

The future of interaction

Date: 14 May 2024

To: Katrina Sataki, ccNSO Appointed member of the Board
Patricio Poblete, ccNSO Appointed member of the Board

Dear Katrina and Patricio,

Let me start by saying that the ccNSO Council takes your note very seriously and we strive to create a safe and inclusive environment for individual Board and community members to interact with the ccTLD community and share their personal views and opinions.

Following the receipt of your complaint we wrote to Nigel to ask him to share his perspective on the situation. We understand that he has been in contact with the ICANN Ombuds office. To date we have not received a substantive response from him.

With respect to your request for a guarantee that what is said will not be misquoted or misattributed, we understand the negative sentiments from this particular case, but we are - as you know - not in a position to warrant your request. However, to contribute to creating and maintaining a safe and inclusive environment for Board members and for all ccNSO participants, we will take the following steps:

- At the start and during future informal interactions we will remind attendees, verbally and displayed on screen, of the informal nature of the dialogue with the ccTLD related Board members, that they are speaking in their personal capacity and that it is not a representation of a Board position. Additionally, we will be clear that this Q&A session does not provide 'privileged access' to Board information.
- If a situation like the current one arises in future during a Public Forum or similar kind of event, the ccNSO Council will immediately, or as soon as possible if they are not present, give a response that countermands the statements made by clarifying the nature of the ccTLD community - individual Board members interaction.

We from Council would really regret throwing away all the hard work put into improving the interaction between the ccNSO community and its Board members. It is our understanding that the attendees really appreciated the latest iteration and look forward to a similar exchange in future.

On behalf of the ccNSO Council, kind regards,

Alejandra Reynoso
Chair of the ccNSO Council