

19 May 2026

RE: Request to Use AI Agents in ICANN Teleconferences

Michael Palage

Dear Michael,

Thank you for your [letter](#) dated 26 March 2026 and for your patience while ICANN considered your request. We note that you are seeking authorization to use AI agents in ICANN Zoom meetings to support the meaningful participation of community participants with disabilities in ICANN activities. ICANN recognizes that assistive technologies can play an important role in enabling meaningful participation, and we appreciate you raising this issue.

ICANN is committed to supporting accessible participation in its meetings and to working with community participants to identify effective ways to address access needs. ICANN offers accessibility aids and services for its public sessions, including remote access, language interpretation, live captioning, real-time transcription, and audio and video recordings of public meetings.

To ensure the transparency, accountability, and integrity of discussions, ICANN does not currently authorize the use of third-party AI agents in ICANN-hosted Zoom sessions, including agents that join or act on behalf of a participant. ICANN manages access to ICANN-hosted meetings consistent with its [Terms of Service](#) and applicable meeting procedures.

In assessing the use of external AI agents in ICANN Zoom meetings, ICANN considers the technological aspects of such use as well as the associated risks. Unmanaged or insufficiently governed third-party AI tools, including those that independently attend meetings, generate or submit interventions, appear as participants, or create recordings or transcripts outside ICANN-approved systems, may raise legal, privacy, and ethical concerns. This includes the processing of personal data without appropriate safeguards, lack of transparency in data use, risks related to accuracy, uncertainty regarding participant identity, concerns regarding accountability for contributions, and risks related to the preservation of meaningful human participation in ICANN's decision-making processes.

These considerations are particularly relevant in maintaining the integrity of ICANN's multistakeholder model, which depends on transparent and accountable participation. ICANN's concern is not with accessibility tools used by individuals to support their own participation, but with AI tools that may independently appear, record, transcribe, summarize, or contribute in ways that create uncertainty about identity, consent, data use, or accountability. The [ICANN Expected Standards of Behavior](#) emphasize public input, accountability, and transparency.

At the same time, ICANN continues to evaluate how AI-assisted tools may support accessibility and participation. This includes exploring features available in tools used for community participation, such as Zoom. One AI-based tool ICANN has approved for use is Zoom's live automated transcription feature. A blog announcing this feature can be found [here](#).

To assist us in better assessing your request, it would be helpful if you could clarify whether you are asking ICANN to permit the use of any third-party AI agent in ICANN-hosted Zoom meetings, or whether you are asking ICANN to identify and authorize a specific AI tool for accessibility-related use. We also would like to understand whether you are requesting the use of AI agents for community members with disabilities, or whether you are requesting a broader change to ICANN's meeting practices that would apply to all community participants. ICANN seeks to handle accessibility-related requests in a way that respects individual privacy, avoids unnecessary disclosure of disability-related information, and ensures that meeting procedures are applied in a fair and non-discriminatory manner.

We also welcome any additional information you are comfortable sharing about your accessibility needs and how we can best support your participation. Please provide only the information necessary to help us evaluate appropriate support options; medical details are not necessary. It would be particularly helpful to understand which aspects of the aids and services offered by ICANN may not be effective for you, and the functions you need an AI tool or agent to perform. For example, it would be helpful to understand whether your request is focused on live captioning, transcription, note-taking, meeting summary assistance, or visual reminders or prompts during meetings, or another access-related function.



With respect to your request for a copy of ICANN's current policy, guidance, or standard operating procedure concerning the use of AI agents in ICANN Zoom meetings, the current restriction on third-party AI-based agents in ICANN-hosted Zoom meetings is an administrative practice followed by ICANN's Zoom meeting hosts in response to concerns raised by community members about the presence of unmanaged automated tools in ICANN-hosted Zoom meetings. This practice is not documented on ICANN's site, nor has it yet been formally discussed by the community or the ICANN Board.

We appreciate your engagement and your continued participation in ICANN's multistakeholder processes. Ordinarily, ICANN would not publish correspondence regarding accessibility-related requests. However, based on your express request, ICANN has agreed to publish your letter along with this response. ICANN remains open to discussing options that support meaningful participation while maintaining the transparency, security, and integrity of ICANN's meeting processes.

Sincerely,

/s/ John Jeffrey

General Counsel & Secretary
Internet Corporation of Assigned Names and Numbers (ICANN)