native language. So somebody even remarked you know here we are in type A, but we are all speaking in English and there are not that many presentations of speakers who are speaking in their local language and being translated, for example, so these are really inherent kinds of issues that keep coming up.

I've already mentioned jargon which is the use of acronyms especially in a very technical Forum. So for a layperson, it can be very daunting to even take that first step to be part of the whole Forum.

Okay. And then we also mentioned -- so in the APAC hub, and we partner with what we call the APRALO, Asia-Pacific regional at large organisation. That's another acronym. It is also another problem we are talking about.

So we do have a webinar that is for capacity building. I won't go into the detail of what they talk about, but it's very issues-based. But at the heart of it, it's to bring people up to speed, build their knowledge about some very basic essential issues concerns Internet Governance. I can relate to issues.

So the reason that we raised this was because we thought it was a very good way, a very good example where we see some of these problems that surface that I've mentioned before, but at the same time that we found that it was useful for people to just join us and be part of that conversation.

And then I put here chat. That is a reminder for me. Basically I shared a story which was you know in terms of language issues, for example, in the APAC region, people tend to be a bit shy. They don't want to voice their opinions. Even if it is on Adobe Connect, for example, and you ask people "please unmute your phone. You can actually raise your hand and speak." But people are still more comfortable using the chat.

So I think it's this kind of cultural sensitivity that Group B might have mentioned. Just understanding that people have that barrier within themselves. And not forcing them to overcome it and just provide other ways for them to participate. So the Adobe Connect chat is a very good example that, hey, people do have opinions and they do type it out. They just don't want to say it.

Okay. Then we also talked about training as a very good way of getting people involved. So this is a more intangible tool of getting people to participate using mentors, the fellowship programme. We also have the next gen, next generation program in ICANN, which is to educate students and the youths to understand Internet Governance issues.

And then I think one of our members also mentioned that there is this Asia-Pacific Internet Governance academy that is happening for youth I think in Seoul next month. So this was something that was raised as part of capacity building.

And the reason for having such a fellowship or mentorship programme is really about building relationships. So we talked a little bit about how we have fellows and even in APIGR we have a fellowship programme, I am a buddy myself. I don't see any of my Fellows here, unfortunately. But the idea is you want to make people feel comfortable with a Forum that will feel difficult. You are handholding them through the way, guiding them through the process. Meet new people so that the new faces become familiar faces.

The idea that doing such a method is actually resource-neutral I found is very interesting because we had a number of conversations such as we talked about captioning, live scribing, all these need budget. And it's always these budget issues. But something like having a mentorship or fellowship programme is really resource-neutral. You just need to have somebody to give that time to spend with somebody else.

And of course one of the criticisms of this such a programme is that it only captures a small group of people, unfortunately, because only that many people to go around. But it's still something that's necessary.

And then towards the end we talked about interpretation, captioning for people with disabilities. And as a segue to that live scribing or realtime text. So in terms of diversity, we should also remember that there are people with certain disadvantages, and having captioning or live scribing is very useful for them even if they have, say, local language or rather English is not their native language. It's still helpful for them to be able to red what's on screen and to be able to follow the conversation.

So that's all I have. Thank you very much. And also thank you to my group. I hope I did you justice.

[Applause.]

>> KELVIN WONG: Thank you, everyone, the moderate organizes as

well as everyone on the floor.

What Raj mentioned, that some panels do not have time for discussion, so I'm giving everyone about 10 minutes for Q & A and for discussion. Please feel free to raise -- if you have contributed some of the points and you feel that what the presenters have done have not done you justice, feel free to elaborate or if you want to challenge anybody who is not in your group to -- you have some questions for them, please feel free to raise it.

>> Thank you, Kelvin. Actually I want to do a bit of an advertisement. The very last session today is actually a session that we're inviting everyone as an open mic session. And I hope that now that you've discussed all the barriers and challenges to putting your -- making your voice heard and putting yourself forward, that you will come to the open mic and you will actually sort of let us know for a synthesis document what is sort of like being something that's been a burning issue that you think is really important and should be included into our synthesis document?

We are just hoping that we will have streams of people coming to the mic because you're all in there. Thank you.

>> Yes, from Hong Kong. First of all, I think it's really good that you choose a different format. And I want to draw your attention to a discussion that happens in the International Development Network, and that is how did the panel discussion become the default format for all international discourses? And I would really like to recommend this Article if you type in (off work panel discussion?) and the guardian, it's a very long Article because we are a professional community of facilitators who do -- who have a whole body of knowledge that we don't tap into, you know. But I go to many international conferences, and panelists are not good for learning, for sharing knowledge, is not good for anything, but good for a few people having their five-minute slot.

Thanks.

[Applause.]

>> Hi, my name is Sayed from Afghanistan. Lih did a great job leading our discussions, I'm not pointing out what I'm going to make a comment on.

In terms of capacity building, we have talked about logistics in terms of enabling people to come onto these events. There are Visa challenges, embassies not being able to help out individuals, and financial issues.

But apart from that, coming from a war zone country, it's a lot difficult for international organizations to go into regions like Kabul or Syria or other parts of the world and then engage them in discussions like this.

So what I proposed -- and I also am working with APsec committee is to have a buddy system. Buddy system not in terms of individuals but in terms of countries. If I come from Afghanistan, it's more

easier for me to travel to Pakistan or India or Dubai than travel all the way to Taiwan or Brazil or somewhere. So a buddy system for a smaller regional events would help out the region a lot more than comparing that to me coming into Taiwan or Brazil or somewhere else in Europe where I might not get Visa. I might have some other financial challenges.

So this is something that we need to focus on if we cannot do more national IGFs or national initiatives in that particular country or taking individuals out of that country and bringing them here in Forums like this is perhaps smaller regional focus. If we don't call it regional focus but national focus, let's say, an Indian national event where a buddy country will be allowed to participate much frequently than in Forums like this. Thank you.

>> KELVIN WONG: Anybody else? If not, Adam, do you want to have the last word?

>> ADAM PEAK: Only thank you very much. I think one of the things that I can take away as a positive thing to do is create some sort of welcome document out of this. I was very interested in the comment that even a very basic term like multistakeholder may not be clearly understood. What does it actually mean? We're overexperienced at it now. But people are not necessarily. So a welcome document that may say: This is what we want you to do. And welcome. And we welcome your contributions, I suppose, is the goal.

But thank you very much for joining the meeting today. And, yeah, thank you.

[Applause.]

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