
DURBAN – AFRALO SHOWCASE
Monday, July 15, 2013 – 18:00 to 19:30
ICANN – Durban, South Africa

UNIDENTIFIED MALE: Ladies and gentlemen, we are now going to have a few presentations. Would you please make your way to the screens, please?

TIJANI BEN JEMAA: Dear friends and colleagues, welcome to the AFRALO third showcase. [applause] Our first was organized in Nairobi March 2010. A wonderful experience that [inaudible]. I would like here to thank especially Cheryl Langdon-Orr – I don't see her – who used to be the ALAC chair and who supported us without any limit.

It was the first RALO showcase in the history of ICANN and things weren't easy. The second one was organized in Dakar, October 2011. It was much easier to implement, but we deployed particular effort to make it different and innovative.

Together with the capacity building program that we organized there, the Dakar showcase positively market the ICANN 42nd international meeting. This is the third edition and I will give the floor to Fatimata Seye Sylla, who is our chair, to give the welcome address. Fatimata, please.

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FATIMATA SEYE SYLLA:

Thank you, Tijani. Good evening, everybody. Welcome to the AFRALO showcase event in Durban. We're honored to have you here with us today. Fadi Chehadé, ICANN president and CEO; Steve Crocker, ICANN Board chairman; Pierre Dandjinou, ICANN Africa Vice Chair; Sébastien Bachollet, our Board representative; Olivier Crepin-Leblond, Chair of ALAC; our colleagues from APRALO, EURALO, LACRALO, and NARALO. The other ICANN communities, the ICANN staff, all invitees present here; AFRALO and the AfrICANN ICANN community in Durban would like to thank you all for attending this special event.

We used organized showcase events as 2010, as stated by Tijani, but this one is special to us because the theme made it special. The theme is about getting closer to the community. This time the local community members in South Africa will have the opportunity to participate and talk to us about their experiences and expectations as Internet users.

The theme again is about getting closer to the community and I think that's very dear now to the new season. Our president and CEO is working hard to put in place.

Our objective here is to reach out and to involve more community members who did not have a chance to participate in ICANN meetings. Ladies and gentlemen, working hand in hand with the ICANN staff members, thank you Heidi, Matt, Gisela, Sylvia, Susie. And with the financial support of Google. Thank you [inaudible]. I hope you're in the room. Thank you for your help in such a short notice. And the technical assistance of AfriNIC. Thank you [inaudible]. He is representing AfriNIC here in this event.

AFRALO in collaboration with African Civil Society Organizations achieved in the development of the [ICT] and Internet in Africa like [inaudible] and APC succeeded in selecting and involving 16 local Internet users – 15 from South Africa and one from Liberia. Liberian ALS. Phillip happened to be participating in the Africa Forum, the DNS forum, and wanted to extend his stay to participate first time to the ICANN meeting, and he got support from us.

Ladies and gentlemen, I would like to ask our newcomers to please stand up when I say their name and I will start with Mr. [inaudible] from Cape Town [applause]. Mr. Leslie Mitchell [applause]. Leslie Mitchel is a student of the University of Cape Town. Mr. James Njengaa lecturer of the University of Cape Town – a young lecturer [applause]. Miss [Tulisel Joy], a student at the University of Cape Town. I should say Western Cape. Miss Mercy Moyo. This is for an NGO. [inaudible] – this is Information Training and Outreach Center in Central and South Africa.

Miss [Cathleen Digger] – is she here? I haven't seen her. I was looking for her for [inaudible]. She's not here. Miss Kudzani Tenga, student of Unisa in Durban. Miss [Mayoa Safora], student at the University of Technology Durban. Where is she? She was in the room. Okay.

[Oyotadi Kayodi Emanuel], student of University of Technology Durban. Can we see you? Phoebe [Gorocodo], student of Unisa Durban. Phoebe? Where did they go? They were all here. Are you scared of...? All right. Okay. Mr. [Cauley Siphenya] from Monash University Johannesburg. Cauley was here, too. Gosh, okay. [Nomatamba Mayo], Unisa Johannesburg, a student. [Zundail Zolier Yashi], a student from Unisa Johannesburg. I know that Phillip is not in the room. Oh, you're back.

Okay. [inaudible]. Nancy Ho, a student of University of Victoria. [Lomai Machesa], a student of University of Technology Durban.

So we've got people from four cities of South Africa – Cape Town, we have Johannesburg, Victoria, and Durban of course. So ladies and gentlemen, please join me in welcoming our new AfrICANN ICANN members. Thank you all. [applause]

TIJANI BEN JEMAA:

Thank you, Fatimata. Now let's give the floor to Olivier Crepin-LeBlond, our ALAC Chair who will give you the opening address, and then please introduce our CEO and president.

OLIVIER CRÉPIN-LEBLOND:

Thank you very much, Tijani. I must say it's always a very emotional moment for me to be at one of these showcases. As was rightly said earlier, AFRALO was one of the pioneers in bringing this concept of a showcase and it's one of these things that is getting attended by everyone because it actually shows the reality of the people in this community – their private life, the work that they do in this community as volunteers and the work that they do also back home. It's really important to realize that this community spans all five continents, and of course are all five regions of the ICANN model.

Of course AFRALO is one of the largest regions, and one of the most diverse as well. It's a continent that has so many languages. Through English of course we can all correspond, but I remember hearing in Congo, for example, there are hundreds of languages, hundreds of dialects, and that's the case for all of the countries out there. So there's

a huge diversity. And at the same time, it's also a continent that is very challenged as far as technology. The distances are huge. The development that is needed to bring Internet is sometimes very large. You need to invest. You need to work at it. It's unfortunately a continent which I think that ICANN in the past might have forgotten in the early days.

But that has changed and I'm glad this is changing and have changed. Through the appointment of Pierre Dandjinou, through of course now we have Nii Quaynor as well who has taken on a leadership role, through all of the people in this community who have been fighting very hard to make this community what it is today and to continue making it grow. We can say that this is a path to success and I'm very, very proud of all of the people who have made this what it is today.

In the early days, I remember the preparation of the first summit, there were lots of questions. What are we going to do? What can we do? Well, they did it all by themselves. In the initial stages, it was very difficult to get funded, etc. I'm so glad to hear that Google has managed to fund some students to come to expand this community, to get more young people involved, to get people involved from all across Africa. It's really, really important. This is of course all thanks – or I would say partly thanks, let's not give him all credit – partly thanks to our president and CEO. The new president and CEO. One year in office already, Fadi. So without any further ado, I will introduce Fadi Chehadé, president and CEO of ICANN. [applause]

FADI CHEHADE:

They try very hard to keep me behind the podium, but it's difficult and I know the camera will not be happy, but I can't stand behind podiums. I had the distinct pleasure last night to meet with many of the leaders of AFRALO and the other RALOs. It was possibly one of the best meetings I've had in my year at ICANN, because there are many meetings one attends. Today alone I must have had 16 of them.

But they are meetings that leave you a different person where when you walk in you have a certain understanding and a certain belief and a certain view and you walk out.

When that happens, when the exit is different than the entrance at a meeting at the end of a long day yesterday, you know that there was something special going on.

Yesterday I had one of these with all of you – many of you here around this table. First I want to thank you personally for taking the time. Two hours we were all standing around a small table like this and just talking to each other. And the more I hear about each of these structures that make up this great quilt called At-Large, I am deeply humbled. It is really remarkable what each of you do in your own areas.

And I know we sit sometimes at our board meetings and our big meetings and we think the world runs through our meetings. But you know what? The world actually starts just where you showed me yesterday, in the little activities that each of you do in your own regions steadfastly, quietly, taking away family time, taking away family treasure, deciding each of you on your own away from all the headlights that I face every day. On your own you do the right thing quietly in your

communities, you know? This is the greatest work. This is the greatest work.

And as I shared with Olivier and Sébastien who represent you on the Board of ICANN, I must admit that it took me a year at ICANN to start seeing this treasure that you have in this community. It really took me a long time. Despite them chasing me from the very first day to take the time, take the time, come and meet with this community, try to understand what we do.

Recently some of you know I attended for the first time a meeting of EURALO, the European RALO. They invited me to meet their council. And as usual, the way it was set up is I was to come in, give my little speech as I'm doing now and go to my business and they were to continue.

And I was exhausted. I had just landed from the United States to the meeting which was in Portugal, and I came, I gave my few words and then I said, "Hey, can I stay just a little bit to listen, to learn about you?" I couldn't leave. Several hours later, I was still there listening to the depth and the richness of the dialogue that was happening around the table.

And with all due respect to my Chairman and my fellow Board members at ICANN, I think it would behoove us to go and attend one of these and watch how our community at the edges actually has enormous richness to the ICANN fabric. It's happening all there right now. I saw it. That's why yesterday I took the time with the leadership of Olivier and Sébastien to meet with many of you again, last night many of the

leaders of the RALOs to learn more and to just understand who you are and why you give up so much to be here.

This is actually the secret legitimacy ingredient of ICANN. Why I call it secret? It shouldn't be secret. It just happened to be, through circumstance, secret. It's on the edges and we don't get to it. And if we are committed to what we said, if we do what Mahatma Gandhi told us, that our actions should express our priorities, then we should start here with me by reaching out to the edges. We tell the world we're coming out, we're bringing ICANN to the world, we should start right around this table, right around the RALO community.

So I must tell you I want to thank you for the opportunity I had again last night to [leave changed]. And I went after I met you and I spent time with my leadership team, and you can ask them to tell them about what I heard last night. One of them was very upset with me because she couldn't make it to this meeting. She wasn't invited. When she found out what I learned and what I touched last night, especially your story Fatimata yesterday.

So we're here to celebrate and we saw a great celebration today of our Zulu dancers. This is Zulu land. This is a land of hope, a land of happiness. AFRALO is an innovative leader. We should remember that. Africa is an innovative continent. We forget that. We live in the West and we think all the innovation happens on our side.

Let me tell you something. Most mobile innovation in the world right now is happening here – right here in Africa. We could learn from Africa right now. We could learn about a lot of things from Africa. But on

technology, which we think we have the edge on, it's happening also and extremely well here in Africa. There is a lot going on.

So AFRALO has a very important role right now, because as Africa grows, as Africa takes off, as Africa now leads the world in economic growth, the role of AFRALO becomes uniquely important to bring the constituency from the edges into the ICANN process, so that the ICANN process is indeed imbued with the wisdom of Africa, with the innovation of Africa and with the people of Africa.

So I particularly send my welcome to the 16 people from South Africa for being here, for taking the time away from your studies. They're not on their summer holiday, by the way. They're in school right now. Most of you have sessions going on. So they are also leaving their work to be with us to learn. I hope you learn. I hope you participate. ICANN is for you. ICANN is open. ICANN is free. We have absolutely no requirement for you to be a member to come and sit at this table and participate. Very few organizations in the world do that. We're here for you. We're here for you to participate, to grow, to learn and then to enrich us as well. So welcome and thank you AFRALO for making that possible, and for the people and the companies that supported this effort. We appreciate that very much.

I hope your week is going to be as superb as I know mine will be. I hope you have good experiences here. Reach out. Don't get focused solely on what happens in the rooms. Thursday there are some activities outside this room. Every day if you can, take a moment. Step outside these rooms, meet with people. Look at their badges and introduce yourself.

I was recently at a meeting in Switzerland in Davos where the rule of the meeting is you can go up to anybody and look at them and say, “Hey, I’m Fadi. I’d like to meet with you.” Completely open this way. So if you feel okay to do that, do that. That’s the right spirit. Go and talk to Nii, talk to me. Any of us. Anyone here. Approach them. And if someone approaches you, please be open. Please show the empathy that our Chairman today asked us all to make a central part of our ethos. He said efficiency is good, effectiveness is good. But how about empathy? And empathy is not cheap. Superficial empathy. Empathy is deep. It’s personal. It’s real. It’s human. It’s everything Africa is. So thank you for welcoming me and good luck to all of you at this meeting. Thank you. [applause]

TIJANI BEN JEMAA:

Thank you very much, Fadi. We appreciate it. Let me now give the floor to the Chairman of the ICANN board, Mr. Steve Crocker, who is always supportive of our initiatives also. Steve, please. [applause]

STEVE CROCKER:

So I’m going to try something new. We’re off to such a good start, I’m inclined to stop here and declare success. Indeed, besides grousing about the fact that Olivier and Fadi have stolen all of the useful, good words to say and I have no idea what my good friend Sébastien is going to say following us.

A humorous moment occurred just shortly before this. Fadi and I, along with Nii and [Adele], were in a press conference. The closing question was: how come the opening of the program this morning didn’t involve

any culture, any music and so forth? I realized that the very next thing on our program was to come here and that the music was here. I was reflecting on whether or not it was a mistake that we didn't have it in the morning. Truthfully, I've been challenged for energy and sleep. The energy of seeing these dancers is really incredible. It raises the question of whether or not that's the better positioning at the afternoon pick-me-upper.

More broadly, there are all kinds of things that I could try to say about what our programs are and where we're going, but you've been hearing that over and over again. The thing that I think is compelling is the sense of involvement, the sense of energy, the spirit. That's certainly a key thing that the RALOs in general, and AFRALO for sure in particular, brings.

It's caused me to rethink from a strategic planning point of view the directions that we ought to go in ICANN. We're always challenged with whether we should do more, whether we shouldn't do more, whether we're in [mission creep] and so forth. Usually they're in heavy-duty subjects, either technical things or operational or governmental or philosophical. I think we need more music. I think we need more dancing. I'm considering whether or not we should start bringing in more food of different kinds and so forth, and that's the direction that I think we may well want to open up here.

I truly do not have in mind – I have a speech. It's carefully kept in my pocket. I'm just going to get rid of it. But I do have a glass. So I really want to toast everybody. If you have a glass or even water, raise your

glass. [applause] In the ultra-bureaucratic way that we do things, I yield the rest of my time. [pause]

We are both double-booked as usual, so with regrets, we take our adieu here.

TIJANI BEN JEMAA:

Thank you, Steve, for those words. And now we give the floor to our friend, tall and fat. Sébastien Bachollet, who is the board member selected by ALAC and who is always with us.

SEBASTIEN BACHLLOET:

I don't have rules [inaudible], Olivier. I think it's important to remind all of us that we are [inaudible] seat number 15 in this organization. I am just there for some time, but one day somebody else will take this seat. I have decided that I would speak French and I have to switch.

[from translator] I think it's important that after all these speeches in English that we have a speech – no, not a speech. No really, it's just something. It's just a few words, something in French, because I think culture, diversity of culture, is very important. It is important. We are embarked on a trip all together and it's a long voyage. It comes from far and it will carry on. It will carry on with us and with other people.

And for me, trips are often sometimes it's diving, deep sea diving. That's why I have a t-shirt of a diving that I did in Egypt. That was one of the best ones I did. I did another one in [inaudible]. These diving trips were made in Africa. Therefore I have very good memories.

So for me the title of your evening is set around better an understanding with the users from the continent. For that, you have to dive in with them. You have to go in with them, which is extraordinary. We dive with you. We don't have to come with our own oxygen. You have. You give us oxygen. You help us to live and to go further. You were the [inaudible] when you opened this type of interaction, this type of showcase, which is set in good value in French, literally. You don't need that because you are the value. You are the heart of organization.

As Tijani said, Nairobi, Dakar and now Durban, I'm sure there will be others. What is extraordinary with you is that when one has [inaudible] to get to know you a little bit better, to understand you better, we already know the difficulties that you have, the problems that you have, the bandwidth problem, the problem not having access to the Internet in good conditions.

And despite, you're all here and you participate. You're here and you come with new ideas, with innovative ideas. You are in countries where sometimes things are quite complicated.

My friend [inaudible] is in a country like Congo [inaudible] which should be now Zaire which is in a situation of war, and his own house has been bombed. Some of you are in countries where there are revolutions, evolutions, and still you keep on coming. You keep on bringing to the ICANN something, and I think it's amazing. It's extraordinary what you do. You show the way on the value on training. You show also your voice on a small [inaudible].

I think as this world introduces that, I think it's fantastic. It also allows me to tell you that I'm convinced that the caravan of ICANN should

carry on on crossing your region and cannot stop outside of your regions. It's got to cross through your region.

I want to also say how much – and I'm sure it's shared by everyone – I appreciate the strengths of character, the intervention of our friends from Africa. Those who lead these RALOs like Fatimata, as Fadi said, I was there last night at that meeting which was so nice and I came out of that meeting with a new strength and I heard what you did and I can say that we don't come close to what you do. Tijani, Aziz, [inaudible], you are the leaders of this region. Thank you. Carry on. Your experiences, your competency, your skills that are so diverse and complementary [I love] to lead this region, to help this region, to carry on being a leader.

For finish, I'm so happy to be your voice on the Board. I think that what Fadi and Steve said allow you to show you that it's not easy. It's not easy every day, but we are heard. I think the arrival of Fadi helped enormously. Of course Steve being Chair also helps. Because of you – thanks to you – At-Large, ALAC, the voice of the users will be better and better heard and listened to in this organization. Thank you all.
[applause]

TIJANI BEN JEMAA:

Thank you Sébastien. You have very moving words. Of course you're one of us. You will remain one of us and I hope that next time you will have a tinier belly.

Let me now introduce Nii Quaynor, who is the father of the Internet in Africa, who is one of the pioneers of the Internet and who is now

appointed as Chair. He's now appointed as Chair of the ICANN Advisory Panel on public responsibility. Please, Nii, come to the stage. [applause]

NII QUAYNOR:

You are full of surprises. My colleagues here are full of surprises. I did not expect to have to say anything. I thought I would simply come and enjoy your company and drink your wine, but you are telling me I have to work for it.

Anyway, I'm just pleased to have a chance to share a few words. I, myself, my origin is from this community. You may be aware or recall that I was the first At-Large director, so my roots are really with this community. Certainly ICANN is very diverse, so I kept on doing additional things as well as being from here.

I've been quite pleased with the development that I've seen in the community. I've seen that you are much more diverse, much more organized, and I'm actually pleased to see that as a result. Perhaps just to make it short, the word of advice as usual for me is think more in terms of the community and continue going more and more to the ground. The more you have your feet on the ground, in my opinion, the more sustainable you become because the community drives what you do and the community indeed drives what ICANN does.

So I wish you well and I thank you for the progress that you've made. I commend you for it and I wish you a good future. Thank you very much. [applause]

TIJANI BEN JEMAA: Thank you, Nii. Now I will give the floor to one of the founders of AFRALO, the one who is appointed now as Vice President of ICANN for Africa, Pierre Dandjinou. Please, Pierre. [applause]

PIERRE DANDJINOU: Thank you very much. I've got this, I don't know what I'll do with that. The baton, okay. AFRALO. I would like to say that. In fact, as we are here, my thought [inaudible] someone who was with me in one committee. I think it was 2000. It was a 12-member committee. The mission was to help ICANN understand what the At-Large should be.

When this group – he was former Prime Minister of Sweden. He was saying, "But what is this ICANN about?" He said, "I understand nothing." This is about putting [inaudible] and having a [inaudible] describe the feeling of what they are attaching.

But we are supposed to talk about – to design the At-Large Structure. The question was who is At-Large? He said, "Well, I don't know. I have no idea. Is that a registrant or is that the individual users?" We had heated debates then.

So we came up with [ALSC]. We came up with the structures, what we were having to be. For me, it's quite interesting to see that. What we let down on the papers. I'm seeing this, actually. I'm so happy for that. Not everyone [inaudible] where we nearly fought, because we were seeing ICANN needs some sort of legitimacy, and that legitimacy is going to come from the registrant. It's going to come from the users, those who actually contribute to the Internet. It was difficult to really have people understand that one and we were trying to [inaudible].

Nii told you that he was the first elected director. He didn't tell you the condition where we elected him there. We voted him in. It was about knowing whether we are going to vote online globally to select directors. I remember when we were doing this vote the very last day not many people from Africa could access the website to have their vote because China was voting. No, it's real.

So we elected Nii. I think we had 36 votes globally for Nii. The other region we were having 20,000 – whatever. Which means we have an issue of accessing the website because we didn't have the [condition] from Africa. These are the conditions where we really elected Nii at that time.

I'm happy that we do have all of this interest. One thing I would like to point out also here is the volunteer that you guys are doing, how to volunteer to the community. Some questions that people were having – Nii and a few people is okay. We would like to really stay back and see a younger generation come into this thing. We would like to be the ones that will be in the forefront right now. We tried to do whatever we could.

How do you explain to the younger generation they should be volunteering through this thing, they should be thinking about the community to improve on those things? These are some of the things we have in mind.

I don't want to take much of your time. I'm so happy to be here. I was supposed to rush out like my other colleagues because we also have other commitments, but I really wanted to stay behind and share a few words and [inaudible].

I'm not going to talk about the Africa strategy. That is going to take us some time anyway. But this is kind of a new era for us in Africa for this gives us a possibility to do concrete things and start with recommendations and do things that really make Africa a real market, because that's what it's about.

Africa as businessmen, as part of the [inaudible] of the Internet. I think that what it boils down. It's not about [ed]. It's not just about us in Africa. It's about having Africa do some of those things and then [inaudible] will come later. So thank you for inviting me [inaudible], Pierre. Thank you. [applause]

TIJANI BEN JEMAA:

Many thanks, Pierre. We are counting on you to help us to implement our initiatives. We have plenty of ideas, but we have empty pockets, so we count on you.

As you all know, AFRALO is made of ALSs (At-Large Structures). Our dynamic and wonderful secretary will present you our ALSs. Aziz, please. [applause]

AZIZ HILALI:

Thank you, Tijani. You can consider [a booklet] that we will distribute. Please, Heidi. A description of each African ALS can be found. As you know, the African original organization, AFRALO, is one of the five RALOs that make up [inaudible] constituency within ICANN. It provides news, resources, and the information for [inaudible] end users in the African region so they can actively participate in the different activities

of ICANN. Particularly in the process of the policy development to make the African voice heard.

Through an extensive outreach program, new organizations have joined our RALO in recent years, and today we have 25 At-Large Structures representing 17 countries from the African regions. The countries that are represented in AFRALO are Benin, Burkina Faso, Burundi, Cameroon, Egypt, Ghana, Liberia, Mali, Morocco, Nigeria, DRC, Senegal, South Africa, Sudan, Tanzania, and Tunisia.

As Tijani and Fatimata said, since the [inaudible] of March 2010 and as this event were organized today, AFRALO was the pioneer in organizing RALO showcase in each region where the ICANN meeting is taking place. [inaudible] that this showcase has now become a tradition in ALAC.

In addition to the activities related to the showcase, we also try to organize activities that are beneficial to the local community and make them benefit from the existing opportunities.

In the last African ICANN meeting held in Dakar in 2011, AFRALO was again the pioneer to organize. During this meeting, a series of capacity building sessions that had a great success with our ALS. 20 representatives of ALS from 17 different countries have benefitted from this training program with this presence. They also had the opportunity to participate in all activities of ICANN public meeting in Dakar.

The training program was on the mission activities sector of ICANN and on key policy issues and challenges of the Internet. Decisions were led by experts and ICANN staff and were followed by open discussion. The objective on this capacity building program was not only to [inaudible]

our ALS in the ICANN development process, but also to better involve them in the issues discussed within the ICANN community and thus increase the effectiveness of participation of African Internet and users.

We can say that this objective has been achieved since the active participation of our ALS to AFRALO activities, and particularly in the [inaudible] conferences has increased by about 30%, which was very encouraging for us.

Following this training of Dakar, we conducted a survey among the participants and the results indicated that there is a weak level of knowledge of the issues discussed and the [inaudible] in ICANN. Therefore it was necessary to set up a virtual capacity building program.

Thanks to the strong support of ICANN staff, three webinars were held during the last two months for the benefit of African ALS. The last one took place last week on July 8.

Our ambition now is to expand this evolution so that our ALS attendance at ICANN Working Group can be much more important and more effective to make a good follow-up and effective contribution to the open public [inaudible] for which ALAC [inaudible]. The program of language is a real [inaudible] of ALS and has [inaudible] them from being more active and productive in these consultations.

Another tradition that has made its way and that's [inaudible] in Brussels in 2010 is the [37th] joint meeting African that we organized in conjunction with each ICANN meeting. This activity is together. All the attending ICANN community to debate a team [determined] in advance and which is related to community concerns of our region.

As of today we have submitted eight joint statements and we have decided that the joint meeting here in Durban next Wednesday will be devoted to the [inaudible] of this statement. Thank you. [applause]

TIJANI BEN JEMAA:

Thank you very much, Aziz. By the way, Aziz will be our Chair starting at Buenos Aires. [applause] Yes, and he will learn French. Okay. Now we are reaching the most important moment of this showcase. The innovation of this addition consists in bringing in the local end user community and we have here 16.

But since it will take hours and hours to give them all the floor, we picked three of them, taking into consideration the diversity in all aspects. Gender, regions in South Africa, profile, etc.

So let me introduce the first speaker who is Miss Kudzani Tenga, who is a student at the University of South Africa in Durban. Please. [applause]

KUDZANI TENGA:

Thank you. I'm going to talk about experiences, challenges, and expectations from a student's perspective. My first time using the Internet was not pleasant. Language was a stumbling block for me. As a first-time user, you expect something that is in your language. I also noticed that the content is too vast and makes it hard for the first-time user to choose which content to use.

On the positive side, the Internet has created a global community into a village. For example, what seemed miles away is now a few seconds away through communication, Facebook, Twitter, and all that stuff.

The challenges. Insufficient access to infrastructure. As Africans, we still like affordable and reliable access to the tools that are necessary for connectivity, such as computers, smartphones [inaudible] we're faced with low bandwidth speeds, especially in rural areas, and inflexible data caps that limit our ability to manage Internet connection costs.

Threads to the open and fair character of the Internet. For Africans, cheap access is not the only challenge. Once we have access, we need to be able to express ourselves freely and safely. This is however becoming more and more difficult in many places, as governments try to increase control of the Internet.

Lack of capacity in the effective and safe use of ICTs, especially a technical level. For most of us, we were introduced to the Internet at a late stage in life and the Internet is constantly changing and this means we cannot keep up with the challenges. [ICTs] are dynamic.

Lack of local content on the Internet. The Internet has vast amounts of information that are in foreign languages. As Africans, we need to create our own content reflecting our experiences and culture. Local subject matter experts [inaudible] research and valid opinions are not easily accessible on the Internet.

Lack of reliability. The Internet has vast amounts of information and henceforth, it is difficult to know what source is reliable. The trustworthiness of the information is also a matter of debate.

Expectations. Affordable Internet. We come from different backgrounds, and as a result, affordability differs. As students, we face challenges due to the cost of Internet services. We must get student

discounts on the Internet. For example, when we got open our bank accounts, we get accounts that are suitable for students, so we [inaudible] in the Internet section. We must also get something like that, that when you get the Internet services, you also get the student discounts and stuff.

Affordable and fast connections. As students, we'd like to have fast connections. Reason being that our affordability is restricted. So if connections are fast, then it means we'll get a lot of our work done in a short period of time, and henceforth, [matching] up what we can afford.

Flexible data caps so that users can control cost [inaudible] the blackberry plan where you top up with 60 [inaudible] airtime and you get Internet for the whole month. This is rather [unsafe] for someone who does not use the Internet every day. So flexible data caps will mean that you can control your Internet access and it becomes affordable.

Government must also put in place policies that make Internet access a basic right for all, and that way it will breach the gap between the poor and the rich, rather than it being as easily accessible to those who can afford.

If the Internet is provided to everyone, it will change the lives of the people and it will help reduce poverty and unemployment. Its easy access will benefit the country and the world economically and it will boost entrepreneur and also contributes to the country's GDP. Thank you very much. My time was limited. I'll end here. [applause]

TIJANI BEN JEMAA:

Thank you, Kudzani. I want to remind you that the objective of this exercise is to listen from those people who are outside. You know we are meeting in those rooms without windows. Speaking about GNSO, ALAC, Trademark Clearing House, WHOIS, etc. But we don't know what the others may think and may live regarding their state as end users.

So we had an example. She was a student. Now let's listen from a teacher. James Njenga who is a senior lecturer at the University of South Cape in Cape Town. Please. [applause]

JAMES NJENGA:

Thank you, Tijani. I'll first correct. I'm from the University of the Western Cape. Yes, that's the correct one. Then here I stand before you. As a lecturer, when you're challenged by a student like that to talk, she talks so eloquently, about the issues they are facing you're left wondering what more is left and how well can you say it so that people can see the difference between the lecturer and the student.

I don't know with I can say what she said any better. Nonetheless, I'll make my contributions. Tijani gave me some terms of reference on what I need to talk about. The terms of reference were the barriers I faced. What are the expectations, or my expectations? And what are my experiences?

What I'll say, as a barrier, which is a consistent thread? One of the barriers are awareness and participation in our region. I will elaborate on that when I give my experiences.

The other challenge or barrier that we face is that of access. On access, I look at cost, as she has eloquently elaborated. I look at distance – the

distance you need to travel to get those Internet services. I look at the technology available. Does it fit how I work, how I intend to work and where I need to sit in order to work?

I also look at value. Do I have access to value of the Internet? Because if I don't have access to that value, then the whole concept of the Internet is meaningless to me. Still on access, I look at issues of policy. Where do we stand in terms of policy when we talk about Internet access, especially to a marginalized community?

Then other than awareness and participation, access is the issue of education and training because for you to get value, for you to access the resources or the benefits of the Internet, you need to have the proper education, the proper training in order for you to get those benefits.

And finally, this one barrier or challenge often of unmet needs and expectations, because when evangelists come to preach to us about the good things about the Internet, they give us these expectations – that the Internet is probably a money tree you plant outside your house that once you have that one [inaudible] line, the following morning you just get out of your house and you start harvesting your dollars. So let me go to my experiences. Please signal to me when my time is almost up.

I started my experiences when I joined university, relatively recently, and that was in 1998. That's a very fast engagement with the Internet. Other than accessing Internet in the cyber cafes during my time at the university, the access was in computer access and at that time our Internet was very slow. Like she said, there was total lack of any local content.

The best we could use the Internet for was mainly e-mail, and unfortunately at that time, not so many people you knew had e-mail accounts, so there was no critical mass.

Then by the time I graduated four years later in 2002, I could say the speeds had relatively improved – not quite, but relative. Because we were trying to fit into this Internet thing, there was a bit of local content. I'm told I still have 120 minutes. Oh, sorry – seconds.

Also from a training perspective, I got to know how the Internet works in little bits of packets, bits and the likes. But still, the expectations of what the Internet was to bring was still very unrealistic.

Then four years later luckily at that point, I had done my post-graduate. I had completed my masters. At that point, probably I could say I had started owning a bit of the Internet real estate. I had a blog and I was very excited about online education. Actually that was my topic of master's degree. Therefore I could see probably in the long run we could have money trees on the Internet, but we needed more work, more technologies and probably more finances to reach where we wanted to be.

At that time what was being questioned was the validity and authenticity of online education. I think those questions still are there and they're yet to be addressed fully.

Again at that time also we didn't have maturity in the technologies, and in technologies I say hardware and software to support our teaching and learning activities. I was glad this morning when I saw that ICANN is moving towards a learning management platform and online learning. I

hope the discussions that come out of there would invalidate some of the assumptions that we have about online learning.

At that point, that's in 2006. The Internet was still expensive when you look at it in relative terms compared to now, and local content was growing.

Then in 2010. By 2010, I was a bit advanced. I had several domains registered. I had attended courses on Internet governance, so I knew something about the Internet and I knew what cyber squatting was. I was getting techie, those terms used here.

One thing that was [catching] at that time was the issue of cell phones, Internet cell phones or Internet on the cell phones rather. The number of mobile phones used by even my students at that point had started to grow, and all of a sudden our intention in the online learning was given another question mark. [inaudible] phones or we still continue to [inaudible] for the laptops.

Okay. I've seen Tijani has gotten up to tell me my time is up. So I think my main expectations is to address the issues of first content and information. I would say that some of the information that we find on the Internet is not subversive – it's dangerous or misleading. And that is a danger to our society, especially when it [learns] to people who don't think before they use that information. That we can only do through education. So proper education is good for the general community.

My other expectations are to do with the barriers I mentioned. How do we increase awareness and participation? How do we increase access? How do we manage the needs and expectations of the people when

they are on the Internet? Thank you very much. And before I go, I would like to thank AFRALO for giving us this opportunity. [applause]

TIJANI BEN JEMAA:

Thank you, James. Even if he's a senior lecturer, he's so young. This is the chance of Africa. Now we heard from a student, we heard from a teacher. Let's hear from an NGO representative. Miss Mercy Moyo, who is the Assistant Program Officer of the Information Training and Outreach Center for Africa. She will give us her experience and her expectations. Please. [applause]

MERCY MOYO:

Thank you. Good evening, ladies and gentlemen. James has taken most of my time, so I'll just speak for two minutes and he has exhausted everything that I wanted to say. Because basically, experiences of the Internet users in Africa I think they are the same, considering that Africa is like most of the countries of Africa in the developing phase or are still underdeveloped.

I am an Assistant Program Officer with the Information Training and Outreach Center for Africa. We are based in Centurion but our roots are in Zimbabwe.

The Information Training and Outreach Center for Africa is a capacity building organization, which is aimed at enhancing the ICT skills for information specialists, librarians in sub-Saharan Africa mainly. So we do training on e-resources and online databases in sub-Saharan Africa.

My experience on the Internet – I started using the Internet at college. That was in the late 1990s. Then the issue of the Internet was more of a theory than a practical thing. I remember at college we'd be sitting like ten of us on one PC, but my actual practical experience started when I was employed in the year 2000.

Since then, I have learned a lot about Internet, and with me joining ITOCA as an NGO and as a capacity building organization, we have several in-house training courses where we taught about online databases. ITOCA has also enabled me to know more about the Internet.

In 2010, I remember I was sent to a web 2.0 workshop [inaudible], and there I learned about Wikis, blogs, Facebook. I had a Facebook account then, but I was just using it for social interactions and just chatting with my friends. But I wasn't using it for any business. But I am proud to say as I stand here today I am an administrator of two Facebook group pages to which is the Essential Electronic Agriculture Library and the [WCC]. I administer.

I'm also proud to say that in 2011, I attended a Wikipedia training of the trainer course in which I was equipped to actually upload content on Wikipedia. I didn't know that the content on Wikipedia could be uploaded by anyone. Now I can go to my account and I use my account to upload or to change any information that is on Wikipedia.

To my quest to learn more about the Internet, I also enrolled for the Bachelors of Information Science with Unisa, which I completed last year. Now I'm currently doing my honors and my research is on online

databases. It's only that Tijani gave me a limited time. I could take a whole day talking about the Internet.

Basically, for my experience on the Internet, I use the Internet for e-mailing, social interactions, contributions to Wikipedia, accessing information for my studies on a portal that they call My Unisa database administration dues. I'm one of the administrators for the Research4Life online databases. Most of you who are in the area of research know about the Research4Life, which is like the four programs – HINARI, AGORA, OARE and ARDI – which is access to research for development and innovation. I'm one of the administrators who administer those databases.

So the Internet for me, it has done great things. I cannot begin to say them. If I begin to talk about my experience on the Internet, then we'll be here for the next five or six hours.

So on the challenges of the Internet, during our travel – like I told you, ITOCA, we go all over sub-Saharan Africa to train the end users on the best way to access and use these e-resources.

So the challenge is that I first [inaudible] when we go out there, because in South Africa the connectivity issue is not a major challenge [inaudible] because they say South Africa is the United States of America of Africa. So I'm saying when I go out there, I have noticed that this lack of basic ICT skills. I won't mention the country, but on one of the training courses that I attended, I was facilitating the Research4Life training courses and we had a participant who actually didn't know how to use the mouse. They actually lifted up the mouse in the air like this. So you can see that there is lack of basic ICT skills in Africa.

And also the issues of privacy, it applies to everyone who uses the Internet. Low connectivity issues, especially in Africa and the high cost of the Internet. How can the [inaudible] challenges be addressed? Capacity building strengthening of privacy issues, provision of Internet, proper Internet infrastructure and the cost of accessing the Internet should be reduced. I would say more, but my time left is 0.00 minutes. Thank you very much. [applause]

TIJANI BEN JEMAA:

Thank you, Mercy. Thank you all. Thank you all of those people who are from the local community. They really give us a view of what they are living and how they feel, their life as Internet end users. Now Fatimata will make the wrap-up.

FATIMATA SEYE SYLLA:

Sorry, Tijani, but I think Sandy is in the room and wanted to say a word for AfriNIC. I would like – is Titi in the room? Please come on Titi. Titi is a member of our community, ALAC member, and now she's working for Google. No wonder, even though the request went very late – very short notice – she managed to get funds for us to have the community come on board. Say just a few words.

TITI AKINSANMI:

It's usually dangerous to give someone who likes speaking the opportunity to speak for a few words.

FATIMATA SEYE SYLLA:

I'm here to stop you.

TITI AKINSANMI: Yes. In very few words, access relevant and sustainability. If you see me wanting to have a conversation, if it's around access, if it's about being relevant on the African continent and if it's about sustainability, then you have my attention.

FATIMATA SEYE SYLLA: Thank you, Titi, and thank you, Google. Now AfriNIC managed all the logistics for us, so this is the first MOU (Memorandum of Understanding) between AFRALO and our regional registry. So, Sandy, is a board member of AfriNIC. A few words, we'd really thank you.

SANDY GEORGE: Thank you very much.

FATIMATA SEYE SYLLA: I will stop you if you...

SANDY GEORGE: You may not need to stop me. First of all, let me switch hats and say thank you for the opportunity to stand before you and address you and to say I actually was on the interim ALAC 2003-2005 and was part of the ALAC that gave birth to the fourth ALSs and the Regional At-Large organizations.

Having said that, I would switch the hats back, because I love wearing hats, and put on [inaudible] hat and tell you that AfriNIC is very, very pleased to support this meeting. AfriNIC is very, very delighted to play so many roles within the community to bring the Internet to Africans

and to make the end users connect with the vision and mission of ICANN and all the supporting organizations.

AfriNIC has organized over 200 trainings in 45 African countries, training not less than 2,000 engineers to be the bedrock of the next century [inaudible] development in Africa and capacity building.

AfriNIC also does quite a lot of engagements that's now the AfriNIC Government Working Group in support of the Internet governance initiatives so that we can bring these issues up with governments to discuss and so on.

You also have initiatives such as The Fund for Internet Research and Education (FIRE) which AfriNIC has put together, and I encourage everybody to take advantage of these things. They're telling me that the time is up, but when you want to spend money and people say they don't want your money, the best thing to do is to keep short and sit down. Thank you. [applause]

FATIMATA SEYE SYLLA:

Thank you very much, Sandy, and thank you to AfriNIC. I think you know that Anne-Rachel is now working for AfriNIC so [no wonder] we call on her when we need assistance. So that's what we did and it worked very well. Thank you all. I think this is a time to thank the South African local community who really attending the fellowship capacity building since they arrived here, and I think they really appreciate what you're doing and I'm very sorry to see some people leaving the room because we have food for you and drinks. So please stay with us. We're almost done. We just want to thank you very much for being with us and please

I would like to clap very high for this community, for Google, for AfriNIC, for all my community here. Thank you very much for being with us today, for achieving this big event. Thank you. Now music, food, dance.

[END OF AUDIO]