INTERNET SOCIETY a11ySIG CONFERENCE CALL

03 JANUARY 2018

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   >> JOLY MacFIE: I will switch on the recording right now.
   >> GERRY ELLIS: Don't forget it's 6:00 a.m. in Australia.
   (Laughter.)
   >> CHERYL LANGDON-ORR: We know that, but this is the time
that we agreed with Gunela. It is.
   >> JUDITH HELLERSTEIN: It is 1:00 a.m. in Bangladesh and 12
midnight in Pakistan.
   >> CHERYL LANGDON-ORR: It's better than 3:00 a.m. in
Australia.
   >> MUHAMMAD SHABBIR AWAN: Of course, it is.
   >> JOLY MacFIE: First thing I would like to say, the
captioning within Zoom leaves a little bit to be desired. It is
coming up one word at a time. I'm posting the StreamText link
into the chat. So for anybody who wants to have captions, they
are going to have to juggle devices or browser and Zoom.
   And also let's, I am going to invite Judith to chair the
meeting and I can step back and twiddle my thumbs. I will mute
myself now.
   >> JUDITH HELLERSTEIN: Okay. Thanks so much. I'm glad we
had such a great turnout on this call. Muhammad, Vashkar and I
were trying to figure out a time for the call that would work
with Australia, Pakistan, Bangladesh, the U.S. and also our
friends sometimes in other parts of Africa. So we came up with
this 2:00 p.m. time.
   So this call, one of the things we wanted to first go around
is first, before we start, is have a little bit of
introductions. Our idea here is that we want to start this new
Accessibility Special Interest Group within ISOC and we need to
build membership and figure out a leadership structure as well.
   And so that is some of the things we are doing. And so we
wanted first to have people introduce themselves and also make
sure that they've all signed on to the mailing list that Joly
runs.
   So our first, I'll first start out with Cheryl. Do you want
to introduce yourself?
   >> CHERYL LANGDON-ORR: Sure, happy to go ahead with that.
Thanks for organising this. One of those paperless -- signed up
to the last incarnation of interest in ISOC, I'm glad something

is actually happening. Secondly, I have a disability, therefore I'm interested in accessibility.

My current activities in this area are probably more limited within the ICANN world and consumer world within Australia. It is really an ICANN issue for me and luckily it's an Australian issue and tends to be with telecommunications and ICT consumer interests because I'm a consumer advocate in the industry here. So that's sort of the whys and the where fors. If you want to know more about me, you can Google my name. Joly, you don't have to. You know me far too well.

>> JUDITH HELLERSTEIN: Thanks, Cheryl. Muhammad, you want to go next?

>> MUHAMMAD SHABBIR AWAN: Sure. Thank you, Judy. Hi, all, this is Muhammad Shabbir from Pakistan. I am visually impair as most of you know. Most of you met me during IGF17 in Geneva. It was really a nice meeting. I also work with Internet Society chapter as the member board of directors.

And I have been to ICANN meetings, so I met Cheryl there. I remember her. She is good at what she does. Although she says that she only appears at ICANNs in Australia, but she is good.

Anything else we can discuss later on.

>> JUDITH HELLERSTEIN: Thanks so much. Vashkar, you want to go next?

>> VASHKAR BHATTACHARJEE: Yes. Can you hear me?

>> JUDITH HELLERSTEIN: Yes.

>> VASHKAR BHATTACHARJEE: So my name is Vashkar Bhattacharjee. I am also Visually Impaired Person. I just work with the NGO, it's like a civil society organisation promoting information communication technology for persons with disabilities in Bangladesh. That is my organisation name is (gives non-English name.) I am second Vice-President of Global Alliance of Accessible Technology and Environment Gates. And currently I'm working with access to information programme, with the Prime Minister of Bangladesh. I was the IGF Ambassador by the Internet Society and thanks to Gunela and the Internet Society for introducing me with the ID issues. Thank you.

>> JUDITH HELLERSTEIN: Thanks so much, Vashkar. Gerry, do you want to go?

>> GERRY ELLIS: Hi, good morning, good evening, good afternoon, whatever it is in your part of the world. I'm in Dublin, Ireland, and I'm blind.

I worked over 30 years in a bank as a software engineer and internal consultant for various things within the bank. My work in the bank hasn't involved accessibility until quite recently when we started up a new access group within the bank. I'm Chairperson of that

Outside of that, on a voluntary basis I've traveled to over 35 countries on five continents, talking about accessibility. Mostly technology, but not always technology. Sometimes transport. Sometimes tourism, various iterations but mostly technology. And I thank Judith and Joly and all of those getting this organised. It sounds like a really good idea. I'll leave it at that for now.

>> JUDITH HELLERSTEIN: Thanks so much. Gunela?

>> GUNELA ASTBRINK: Yes, hi, everyone. Good morning here and good evening, et cetera, et cetera.

Yes, I'm Gunela Astbrink from Australia. And I was pleased to meet up with many of you in Geneva for IGF 2017 and I have worked in this area of accessibility for probably the last 20, 25 years. And I wanted to mention the work I've recently done for the Internet Society on an accessibility toolkit. You will find there some blogs from Vashkar, a great video that he has produced from Bangladesh. There is material there from W3C on accessibility, especially to websites.

And there is a blog from myself. So there is also a print booklet on accessibility with key points and that will be available online hopefully in the next month. So I'm very keen to see this SIG up and running. Happy to help with that process. Thanks.

>> JUDITH HELLERSTEIN: Okay. Gunela, do you want to start with your, since I have you still on --

>> JOLY MacFIE: I didn't introduce myself.

>> JUDITH HELLERSTEIN: Joly, I'm so sorry.

>> JOLY MacFIE: I'm Joly, fair enough. I wanted to mention that the website is actually down today. They are upgrading the server at the host. So you know, there is no way that you can actually go there and sign up for anything today, but you can email me or put your email -- Gerry, I don't think you are on the list. If you put it on the list I'll add you manually and following up on what Gunela said, I went to look at the accessibility toolkit page. It seemed like it was sort of saying coming soon, that it is not quite there yet. I wanted to -- we can learn a little bit more about what to expect there.

>> MUHAMMAD SHABBIR AWAN: I think it is currently, the toolkit is currently with the chapter leaders for the comments, I guess, if I'm not wrong.

>> GUNELA ASTBRINK: No, I don't believe that's the case as such. There is a new website that the Internet Society introduced about four, five months ago and there are a number of issues with it. It is a little bit hard to navigate. And how should I put it? They have a number of content developers who are often one step removed from the liaison person from ISOC and that has proved to be problematic in terms of getting the

material up in good time and also with regard to where it is placed and how it is linked. And so that wasn't my choice. I think Joly has his arm up.

>> JOLY MacFIE: What I've found as far as the website goes, the person to get hold of is Daniel if you actually want anything done. I usually grab him on Skype, send a message on Skype and whatever I want to happen, actually happens really fast.

>> GUNELA ASTBRINK: I did have a message to Dan about the accessibility of the website quite awhile ago. And I probably need to keep at him. So thanks for that advice, Joly.

>> JUDITH HELLERSTEIN: Yes, he very easily is accessed through Skype. I also found that.

>> JOLY MacFIE: One thing I wanted to say also, Dan has told me that they are trying to clean things up. A lot of the old legacy ISOC website could soon disappear. I'm a little concerned about the accessibility of the history of the Internet Society in the name of cleaning things up. So it is just something that I think we may have to discuss a little bit on the chapter call.

>> JUDITH HELLERSTEIN: Yes, great. Okay. And then the other people on here are the captioning people. So welcome, Karen, from Caption First.

(Hello!)

>> JUDITH HELLERSTEIN: I think now that we've talked about introductions we would like to get back to the main issue and I will -- one of the main things also that was discussed and hampered the presentation of Gerry was that Webex was not accessible. We have made that known in many ways. And it was even listed in the IGF press releases that accessibility was a problem and that Webex was not very good.

So we are hoping now that we can show how good Zoom is that they will transit to something else so that Gerry can participate as a remote participant in any session that he wants to, as should be the case with everyone who wants to come to the IGF.

So I will then move to Gunela. Do you want to start off with talking about your impressions of the sessions that you held at the IGF?

>> GUNELA ASTBRINK: Yes. Thanks. I could talk maybe that there were a number of sessions. Obviously, I participated in a number of different ways. And I think I will leave the detailed work to Gerry. I know he was a remote participant, but I think -- I'll leave that to Judith and Gerry. I would like to speak mainly about the session I organised on Internet of Things and accessibility for people with disabilities.

And we were fortunate to have a really great group of Panelists, including Vint Cerf from Google and Paul who has been with the European Commission as a senior Director on digital policy and security. Martin Buserman who Sara would know very well from the ICANN board and he's also chair of the dynamic coalition on the Internet of Things.

Also Andrea Saks and Shadi Abou-Zahra, and others from the school of governance. We approached it with a session where we had a debate and discussion about the main issues for accessibility and IoT. That included very strongly interoperability, not only between different devices but in the Internet of Things type of environment. But also between devices, mainstream devices and assistive technology. We talked about reliability and safety. We talked about privacy and ethics.

We talked about great importance of involving people with disabilities right from the start in the design of devices. So we can include inclusive design, universal design as much as possible.

And we felt that it was very timely to have this particular workshop because there is a lot of work going to happen in this year 2018 with policy development, and more and more technology being rolled out.

So I think we can keep the ball rolling. We need from the accessibility side to involve ourselves in IoT conferences to fly the flag of disability.

So there is some of the take-home messages I think from that workshop. Thanks.

    >> JUDITH HELLERSTEIN: Great. Thanks so much, Gunela. Vashkar, do you want to go?

    >> JOLY MacFIE: Hand up.

    >> JUDITH HELLERSTEIN: Before Vashkar, Joly has a hand up. Sorry.

    >> JOLY MacFIE: There is a phrase I often hear, not for us but with us, which I think is what you were saying there, Gunela.

    >> GUNELA ASTBRINK: Absolutely, Joly, absolutely. Nothing about us without us.

And I should say that I organised that workshop as a representative of women with disabilities Australia.

    >> JUDITH HELLERSTEIN: Great. Thanks so much. Okay. Now, I want to go to Vashkar and to have him give his impressions of the IGF and talk about the panels that he may have been on and what he thought about it.

    >> VASHKAR BHATTACHARJEE: Okay. Thank you very much. You know, it is really an amazing experience about the IGF. I think exclusion is one of the biggest concerns as I found many

sessions, even they are talking about the marginalized groups, they often forget the persons with disabilities. I attended a number of sessions where they were talking about inclusion, but they have no idea about the people with disabilities and their accessibility. It was nearly impossible for a person with a disability to roam around without anyone's help. There were no materials available in accessible format. And also we have very limited sessions which we have discussed about the rights of persons with disabilities. And I am really appreciating the Internet Society that they have Ambassador programme and about 15 IGF Ambassadors have selected one persons with disabilities, that is myself.

So I understand for raising the disability issues we need to engage more people with disabilities in a Forum like IGF. We will miss many of the policy discussions and accessibility will be -- I had a previous experience to attend WSIS Forum. That was a different experience. More discussion happened regarding Accessibility and Disability. If I compare the WSIS Forum and IGF, I think IGF is better as we have people like Gunela and Andrea Saks and others.

We few people with disability attended the IGF 2017 and we must work to engage more people with disabilities in the future. Thank you.

>> JUDITH HELLERSTEIN: Thanks so much, Vashkar. We are in, also in a related note we are also working within ICANN to promote accessibility on captioning and on other, changing the culture of awareness for people. And we've gotten a lot of great movement because especially the websites, they have really taken to heart, they are working with them and they are interested in working and making changes. And so it is a good idea to do it. That's another thing you might want to look at. I am chairing the technology task force. We have been the main group behind the captioning programme, and other technology issues of getting accessibility issues, especially with Adobe Connect is what they use.

But I also want to see -- I don't think we really had Liliane introduce herself. I'm sorry about that. Liliane, can you also?

>> GUNELA ASTBRINK: Also Gerry Ellis has not been introduced.

>> JOLY MacFIE: We heard from Gerry. He lives in Dublin and works in a bank. I got all that.

>> GUNELA ASTBRINK: Yes, I'm probably not still awake in the morning. Thanks, Gerry. Thanks, Joly. See, I'm not awake.
    (Chuckles.)

>> JOLY MacFIE: I assume that's why you don't have your camera on, Gunela. You are not presentable at this hour of the morning.

>> GUNELA ASTBRINK: That's absolutely right, Joly.

(Laughter.)

>> JUDITH HELLERSTEIN: Somehow I dropped, I don't know why.

>> JOLY MacFIE: We are waiting to hear from Liliane.

>> CHERYL LANGDON-ORR: She is still muted by the look of her microphone icon.

>> JOLY MacFIE: I just unmuted her. Are you there?

>> LILIANE KOM: Yes, I'm here. I am just preparing myself to present something. I am not yet ready.

>> JUDITH HELLERSTEIN: That's fine. We are doing little introductions before and I missed you.

>> LILIANE KOM: Okay.

>> JUDITH HELLERSTEIN: Who you are and why you wanted to join this group.

>> LILIANE KOM: Hello? I didn't hear you.

>> JUDITH HELLERSTEIN: If you can tell us a little bit about who you are and so we can welcome you to the group.

>> LILIANE KOM: Okay, I'm Liliane Kom from the ISOC Cameroon chapter and I am in the -- can I express myself in French?

>> JUDITH HELLERSTEIN: I don't know if we have anyone who really speaks French here.

(Laughter.)

>> LILIANE KOM: I'll try English but it is difficult for me to express myself in English. I will try.

So like I was saying, I'm Liliane Kom from Cameroon. From the ISOC Cameroon chapter and I received the email invite to participate in the meeting and I just logged in just to know more about the group and how it is working.

>> JUDITH HELLERSTEIN: Well, welcome, Liliane!

>> LILIANE KOM: Thank you!

>> JUDITH HELLERSTEIN: Now I'm going back to the originally scheduled. Thanks, Vashkar for all your great words. I'll turn to Muhammad to give his impressions about his talks.

>> MUHAMMAD SHABBIR AWAN: Thank you, Judith. I won't take much time I think what has been said by Vashkar and Gunela, what they highlighted. There were a couple of accessibility workshops. One was organised by Gunela. One on universal design by DCAD and we also had a face-to-face DCAD session during IGF 17.

Aside from that, I also went to a number of sessions which were really interesting, but one thing that really came to my mind is that sometimes the room accessibility, aside from what we had initial problems regarding the connecting our remote

speakers. For instance, we were to have Gerry, we were to have
a speaker from Japan Asuki -- sorry, I am not going to pronounce
someone's name wrong. So I won't pronounce the name, but there
was a speaker from Japan that we could not connect due to some
connectivity or Webex or whatever issues.

So Webex, I think the encouraging note on that was that at
least we were able to highlight the Webex connectivity issue for
persons with disabilities and its accessibility and now we can
hope that by the time that next meeting comes up, either that
Webex would be accessible or we would have an accessible remote
connectivity too.

Regarding the point that Vashkar highlighted, yes, there
were a lot of talk about inclusivity, but there were a less
number of people. But I would say that whatever we were there,
we tried our best to highlight the issues wherever we could
regarding the accessibility and other things.

One thing I want to highlight here at this Forum is that
perhaps as DCAD we can try and approach more members to bring
more voice to the Forums and I totally agree with, I think it
was Gunela's statement that nothing about us without us. And
also that I highlighted the point during my talk at the
universal design session that accessibility is not just the add-
on venture. It cannot have -- it has to be included in the
policy, in the planning, in the design, and implementation
phases and also if there is some monitoring. So there has to be
accessibility as well. It cannot work like some people may
think that it can work like as an add-on or separate venture.
It is not like that. We somehow or another, we all need this.
Be it in the case of extra lighting, extra font or whatever.
This is my impression, but I think that it was good that we were
there and we were able to make our voice heard.

>> JUDITH HELLERSTEIN: Thanks so much, Muhammad. This is
Judith again.

Last year in Mexico, there was a specific booth that you
could go to where they would take you around and take you to the
different sessions. And they had students there who were doing
that. And I noticed that at this one there wasn't anything
there. So I think that is maybe something that we could take to
maybe a suggestion to the IGF MAG on those issues. That we ask
the host country to make sure that accessibility is taken into
account.

And that is something they can work on with the host
country. So I think what we want to do is make all these
suggestions to the MAG as they plan for the next year. We don't
actually even know where we are going to be.

>> GUNELA ASTBRINK: Can I just add something there, Judith?
This is Gunela here.

Yes, parts of DCAD's role is to advise the MAG and the IGF Secretariat about accessibility of a venue. I think because of the difficulties in Geneva, that point was made very strongly by Andrea Saks and others. And I know I suggested in one of the sessions about involving Universities in the host venue. As was done last year at the Asia-Pacific regional IGF, so that the disability office within the University could actually assess the venue beforehand and advise about any issues. And that seemed to work reasonably well. There is always a lot of fine-tuning to be done. If there's a possibility of, as in Mexico, in including student volunteers, that would be really good going forward.

>> JUDITH HELLERSTEIN: Yes, I think so, yes. I think that worked really well last year. Maybe -- Joly, we'll get to you in a moment. Maybe Gerry, I think you used those services last year. And we didn't have such a thing this year.

>> GERRY ELLIS: Hi, maybe here. Maybe I'll talk a little bit of my experiences this year and compare them to Mexico last year. This year I was at home trying to use Webex to access the three disability related meetings. The initial one of those was in room 27 which was the DCAD workshop. After about 40 minutes I managed to get Webex to a position where I could listen to what was going on, but I couldn't contribute and couldn't find any way of turning my microphone on and off. That never happened. I heard about half of the workshop. But the quality was actually reasonably good.

The second meeting was Gunela's meeting, the meeting that Gunela organised. Again it took me 15 or 20 minutes to get myself to a position where I could hear what was going on. Then with about half an hour to go, something popped up on my screen and I hadn't got my fingers on the keyboard at the time so I have no idea how, that I had access to my microphone and I was able to participate. I don't know why it appeared and why it disappeared. So Webex was inaccessible.

The next day in a different room, I tried with all my might and I got on after awhile, but I couldn't hear what was going on properly. There was so many echos. Then it disappeared again. I couldn't hear again and then I could hear again. It was a total waste of time. My experience was bad. The main problem was that I couldn't get to hear any of the other sessions either. As Gunela mentioned, Andrea and myself and others have been talking to the chair of the MAG and Head of the IGF to see if there is a way that we can get rid of Webex and look for other ways to improve it.

Compared to last year when I went to Mexico. Obviously I was able to do my presentation in person. More importantly, it's more important that we are able to get around to other

sessions. For instance, there was a session I went to about smart homes, which is stuffed to the rafters. I was the only person in there talking about disability. I wasn't a Panelist. I stuck up my hand because I'm' cheeky Irish man and I got my little speech in. Very well received. People came up to me afterwards and said oh, we want to hear more about that. It is important to we get to other sessions and contribute even if it's only in the floor and not as Panelists. That's my experience. Thanks.

>> JUDITH HELLERSTEIN: Thanks, Gerry. Joly, you had a question.

>> JOLY MacFIE: Unmuting myself. First thing that occurs to me, we should introduce the MAG to the phrase "specific need" and make that a top thing for specific needs that we want. And so that was my first thought on that.

Then I have some sort of general comments just -- I mean, my feeling was that the UN staff were very blase'. They have seen it before. They didn't really care. They were mailing it in.

When we started --

(Coughing.)

>> JOLY MacFIE: Excuse me. When we started off they had Room 22 and Room 21; the captions for Room 22 were in Room 21. You know, it was a mess and we told them, you know, we had people telling them. They were saying: Go away, we are in charge here and we don't want to know. It took Olivier basically going in and shaking them by the lapels until they kind of sorted it out. And I mean, just awful. And I think the same thing you could see with this -- you know, when the event was in Mexico, oh, it's wonderful, we have this event, we are excited, we have students, we are very excited.

The UN is: Oh, yes, these people, just do that and go home and I'm looking at my phone kind of thing. And it was evident what was going on. This is true with the cameras. The cameras were just pointed at the wall and --

(Laughter.)

>> JOLY MacFIE: So the whole thing was not a very good job, is what I would say to that.

>> I have something when you're finished.

>> JOLY MacFIE: What I did was, there were certain things that weren't captioned. For instance, the technology task force session, I took it upon myself to do an experiment, which is where I took the -- what I was doing with certain sessions, feeding them out to Facebook groups, to Facebook Live by just screen capturing and throwing them out. And so this one wasn't captioned. I used a thing called Web Captioner, which is just automatically captioning via a web page. I managed with complicated mechanics to pipe the audio from the Adobe Connect

into this Web Captioner page and then capture that, take it into another programme, and then output it from that programme into my streaming programme; overlay it and then stream it.

I was actually quite proud of that. If you ask me to do it again today, I probably couldn't. I had to, you know -- there's certain softwares that allow you to pipe audio around your computer that interfered with my computer so much that I had to uninstall them all.

>> JUDITH HELLERSTEIN: Yes, thank you, Joly.

(Overlapping speakers.)

>> JUDITH HELLERSTEIN: You are combining an ICANN issue with the IGF.

(Laughter.)

>> JUDITH HELLERSTEIN: It may be a little confusing.

>> JOLY MacFIE: Well, I'm getting confused between my events because there were so many. But yeah, I'll shut up then because I also see that we have a couple of new joiners.

>> JUDITH HELLERSTEIN: Yes. Oh, yes, we have some more. But I first would like to introduce Renata Aquino Ribeiro is on the MAG. We were addressing a bunch of issues before you came in, I don't know if you heard them or not, about improvements for the IGF. I don't know whether we can bring they will directly -- is there a form to fill out? How do we bring accessibility improvements to the MAG so that the host country can, that these could be put on the host country's list of things to do?

And maybe I'll ask Renata to answer that question. As MAG.

>> RENATA AQUINO RIBEIRO: Can you hear me all right? I hope so, yeah.

Yes, I am in trouble now.

(Laughter.)

>> RENATA AQUINO RIBEIRO: Because I can speak as MAG, but of course the MAG is 55 people. So we put things we want and we ask the Secretariat, but it takes a lot of driving consensus towards the goal of having what the community wants. So in 2017 it was very difficult to get an consensus on the importance of working on remote participation. I had the idea that this could be an Inter-Sessional thing, but then the MAG decided to do it as sort of a transverse work in all the workshops and all.

In the end, you know, there's a saying: When something belongs to everybody, it doesn't really belong to anyone.

(Laughter.)

>> RENATA AQUINO RIBEIRO: So this is what happened in the remote participation efforts. I felt that everybody wanted to agree that that was important, but nobody really championed that in a way that was inclusive of all groups. Because there are different groups with different needs, right?

So I hope we get better on it in 2018. I do think that the
DCAD did amazing work again in highlighting their guidelines,
but there are I think three actions in 2018 that I would pay
very much attention. The base 0 is becoming increasingly
important. Perhaps having a session at the beginning of IGF
about how much accessibility and support for remote
participation and our on-site participation being accessible is
very important. That can be something worked through the
Secretariat.

Another thing is again supporting and publicizing the Inter-
Sessional work, participating on all the Inter-Sessional work
that can be related to this. And another thing is that there is
a new MAG coming. So it will be interesting to identify from
this new MAG who can support these efforts.

I know one of the perspectives MAGs there was Satish Babu
from at-large. Someone who could definitely be a person we
could reach out to support these efforts.

Well, I hope I can help you in any way I can. Oh, the
Working Groups are also important. So there is a Working Group
on improvement. And it has been dealing with documents from the
past, from the retreat. I think it could use some shaking and
in new perspectives. That would be my suggestions.

>> JUDITH HELLERSTEIN: Thank you, Renata. I guess the
question we have, it talked about how do you get Universities
involved who are in the location that of the place. Like in
Mexico they got the Universities to scout out the location and
make sure they were fine within the guidelines of accessibility.
They had that special booth where they could guide people
around.

How do we get that so it is mandated into the host
agreements?

>> RENATA AQUINO RIBEIRO: That is an interesting idea. I
think the host really, sometimes they don't have access to local
partners or people who can facilitate these partnerships. So I
guess I haven't seen any resistance from the host country,
including Switzerland made a revolutionary thing which was to
change the ministerial talks for more interactive open sessions.

The countries are becoming more understanding of the needs.
We need, I think we need to talk to them and make it work
because, of course, the Universities are also very much
interested in having their students as volunteers. This is what
happened with the University of Guadalajara. They had credits.
The students who were volunteers were given academic credits.
For them it was very interesting. It was like an extra activity
that they could do.

>> JUDITH HELLERSTEIN: That's great. That way, I mean, do
we -- is there a form to fill out that we could have people fill
out with ideas to send to the MAG?
     (Overlapping speakers.)
     >> JOLY MacFIE: We could set something up. We can make a
Google form and do it.
     >> RENATA AQUINO RIBEIRO: I agree.
     >> MUHAMMAD SHABBIR AWAN: This is Muhammad Shabbir fors
record. Renata, you were on the MAG for 2017. Were there any
suggestions came during in front of MAG to include local
partners or the Universities? Like there were in Mexico?
     Or there weren't any?
     >> RENATA AQUINO RIBEIRO: Hello, Muhammad, Renata here. I
think at least in the digital art exhibition there was one
University which had University -- had space, the University of
Geneva design at the University. So there were at least one
University involved, but more -- certainly the Netherlands IGF
people brought a lot of universities from the region. Catherine
Hautstrait was there with the Hague University lab people. But
yes, they were more tied to topics than actual activities. I
think that's the difference between what happened with the
University of Guadalajara. The design University was involved
in the design, planning of the exhibition and guidance. The
Hague University was doing specific workshops. So maybe what
really needs to happen if inviting Universities or helping
Universities contact the IGF organisation and send the students
as volunteers. I think it would be very much welcomed. It is a
matter of doing that communication. It isn't always easy. I
think that a collaborative document helps, especially if it
comes from a group like the SIG or the DCAD sends in their
letter or documents about this. And also keep an eye open for
on the open consultations. So WSIS from the 19th to 23rd of
March, we would likely have an IGF session.
     So this is a time when you can speak to what you want in
IGF. And the MAG is always very much willing to listen. I can
relay the messages as well. I have relayed a couple from the
DCAD, the concerns. And I think the MAG is listening and so is
the Secretariat. But it is a matter of trying to get -- you
know, the Secretariat is only four people. So they are very
alert to this. So do help us and I will try to do the best we
can.
     >> JUDITH HELLERSTEIN: Thank you, Renata. I think we need
to set up a form. Joly, can you create that? And so that way
we could pass it around and everyone could send in their
suggestions. And then we can send this to the MAG and they will
have our suggestions on file. Unless they have something on

file, it gets lost. We talk about it, but unless they can have this, we could also send to the improvements Committee.

Who is running the improvements Committee now that Avri is no longer on the MAG?

(There is no response.)

>> JOLY MacFIE: I think they are working out those questions. So we can do that on the email list.

>> GUNELA ASTBRINK: I have something. I mean we all were so concerned about the problems with remote participation at the IGF and the IGF makes a big deal of the importance of remote participation. So that there is wider involvement from across the world.

And obviously it hasn't worked. And with Webex there were huge problems.

Now, we have had three persons with visual impairment on this call using Zoom. I think for the first time in all three cases -- I might be wrong there. I'm very keen to hear what your experiences have been. So could we hear from Vashkar, Muhammad, or Gerry, please, about that?

>> JUDITH HELLERSTEIN: Gunela, one minute. First we have Daniel. I don't think Daniel has spoken. I would like to find out from Daniel where he's from and his interests before we go there. Sorry about that.

>> GUNELA ASTBRINK: Sure, fine, no problems.

>> JUDITH HELLERSTEIN: Joly, can you unmute him?

>> JOLY MacFIE: I'm trying to unmute him. I click on mute and he doesn't unmute. So ... your guess is as good as mine. Daniel?

Otherwise, come in the chat.

>> JUDITH HELLERSTEIN: Okay. Well, since we can't hear from Daniel, please email us what your thoughts are.

So yes, so then we want to hear the thoughts from Vashkar and Muhammad and Gerry on how, on Zoom and with captioning. And what their thoughts were. I know that the ITU and UN are testing it. We can send a copy of this transcript and this as an example to them and show and have any questions. But I want to open up the floor to you guys.

>> GERRY ELLIS: Gerry here. Yes, this is my first time to use Zoom. In fact, it was only 15 minutes before this meeting began that I loaded it on to my computer. What I have been able to do is set it up, join this meeting. The sound is very clear from yourselves to myself. I think you can probably hear me very clearly. It is very, very good.

There are things that I don't yet know how to do. So I reserve judgment. For instance, Joly was raising his hand when he wanted to speak. I don't know how to do that. I tried to use my chat box there. I don't know if my message got through

to you or not. We would need a training manual which is not too complicated, gives the basics and some examples of how that works and maybe do that in audio as well as in print. I think that would be very useful.

But my first impressions, having never used it before, is very, very good.

>> JOLY MacFIE: If I can just go in there, when I'm raising my hand, it is because my picture is in the gallery. You can actually see my hand raised. I will say that if you go to the Zoom site, Zoom.U.S., there is a whole section owe accessibility, quite a lot of good information. So it's quite possible we don't have to reinvent the wheel there. In order to raise your hand and I saw Muhammad raising his hand earlier, at the bottom of the screen there is something that says manage, for participants. If you hit the participants list then you can find your name somewhere. Or you have an Option to raise your hand.

(Overlapping speakers.)

>> GERRY ELLIS: I obviously need to spend some time.

>> MUHAMMAD SHABBIR AWAN: Yes, Joly, you are right. My first experience ... Go ahead?

>> JOLY MacFIE: No, go ahead, Muhammad.

>> MUHAMMAD SHABBIR AWAN: Thank you. Yes, my impression with the Zoom is that it is quite good. Yes, as Gerry highlighted, I've not used it on computer, but I have been using it to connect with ISOC meetings and on my iPhone. So on iPhone it is pretty accessible. We can raise hands. I can myself mute, unmute my mic. I can start or stop videos. I can type text. Yes, it is accessible.

And that is why I also recommended this Zoom during the DCAD meeting as well.

So if we see and feel that it is accessible with other tools and captioning works with this, I think it is our best bet.

>> VASHKAR BHATTACHARJEE: Hi, Muhammad. This is Vashkar speaking. Thank you for your observation. It is very helpful. I am very new to Zoom. Few years ago I have tried to use that, but it was not that good like now. But today I have done it by my own and I think it is not bad, even though I need to explore more about all the features.

One question, like Zoom is a free application or we need to buy it? If we need to buy it, that is a question. Like we always try to get -- we can not, sometimes it is difficult to convince the authorities to expend some money for NGO accessibility.

Normally we use Skype for our meeting, especially many of our meetings we use the Skype. If I compare it to Webex, then Zoom is better. We are able to do it by our own.

>> JUDITH HELLERSTEIN: Thanks so much. So Zoom is free, but you are limited to less than 40 minutes.

But I talked to Kathy brown of ISOC about it and they met with the Zoom people and I think they were able to work out the very cheap deal for an enterprise edition, but I think if you want a special deal, I think you have to work with Zoom to get that. I think they are interested in doing it. But I know ISOC is always happy to lend its Zoom account and other groups. I don't think it is that expensive for a large organisation to do. Maybe we could even get Zoom to donate one, and Joly, you have your hand up, but also the other way of putting a hand up is to go in the chat and type hand up.

This is an old-fashioned way of doing it. Joly?

>> JOLY MacFIE: What I want to say is that the enterprise version of Zoom, the way that you Delegate sort of control of things to other people is rather complicated. I still haven't got a handle on it. I've tried using ISOC Zooms and given up and gone back to my own. In fact, a subscription is actually not expensive. It is something like $15 a month or something. So it would be quite easy for us to have a Zoom that was dedicated -- I mean, this is running on my personal Zoom, you know. It is not a very expensive thing.

And just to say a little thing about when I'm live streaming now and I'm doing a lot of these national IGFs and things like this, regional IGFs, when they say well, how are we going to do it? I now say to them: Okay, well, the podium thing, tune it in to Zoom and share your slides and have a phone in the front of the room and take that video, and stick someone's phone over by the speaker and create the audio. I can make a meeting remotely accessible using mobile devices using Zoom. There is flexibility that I find really useful.

>> GERRY ELLIS: This is Gerry. May I jump in for a second? There is a very important point here that we need to keep a close eye on. We are saying that accessibility should be the standard, should be the norm. It should be the way that these meetings are run. There is a great danger that we go running off to people and say would you give us this for nothing, give us that for nothing? We are making a special case of accessibility. We don't need to do this. We need to say this is the norm and they need to pay for it, as much as they need to pay for lunch and pay for renting the building and they need to pay for security. Those are all extra costs, but they say it is part of running any meeting. We are saying accessibility is part of running any meeting. We don't want to go looking for special treatment and special freebies. We want it as part of the norm.

Just one other phrase. Joly, you mentioned the phrase, what was it? Specific needs. Very important phrase which we try to get into standards is equivalent access. I think it very well describes what we want. We want equivalent access. We don't want special, don't want more or less, but just equivalent access. Thank you.

>> MUHAMMAD SHABBIR AWAN: Thank you very much, Gerry, I could not have put it in better words. It is what we are aiming and trying to achieve here.

Sale sentiments here as well, but could someone please enlighten me that IGF uses Webex. Is it paid or what?

So if they are paying for Webex, I am just assuming they are going to do --

(Overlapping speakers.)

>> GERRY ELLIS: Webex makes it available to IGF for free, but it is a basic version and it is really rubbish.

>> MUHAMMAD SHABBIR AWAN: We come to Gerry's point that he highlighted. Accessibility, we want accessibility. If it is there and they are saying they are providing the accessibility, they can not have it both ways of the either they are accessible or they are not. So one thing.

Second thing, that if they have to pay something for this kind of tools, and more and more people would be able to join with the easy and accessible way. So I think it would be money well spent.

>> JUDITH HELLERSTEIN: So I was.

(Overlapping speakers.)

>> JOLY MacFIE: I want to be interrupt, it is 3:00 o'clock. I have the captioner booked for an extra 15 minutes anticipating that we are running over time. Karen is booked until 3:15.

>> JUDITH HELLERSTEIN: Great. Thanks so much, Joly. This is a great conversation. When I was with Andrea on the day before, on the Friday when I first came in we met with a gentleman from the ITU who heads up planning. He was saying they were investigating Zoom. But they hadn't finished their work yet. What we could do is send this gentleman some information about this and say you used it and we found it very accessible. And that if he has any questions on Zoom, feel free to either ask us or ask ISOC because the ISOC were able to get them a better rate by talking to Zoom.

And there is nothing the IGF can't do. They can also talk to Zoom and get a rate, a rate that works for them. And I think that is part of the keys.

>> MUHAMMAD SHABBIR AWAN: Just quick comment that I hope -- this is Muhammad Shabbir for the record. I hope that ITU gentleman while they are testing, they are also including persons with disabilities in their testing, I hope at least.

>> JUDITH HELLERSTEIN: I think they are, but I don't know.
Andrea Saks, as you know, is one of these main instigators and
she would probably encourage them to do just that. But I cannot
tell you because I do not know.
    >> GERRY ELLIS: Gerry here. Andrea is the Chairperson of
what is called Joint Coordination Activity on Accessibility and
Human Factors. It's a mouthful, but I'm one of the Vice-
Chairpersons. We will make sure there are people with
disabilities including myself testing it.
    >> JUDITH HELLERSTEIN: The gentleman's name, Jose Maria
Diaz, the strategy and policy Coordinator on intersectional
activities. And she said that he's a mover and shaker in this
area.
    >> GERRY ELLIS: Yes, okay.
    >> JUDITH HELLERSTEIN: Okay. So --
    >> JOLY MacFIE: I have my hand up. I wanted to ask, how
about NRIs, are we doing any outreach on this part, apart from
the MAG and the central IGF?
    >> JUDITH HELLERSTEIN: You know me, in the NRI, I do it for
IGF-USA, but I think each NRI needs to be outreached to to do
captioning.
    And to work on accessibility issues because, from my own
impression, everyone I talk to says they are interested in it,
they just don't have the money.
    >> JOLY MacFIE: Is this something that should be taken up
with the IGF-USA?
    >> JUDITH HELLERSTEIN: I think so, I think the IGF SA, they
give money for the $2,000. But maybe we can find another thing
is a special second pot of money that they can get if they
caption.
    >> JOLY MacFIE: You know, I have been asking for the same
thing for webcasting since it started and got nowhere.
    >> JUDITH HELLERSTEIN: Right. So I fundraise the money for
the IGF-USA and I got it from affiliates who gave it to me. But
I think each one, each person has to fundraise with that. But
they are fundraising so many difference things that no one is
tasked with that. That's an issue.
    So we have to figure out what we need to do is get someone
at every single NRI to mention this at their meetings.
    >> JOLY MacFIE: Well, I think what we can do is say that
every NRI should appoint one person as the accessibility officer
or liaison within every NRI so we can gather that group of
people we can talk to. If we can make a list of those people,
that would be a step forward.
    >> JUDITH HELLERSTEIN: I can suggest it to Anya, but Anya
really acts as sort of the liaison, which is the point person.

>> JOLY MacFIE: If there is a list, we can talk about it on the list and see what we can shake out.

>> JUDITH HELLERSTEIN: Yes, I think the best thing is the email, the NRI regional list. And ask them, you know, as saying you have been looking at what to improve and one of the improvements might be -- an accessibility Chairperson.

>> JOLY MacFIE: I think that and maybe a code or something like that that we can pass out to people as well, that would be a good thing to do. I'll put that down along with the Google form on my action list here.

>> JUDITH HELLERSTEIN: What do you mean, a code?

>> JOLY MacFIE: A brief code of what you do, you are putting on NRI. This is what you should do, bang, bang, bang, bang.

>> JUDITH HELLERSTEIN: We created a tutorial. We can mention that.

>> JOLY MacFIE: I think you have to even keep it simpler. It has to be specific need, top end kind of thing so they can look at it. While I'm on, I have a last point here about accessibility because I do the webcasting. And what I find is that people miss the Webcast. They miss the event. They miss the remote participation because basically they have a life. And so another way of getting accessibility to the IGF sessions would be to take the recordings and re-stream them and assemble, okay, we are going to re-stream the accessibility thing from IGF next Tuesday, 9:00 o'clock, everybody join in, watch it, chat in the chat and afterwards we say what we thought about it, this kind of thing so that -- I have just been doing this, as you know, I have been doing the 12 streams of Christmas and I'm getting a good reaction. Stuff that people didn't watch. They are looking at it now and going: Oh! That's the sort of thing I'll throw out there.

>> GUNELA ASTBRINK: Yes, I just wanted to say, not for everyone right now NRIs means national regional initiatives in regard to IGFs on a national basis or regional basis, like Asia-Pacific.

And I attended one session at the IGFs where there was sort of feedback into how the NRIs were going. And I think I was the first one who raised anything about accessibility. And there were people from the Secretariat and the MAG there. And so it needs to be so-called socialized as well to really get people involved and interested from some of the NRIs who may not have had any understanding of accessibility before. And I agree with a previous comment about there needs to be just a very short, sharp list of key accessibility requirements. Then referring to the main guidelines on accessibility to the venue and remote

participation, et cetera, so that people can see it and grab it quickly and not be too daunted by it. Thanks.

    >> JUDITH HELLERSTEIN: That's a great idea. I also think we could put something like this on -- so I have attended most of the IGF NRI meetings and there is always an agenda and a section for any other business. If we want to get on the agenda, we have to write to Anya and ask to get on the agenda and say that we want to ...

    (Screen frozen.)

    >> JOLY MacFIE: You froze there, Judith. I know there's a snowstorm coming into DC. Maybe it arrived early.

    (Laughter.)

    >> JOLY MacFIE: I will note that we now have five minutes left before our time is up.

    >> GERRY ELLIS: Somebody mentioned that some of us have a life. I'm afraid it's my dinner time. I'm going to have to drop out. Thanks to everyone for inviting me. Thanks for listening to what I had to say.

    (Chorus of "thanks, Gerry" and "bye.")

    >> JOLY MacFIE: We will give Judith another minute, but I might say we could wrap up. I think this has been a good meeting, a lot better than the ones web doing, the weekly ones. Maybe monthly might be the way to go. And at this time. I would like to suggest that we think about maybe the first Wednesday of next month at the same time. You know, and if it is inconvenient for some of us, for people who I don't want to not have, like Gunela, we can always change it. But so Judith? Excuse me for taking over, but should we wrap up and then greet and meet in a month's time?

    >> JUDITH HELLERSTEIN: That's a great idea. The next schedule is what? You said it is going to be February ... February 7?

    >> JOLY MacFIE: Just a minute. The first Wednesday is February 7th.

    >> JUDITH HELLERSTEIN: Yes.

    >> JOLY MacFIE: Yes, at the same time, 1900 UTC.

    >> JUDITH HELLERSTEIN: Yes, that will work out. We can do that.

    March 7 we will have to do something from the ICANN meeting because it is NASIG.

    >> JOLY MacFIE: If we have a conflict, we will bounce it a week.

    >> JUDITH HELLERSTEIN: That's great. Let's do it then.

    >> JOLY MacFIE: Okay. Let's wrap it up.

    >> JUDITH HELLERSTEIN: That's great. I was also saying I think we also should make a point to put it on Anya's schedule,

agenda for another meeting to talk about accessibility issues at
NRI.
   >> JOLY MacFIE: Okay.
   So I will be very happy if anybody has further thoughts if
they send them into the mailing list. I would note that also
when the website is back up, we have a wiki and one can get
creative on that wiki. The one thing that I have set up there,
you can make a page and put your local contacts from your
neighborhood. I have started putting NYC things up there and I
may start another page for news items or whatever. Okay.
   Very good. So I think that's it. I would like to thank
everybody for coming and I am going to first go over and -- the
other thing is, I just streamed this out to Facebook. I will
post a link and you will be able to re-watch it on Facebook.
Okay.
   >> CHERYL LANGDON-ORR: And Joly, thank you for hosting. We
wouldn't want to do this without you.
   (Laughter.)
   >> JOLY MacFIE: Okay.
   >> CHERYL LANGDON-ORR: Goodbye, everybody.
   (Chorus of thank you and goodbye.)
   (The meeting concluded at 2:14 p.m. CST.)