

ICANN BOARD PAPER NO. 2020-08-27-1a

TITLE: **ICANN Pandemic Internet Access Reimbursement Program Pilot**

PROPOSED ACTION: **For Board Consideration and Approval**

EXECUTIVE SUMMARY:

The ICANN Pandemic Internet Access Reimbursement Program Pilot aims to facilitate the active participation in the virtual ICANN69 meeting for community members with limited Internet capacity by offering financial assistance to increase their Internet bandwidth during the meeting. An application process will be made available online. Reimbursements will be a maximum of USD 60.00 per applicant and will be available to those who meet the program criteria set forth in the Program Eligibility Requirements section of the Program Description (see Reference Materials).

Also set forth in the Program Description are Frequently Asked Questions (FAQ) and Terms and Conditions.

ICANN ORGANIZATION RECOMMENDATION:

ICANN org recommends that the Board publicly acknowledge and support the ICANN Pandemic Internet Access Reimbursement Program Pilot for use with respect to ICANN69.

PROPOSED RESOLUTION:

Whereas, members of community expressed concerns about increased hardships with constrained access to Internet bandwidth, limiting participation in ICANN Public Meetings during this COVID-19 pandemic.

Whereas, ICANN President and CEO Göran Marby directed ICANN org, with the support of other Board members, to explore options to facilitate the support of bandwidth connectivity

limitations and address fiscal challenges for community members to participate in ICANN Public Meetings for the duration of the COVID-19 pandemic.

Whereas, ICANN org has developed the ICANN Pandemic Internet Access Reimbursement Program Pilot that provides reasonable financial support to eligible community members to support and facilitate their active participation in ICANN69.

Whereas, ICANN org intends to run this pilot program for ICANN69, and will evaluate the viability of continuing this program for the duration of the COVID-19 pandemic.

Resolved (2020.08.27.xx), the Board acknowledges and supports ICANN org's efforts to provide a pilot program for ICANN69, which addresses the hardships of those community members who have constrained access to Internet bandwidth that limits their ability to participate in ICANN Public Meetings during this COVID-19 pandemic.

PROPOSED RATIONALE:

The Board's support of ICANN org piloting a limited and low-cost bandwidth reimbursement program furthers ICANN's ongoing mission of fostering active and meaningful community participation and is therefore in the public interest. This goal is especially important during these challenging times, with many community members balancing increased responsibilities while also contributing to the important work done within the ICANN community.

The scope of the program is limited to active members of a Supporting Organization (SO) or Advisory Committee (AC) who have been ICANN funded travelers within the 18 months prior to ICANN69. Applicants who do not meet these criteria must have been selected to participate in the current ICANN69 Fellowship or NextGen programs to be eligible.

There will be a limited fiscal impact of approximately USD 51,000 or less, depending on participation level of eligible participants. This program is intended to a pilot only, which will be reviewed and extended as required to address the impacts of COVID-19 pandemic on

community participation. This will not have a direct impact on the security, stability or resiliency of the domain name system.

This is an Organizational Administrative function that does not require public comment.

Submitted By:

Date Noted:

Email:

ICANN Pandemic Internet Access Reimbursement Program Pilot

About

The ICANN Pandemic Internet Access Reimbursement Program Pilot aims to facilitate the active participation in the virtual ICANN69 meeting for certain community members with limited Internet capacity by offering financial assistance to increase their Internet bandwidth during the meeting. Reimbursements will be a maximum of USD 60.00 per each participant who meets the program criteria.

Eligibility Requirements

To qualify for Internet service reimbursement:

- Applicants must be active members of an ICANN community Supporting Organization or Advisory Committee and have been an ICANN funded traveler within 18 months prior to ICANN69 or must be selected to participate in the current ICANN69 Fellowship or the NextGen programs.
- Applicants must be registered to attend, and participate in ICANN69. Participation will be validated by the support staff of the primary membership group of applicants.
- Applicants must require additional bandwidth at home to facilitate their active participation in ICANN69.

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- Applicants must have a valid personal bank account for ICANN org to wire the reimbursement funds.
- Applicants must apply [\[INSERT APPLICATION LINK\]](#) for this program in advance of the meeting. The deadline to sign up for participation is 02 October 2020.

Note: Family members of ICANN org personnel and Board members are not eligible for this program.

Allowable Expenses

Allowable expenses are for Internet bandwidth increases (capacity or data limits) for the duration of the month or billing cycle for October 2020. The services must be rendered by a business entity, Internet Service Provider, specifically for Internet or cellular data service. The provider must also provide digital or paper documentation (proof of purchase) of the upgrade costs.

Participants of the ICANN Pandemic Internet Access Reimbursement Program Pilot will be required to submit service provider-issued receipts in order to be eligible for reimbursement of allowable expenses. Receipts must be submitted no later than 15 days after ICANN69. The 15-day deadline is 13 November 2020. Submissions after the deadline will not be processed for reimbursement.

Non-Allowable Expenses

Funds may not be applied to:

- Services outside of bandwidth or data cap increases.
- Any other expenses related to the recipient's virtual participation in ICANN69 that would already be incurred by the recipient attending the meeting.
- Any other expenses not specified under allowable expenses.

How to Apply

To participate in this program, an applicant must meet the eligibility requirements [\[LINK TO REQUIREMENTS\]](#), and complete the form found here [\[LINK TO APPLICATION FORM\]](#).

Applicants who have not previously been an ICANN funded traveler must be selected to participate in the current ICANN69 Fellowship or the NextGen programs to be eligible for this program.

For more information, see the program [Terms and Conditions](#) and [Frequently Asked Questions](#).

Important Dates and Deadlines

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Reimbursement Procedures & Financial Obligations

Expense Submission

Program participants must submit legible electronic copies of all original receipts for eligible expenses Privileged and Confidential . If receipts are not legible or do not clearly state the services being rendered and related costs, additional information may be required from the recipient.

Reimbursement Processing Time

ICANN org will process eligible reimbursements at the conclusion of the ICANN Public Meeting. Approved participants can expect to receive reimbursed funds six weeks after ICANN org receives proper receipts. Some receipts may require additional information and processing time may increase.

Misrepresentation

ICANN reserves the right to deny funds to all participants who misrepresent their funding needs or submitted receipts.

Important Links

1. Pilot Program Terms and Conditions [\[INSERT WEB LINK\]](#)
2. Frequently Asked Questions [\[INSERT WEB LINK\]](#)

Have a question? Check out answers to some frequently asked questions, or simply contact us at travelsupport@icann.org.

Frequently Asked Questions | ICANN Pandemic Internet Access Reimbursement Program Pilot

How much will the reimbursement be?

The total reimbursement may not exceed USD 60.00 per eligible participant.

Where can I find the application?

All participants must apply [\[INSERT APPLICATION FORM\]](#) by 02 October 2020 and meet the eligibility requirements. Applicants who have not previously been an ICANN funded traveler must be selected to participate in the current ICANN69 Fellowship or the NextGen programs to be eligible for this reimbursement program.

What is considered an allowable expense?

Allowable expenses are for Internet bandwidth increases (capacity or data limits) for the duration of the month or billing cycling for October 2020. The services must be rendered by a business entity Internet Service Provider, specifically for Internet or cellular data service. The provider must also provide digital or paper documentation (proof of purchase) of the upgrade costs.

What is not considered an allowable expense?

Funds may not be used for Internet services outside of bandwidth or data cap increases. Any other expenses related to the recipient's virtual participation in the meeting that would already be incurred by the recipient participating in the meeting, and any other expenses not specified under allowable expenses.

When do I submit my reimbursable receipts?

The reimbursement form [\[INSERT LINK\]](#) and receipts must be submitted within 15 days after the conclusion of the ICANN Public Meeting. For ICANN69, the deadline is 13 November 2020. Forms submitted after this date will not be processed for reimbursement.

What if the amount of the receipt of an allowable expense is an amount greater than USD 60.00?

Please submit your receipt according to the reimbursement procedures and ICANN org will reimburse you for the maximum amount of the program (USD 60.00).

What if the amount of the receipt of an allowable expense is an amount less than USD 60.00?

Please submit your receipt according to the reimbursement procedures and ICANN org will reimburse you for the amount documented on your receipt.

How do I submit my receipts?

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ICANN org reserves the right to ask for follow up verification of receipts if necessary. If receipts are not legible, or do not clearly state the services being rendered and their related costs, additional information may be required from the recipient.

When will I receive my reimbursement?

ICANN org will start processing reimbursements at the conclusion of the ICANN Public Meeting. Approved participants can expect to receive their reimbursed funds six weeks after receipts are received. Some receipts may require additional information and processing time may increase.

Who can I contact for more information?

For more information, feel free to email us at travelsupport@icann.org.

Terms and Conditions | ICANN Pandemic Internet Access Reimbursement Program Pilot

Updated on 27 July 2020

Application Process

Applying [\[INSERT LINK\]](#) to participate in the ICANN Pandemic Internet Access Reimbursement Program Pilot is required by 02 October 2020. All information requested in the application form must be written in English.

ICANN org reviews all applications to confirm eligibility. All eligible participants will be notified by email with further information on the program. Participants' names will be announced on the ICANN website, approximately four weeks after the reimbursement period closes on 13 November 2020.

Reimbursement for Internet Bandwidth Expenses

This program is designed to offset Internet expenses for certain active participants of the ICANN Public Meetings, especially for those in situations where the Internet may be limited and will prevent active participation.

The reimbursement for Internet-related expenses may not exceed USD 60.00 per eligible participant. Allowable expenses are for Internet bandwidth increases (capacity or data limits) for the duration of the month of October 2020. The services must be rendered by a business entity Internet Service Provider, specifically for Internet or cellular data service. The provider must also provide digital or paper documentation (proof of purchase) of the upgrade costs.

Reimbursements will not be processed for Internet services outside of bandwidth or data cap increases. Any other expenses related to the recipient's virtual participation in the meeting that would already be incurred by the recipient participating in the meeting, and any other expenses not specified under allowable expenses.

Reimbursements are distributed after ICANN69. No funds will be distributed prior to the conclusion of ICANN69.

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Reimbursable receipts include original receipts submitted by the Internet Service Provider.

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Anything submitted after this date will not be processed for reimbursement.

To receive reimbursement for Internet services, program participants are required to apply to participate in the program, and be registered to virtually attend the ICANN Public Meeting.

ICANN is not responsible and unable to assist or troubleshoot local Internet connectivity issues that program participants may experience.

ICANN reserves the right to deny funds to all participants who misrepresent their funding needs or submitted receipts.

Financial Responsibilities of Recipients

Banking Information

To receive funds from ICANN, all program participants must submit (or have previously submitted) a completed Traveler Vendor Setup Form [[INSERT LINKS](#)] and W-8BEN Form or W-9 Form. These forms are required by U.S. tax authorities to identify beneficiaries of funds paid by ICANN. Program recipients must provide all requested information to enable bank transfers to their personal bank accounts. Program recipients should contact their banks to obtain this information. Incomplete or inaccurate information will delay reimbursements, and expense claims may be denied. For instructions, see the [Complete Required Form](#) page.

NOTE: ICANN only wires reimbursement funds to personal bank accounts, not to business or organizational bank accounts. ICANN will wire the funds in USD currency, and will use current currency exchange rates for non-USD reimbursements. Alternative payment options are not available for this program.

Reimbursement Deadline

The reimbursement form and receipts must be submitted within 15 days after the conclusion of the meeting. For ICANN69, the deadline for submission is 13 November. Anything submitted after this date will not be processed for reimbursement.

Wire Transfer and Foreign Exchange Fees/Losses

Program recipients acknowledge and accept the risk that as recipients of wire transfers to their international account, they may incur foreign exchange fees/losses. For all international wire transfers, ICANN will automatically add USD 25.00 to the final wire transfer amount to cover any additional fees or foreign exchange loss incurred by receiving wire transfers. ICANN does not reimburse actual wire transfer fees.

National laws and legislation

ICANN is a California-based, non-profit public benefit corporation incorporated in the United States and must therefore comply with all laws and regulations of California and the United States.

It is the participant's responsibility to comply with all local laws, regulations, and legislations of the country or countries to which he/she resides and/or the location they are receiving reimbursed funds and services within.

Failure to Comply with the Terms and Conditions

If a selected recipient of the ICANN Pandemic Internet Access Reimbursement Program Pilot fails to comply with any one of the above-mentioned terms and conditions, ICANN reserves the right to determine the appropriate course of action including, but not limited to: (i) terminating the selected recipient's participation in the program; (ii) and/or non-reimbursement of Internet bandwidth expenditures.

Privacy Policy

ICANN respects the protection and privacy of personal information. See ICANN's privacy policy [here](#).

Expected Standards of Behavior and Anti-Harassment Policy

Program recipients are expected to follow the [ICANN Expected Standards of Behavior](#) and the [ICANN Community Anti-Harassment Policy](#). Any violations may result in ICANN revoking of all financial support.

Pages 12 - 16 Redacted - Privileged & Confidential