

ICANN59 COMMUNITY WEBINAR

May 16, 2017

16:00 UTC

Operator: This meeting is now being recorded.

Josh Baulch: Thank you for joining today's webinar. We will begin this webinar shortly. Thank you for joining.

Thank you for joining today's webinar. We are now going to begin. I would like to hand off to Mr. Nick Tomasso, the vice president of Meetings. Nick?

Nick Tomasso: Good day, everyone, and thank you for joining this community webinar of the upcoming ICANN meeting in Johannesburg. The meeting at the Sandton Convention Center in Johannesburg. Sandton is the premier financial business district of Johannesburg. Next slide please, Josh.

During this call, we're going to be covering a number of different topics, the meeting's chain that our colleagues Travel Support and Security will do -- will be doing that. First, we will talk about traveling visas, next hotels, following that we'll talk about ground transportation options, registration update and local restaurants, the policy forum and schedule, and then finally health and safety.

With that, I'd like to turn the proceedings over to Josh for a moment so he can give us some details on how we'll handle your questions. Josh?

Josh Baulch: Thank you, Nick. As a reminder, this presentation is being recorded. It will also be transcribed and posted in English, French, Spanish, Chinese, Russian, Arabic and Portuguese.

The English audio recording and the transcripts will be posted shortly following this webinar in the link noted in the Notes Pod.

Q&A will also be conducted at the end of this presentation. You will have several options to ask your questions, including typing your questions into the Chat pod using the “raise your hand” feature and Adobe to ask your question via the phone or computer mic audio.

As a reminder, when speaking on the phone, please select star-6 on your keypad to unmute your phone. You can also e-mail your questions to meetings@icann.org. And, finally, as a courtesy to others and presenters, please mute your phone or your computer microphone.

Thank you. Back to you, Nick.

Nick Tomasso: Well, thank you, Josh. I'd now like to turn the microphone over to Joseph De Jesus, ICANN's travel manager, to brief us on traveling visas. Joseph?

Joseph De Jesus: Thanks, Nick. Good morning, good afternoon, good evening. My name is Joseph De Jesus, travel manager for ICANN. I hope everyone is well. We are very excited for the upcoming meeting in Johannesburg and travel bookings have been underway.

So just some travel housekeeping, if you are going to South Africa, please make sure to be aware of the requirements for entering South Africa which are; one, you will need a valid passport. Your passport must be current and valid for at least 30 days, and from the date of entry into South Africa. Please make sure to have at least two blank pages in your passport for endorsements and a valid visa if it's required.

If you do require visa, the link below will provide guidance on who need the visa to enter South Africa. If you need an invitation letter, you can always visit our invitation letter website as well. If

you have any travel visa inquiries to attend this meeting, please don't hesitate to contact us at travelvisasupport@icann.org.

Travel to South Africa should be straightforward, so if you have any questions, additional questions, any questions at all, please contact us at constituency-travel@icann.org and we will respond to inquiries. And that's about it. Thank you.

Nick Tomasso: Thank you, Joseph. Next, we'll turn to Laura Ramirez to cover hotels. Laura?

Laura Ramirez: Thank you, Nick. Hello, everyone. So I'll be providing you with some new information on the meeting hotels.

ICANN has negotiated competitive rates with various hotels that are within walking distance of the Sandton Convention Center and these discounted rates are inclusive of tax, full breakfast buffet and internet access. The hotel information and booking instructions are posted on the ICANN Meetings website.

There will no ICANN shuttles between the hotels and the convention center. The hotels are either attached to the venue by skywalks or just a short walk away. The only exception is the Hilton Sandton which provides its own shuttle to the venue and runs every 30 minutes.

ICANN's Sunday travelers requiring visas should have already received their hotel confirmation and all of the Sunday travelers will receive theirs within the upcoming week. It is important to note that a hotel booking confirmation may be required to obtain a travel visa for some delegates. Thank you.

Nick Tomasso: Well, thank you, Laura. The next topic on our agenda is ground transportation. For that, we'll turn to Erhan Kiraner to cover that. Please, Erhan.

Erhan Kiraner: Hi, everyone. Good day. So I would like to give you some details regarding transportation in Johannesburg.

First of all, I would like to mention that we will have an airport welcome desk at OR Tambo Airport on 24th, 25th, 26th of June, which are our peak days, from 7:00 AM until midnight. So if you have any questions how to locate the train or any other questions, you can always contact our welcome desk.

Actually, I can recommend all attendees either using Gautrain, which is a fast train line, or a private car service to commute from the airport to hotel at Sandton area. Gautrain is a high-speed train line. It links the airport to Sandton with a station around one and a half block from the hotels. The travel time is around 15 to 20 minutes.

Gautrain is very easy to locate at the airport by following "TRAIN" signs. The tickets can be purchased at the airport station or self-service units using credit card or debit card, except American Express. The train is running every 10 to 12 minutes during peak hours and the detailed transfer schedule can be found on Meeting website under transportation.

All ICANN hotels listed on the website provide shuttle between Sandton Train Station and hotels. The shuttles will be running from Public Transport, which is PT Level at Sandton Train Station, not at the Street Level. The shuttle operating hours for each hotel is available on the Meeting website as well, but I can say that we have a full coverage all day.

The alternative mode of transportation from the airport is private care service through transport company by emailing to their custom e-mail address which you can see on the presentation. It is important to note that Gautrain only operates between around 5:30 AM until 9:30 PM, so please

make sure you book your car service in advance if you will be arriving Johannesburg out of train coverage hours or don't feel comfortable taking the train.

A Hotel or transport company-organized cars are preferred methods for travel throughout the city within the week. Our security team will be giving further information regarding the taxis and Uber.

That's it for me. Thank you. Nick?

Nick Tomasso: Thank you, Erhan. Moving things along here, I'd now to turn to Melanie Cruz to talk about meeting registration and how you can find our recommended restaurants in the area.
Melanie?

Melanie Cruz: Thanks, Nick. Good day, everyone. Pre-registration for ICANN59 is recommended.
Please visit registration.icann.org.

As part of an ongoing process to improve security with web application, later this week the ICANN registration website will require that all potential new participants verify their e-mail address to complete the registration process. This new process is an added layer of security, designed to ensure the validity of user e-mail addresses and to reduce the amount of malicious and spam e-mail accounts currently being utilized.

Once the user has verified their e-mail address, they will not need to re-verify for future meeting registration, unless they update or use a new e-mail address. Those with unverified e-mail accounts will be unable to complete the registration process, nor will they be able to receive credentials at the meeting.

The ICANN registration desk and information booth will be open from Sunday, June 25th, through Thursday, June 29th, from 7:30 in the morning to 5:00 PM. And for those interested in a list of

recommended restaurants near the meeting venue and hotels, please visit the link listed on your screen or you can visit the restaurant tab on the ICANN59 website. Thank you.

Nick Tomasso: Well, thank you, Melanie. Next up on our -- on our schedule today is a briefing from Tanzanica King on the policy forum schedule and what you'll expect to see. So with that, Tanzanica?

Tanzanica King: Thank you, Nick. As a reminder, this will be our second ever policy forum since implementation of the new meeting strategy last year. This means we have no official opening ceremony, no public board meeting and no public forum; instead we will have an event that will provide the opportunity for ICANN supporting organizations and advisory committees to focus on specifically policy work, important cross-community topics and outreach.

And if we go ahead to the next slide, this is showing you the high level overview of the work that is being conducted in Johannesburg. It was key topic sessions planned for the meeting. There are a total of five of those topics which have been selected specifically by our SO/AC leaders.

We have also outlined the community forum on proposed fundamental bylaw amendment and our review of ICANN Process Documentation Initiative which are also on the schedule as you see there for Tuesday and Thursday morning.

In the afternoon, we have receptions every night that will provide an opportunity for all attendees to network. And lastly, the schedule will be posted on the 5th of June, so you can go to schedule.icann.org to see the full and detailed schedule.

Thank you. Back to you, Nick.

Nick Tomasso: Thanks, Tanzania. Well, last but certainly not least, I'd like to introduce Simon Garside, who is ICANN's VP of Security Operations, to cover health and safety in Johannesburg. Simon, the floor is yours.

Simon Garside: Thank you, Nick. Good morning, everybody.

As with every ICANN meeting, since ICANN55 in Marrakech, ICANN will implement a 24/7 Health and Safety Center, often referred to as the HSC. This will be running from 24 to 29 of June and we'll provide on-the-ground medical safety and security resources. This should be your first point of contact for any health or safety or security incident, or for any concerns or questions that you may have.

This is located on Level 3 of the venue and it is also reachable by phone and by e-mail, with contact information displayed on the rear view of registration batch. The details are also listed on the Public Meeting website and the link is at the bottom of the slide deck.

There is on-site medical team and ambulance available 24/7 to assist all attendees. HSC personnel are always available to provide security and medical advice and assistance, including for off-site evening events. And if you're going off-site, you know, for dinner, et cetera, please don't hesitate to inform us at any of these off-site grounds that you may have.

In terms of the venue, the Sandton Convention Center as well as the attached hotels and the Sandton City Mall, you know, is in a safe and extremely secure environment and it is at the heart of tourist and business travel to Johannesburg. As such, it is in a very safe part of the city. However, like in every big city in the world, one should always be aware of one's surroundings. And for additional travel tips, please visit the Public Meeting website again at the link just below.

Nick, back to you.

Nick Tomasso: Well, thank you, Simon. That wraps up the presentation portion of this webinar. I'd like to turn it back over to Josh Baulch to describe how we're going to take your questions into the Q&A session. Josh?

Josh Baulch: Thank you, Nick. For those of you guys that are in Adobe Connect, you can type your question in the Chat pod below and we have a couple of questions already queued up there. If you would like to ask a question on the phone or via your computer microphone, you can raise your hand in Adobe Connect and we'll call on you in order, or you're welcome to e-mail meetings@icann.org.

And with that, we will begin with the first question from (Sheryl). So the comment was since the last time we used the listed private car service recommendation, the cost was at least quadruple the charges; and the provided car hotel service, we had to pre-pay with the booking as well, irritating to say the least. Is this likely to happen again?

And with that, I will pass this over to Erhan to answer your question.

Erhan Kiraner: Thanks, Josh. So the private car service which will be booked through the link that we provided, including meet and greet service for standard vehicles that are like \$100, and also -- so -- and this gives you an opportunity to pay with credit card, with a credit card authorization form. Otherwise, your hotel also provides a private car service which can be booked and the hotel can charge it to the hotel room, so it doesn't need to be prepaid.

Josh Baulch: Thank you. The next question is, so are there shuttles to the hotels from the Gautrain drop-off point? Erhan, I'll kick that back to you again.

Erhan Kiraner: Yes. So as I mentioned during my presentation, there are shuttles available to all ICANN preferred hotels from Sandton Train Station so -- and the detailed information about the shuttle operating hours are also available on the Meeting website.

Josh Baulch: Thank you and Erhan is definitely on the hot seat right now. The question from Erhan is -- question was, are the two prices of the car service versus the hotel service comparable?

Erhan Kiraner: So the car service from the transportation company is slightly competitive versus the hotel prices.

Josh Baulch: Thank you very much. We have a question from Susan that I will kick over to Simon. What is your advice about using local cabs?

Simon Garside: Good question. I would recommend that you book any taxis through your hotel. That would be the preferred option.

Josh Baulch: All right. Thank you. The next question is from Eduardo. Is Uber service all over the city? And with that, I will again kick that to Simon.

Simon Garside: Yes. Uber is all over the city. However, I would recommend that you do not take Uber from the airport and also from the Guatrain station as there have been some sort of incidents in the past between taxi drivers and Uber drivers as it happened -- often the case in many parts of the world.

Josh Baulch: All right. Thank you very much. We're just looking through to see if we have any other questions. Again, just as a reminder, if you would like to ask a question on the phone, you can raise your hand. And with that, it definitely looks like we have a lot of questions still queued up. Sorry. We're just reading through to make sure we're not missing any questions here.

So just as a reminder, if you would like to ask a question, again, you can either type your question into the Chat pod or e-mail meetings@icann.org or raise your hand in Adobe Connect and we are happy to -- so with that, I will kick this over to Alan Greenberg, just one moment while I'll meet you. Alan, your phone line is open, go ahead and ask your questions.

Alan Greenberg: Thank you very much. Sorry to belabor the point about the car service. The answer was either slightly -- I was -- the word I heard was slightly competitive and I don't know what that means. We know the cost of the car service is in the order or \$100. Is that the price that was advertised on the website, 1,300 rand? Are the hotels -- if we booked at the hotel, is it comparable to that or is it half the price? That's what we're trying to understand.

Last time, I found out from an ICANN staff member who was told internally they should use the hotel service because it was a lot cheaper. But as common people, we weren't told that and we paid the full price. So do we have to shop around ourselves or can someone tell us what the official hotels are charging for their car service, or at least confirmation that it's comparable?

Erhan Kiraner: Hi, Alan. This is Erhan again. So I have posted it in the chat, but just to confirm the hotel price is about \$120, \$130 versus \$100 through transportation company. But it is also -- yes, it's also better to confirm with the hotel that you are staying what exactly the price is because that also varies hotel by hotel.

Alan Greenberg: Okay. I understand. But you're saying it's probably a little bit higher than the service you're advertising, not a third of the price? That's what we are at.

Erhan Kiraner: Yes, this is what we had -- yes, this is what we had been advised.

Alan Greenberg: Okay. Because that was not the case last time. Thank you very much. Okay.

Josh Baulch: All right. Thank you very much for the question. Because reading through the questions here -- yes, so Erhan has answered that. Question: Is the Gautrain versus one day? I'm not sure that I understand that question. Is it possible to further explain the question?

And then the budget transportation mode from the airport to the Sandton, just to reiterate what Erhan had mentioned that we would recommend that that would be the Gautrain, which I believe that Glenn had mentioned it ends up being about \$12 one way. So, again, that would be the recommended economic travel method.

And a question from Mark, are any parts of downtown Johannesburg unsafe to walk? And with that, I will pass that over to Simon to answer that question.

Simon Garside: Yes. I mean -- so there are two areas. You've got the Sandton area where it will be located, the venue, which really is the sort of new CBD. That's sort of the heart of, you know, business in Johannesburg and also the tourism. And there is the sort of former CBD where it's not really advisable to be walking down particularly -- down there particularly at nighttime. But in relation to the venue and that part of the CBD, you're fine walking around there.

Josh Baulch: Thank you very much for that. Satish, thank you for clarifying the question. Your further clarification was that after the 9:30 service, after the Gautrain stops transportation, and from that standpoint, I will go ahead and kick that over to Erhan to answer. Thank you.

Erhan, you maybe muted?

Nick Tomasso: Well, let me -- let me take that one since Erhan is obviously not able to connect. I see he is now typing in the chat though so I'll give him a moment to answer and -- okay. So we will have a welcome desk at the airport, I mean, when arriving after the 2130. You should go to the

welcome desk and they will advise on the cost of transportation from the airport to your hotel, which will most likely be a taxi cab. But they will point you to an authorized taxi service that we'll provide you the transportation.

Josh Baulch: Thank you very much, Nick. So we have another question here, from the Gautrain to the convention center, what would be the average walking time? The Gautrain seems very close to the convention center. And with that, I will kick that back over to Simon to answer that question please.

Simon Garside: Yes. It's a couple of blocks from the Gautrain drop-off at Sandton to the hotels or the hotels that most people will be staying around the venue. But there are also shuttles, regular shuttles. So, obviously, you're going to, you know, have a suitcase, et cetera; with these, so my recommendation would be to take the shuttles that are sort of running in sync with the Gautrain schedule. So that would be my recommendation.

Josh Baulch: Thank you, Simon. The next question that we have is, do you have a recommendation of historical attractive tourist areas to visit? And with that, I can actually answer that question for you. We will have a tourist company on site in the venue that will have a table as well at the airport and they will be able to help with recommendation in that area, you know, for tourist-type activities for your spouses or family that may be there while you're there.

Okay. And with that, are there any other questions online? We're just waiting. I've got a couple of people chatting. And just as a friendly reminder too, always check the meetings@icann.org site. As we keep that up-to-date, we will also be posting venue maps and local area maps here within the next few days so just keep an eye on that.

And we have a question from Kaidan that asked, is travel support still available? And with that, I will kick it over to Joseph.

Joseph De Jesus: Sure. In terms of travel support, if you're requesting for travel support, you'll need to contact the SO/AC people for them to confirm.

Josh Baulch: Yes. Thank you. All right. So we'll just keep this open for just a little bit longer just for additional questions. The next question we have is, on what date does the meeting point at the airport start? And with that, I believe Erhan is back online, if he is able to answer that question. Again, the question is, on what date does the meeting point at the airport start?

It sounds like Erhan may not be online. So, again, I will just fill in for that. But it will actually start on ~~Sunday, the 25th~~, Saturday the 24th at the airport. That will be available as people start to arrive into Johannesburg.

All right. And just -- this will be our final call for any final questions so, again, if you have any pressing questions that you would like to ask during this -- please feel free to raise your hand or type in the Chat pod. And you're also welcome to ask any additional questions to us after this webinar has concluded by just emailing meetings@icann.org; or if it's a question you would prefer not to ask publicly, you're more than welcome to just e-mail and we can e-mail or respond privately to you.

Again, thank you very much for joining today. So we are just checking in, just to see if there's any final question and it looks like we may have one or two more so we'll leave it open for just a few more minutes.

Nick Tomasso: Josh, if I may clear up a previous question, the welcome desk at the airport will actually begin at 7:00 AM on Saturday morning.

Josh Baulch: Thank you. Thank you for the clarification. And then we have a question that says, will hotels and meeting facility have converters for charging phones and computers? A great question. I can actually provide international power strips for every meeting room that there are sessions.

In the hotel, most of the hotels have international adapters built into the outlets so it should be okay. It's still recommended that you bring at least one power adapter for you throughout there. And also to -- just to note that the average international outlet does not accommodate the South African plug. It's a large strip-on outlet. We will have some adapters available at the information booth for those of you that may need that that are local to South Africa -- that need adapters into the international power strips that are made available by ICANN.

And with that, I think we can conclude and I'll kick this back over to Nick.

Nick Tomasso: Well, thank you, Josh, and thanks mostly to all of you who took the time to participate today. If you have any further questions, please e-mail us at meetings@icann.org and we will get back to you with the answers.

With that, good day, everyone, and I'm looking forward to seeing you in Johannesburg. Thank you very much for your participation today.

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