

26-March-2026

John Jeffrey
General Counsel and Secretary
Internet Corporation for Assigned Names and Numbers
12025 Waterfront Drive, Suite 300
Los Angeles, CA 940094

Re: Request for Reasonable Accommodations Under the ADA

Dear John,

As one of the many active participants in the ICANN multistakeholder community who suffers from hearing loss, I am requesting a reasonable accommodation under the Americans with Disabilities Act (ADA). It is my understanding, based on multiple interactions with ICANN staff, that there is a prohibition on the use of Artificial Intelligence (AI) agents in ICANN Zoom meetings. I believe AI agents could empower me and others to participate more meaningfully in ICANN activities, both personally and professionally. Accordingly, ICANN's current ban on AI agents places an unreasonable burden on me, given my medical condition.

Therefore, I am requesting the following from ICANN:

- A copy of ICANN's current policy, guidance, or standard operating procedure banning the use of AI agents in Zoom meetings.
- ICANN to grant an immediate waiver to allow any ICANN community member with a disability to use an AI agent in all ICANN Zoom meetings.

Part of the inspiration for sending this formal communication to ICANN was ICANN's Vice President of Research, Matt Lason's, recent blog piece on Artificial Intelligence. Matt raised some legitimate concerns about the potential dangers of AI on ICANN's multistakeholder process. However, he did not provide any details on how AI could positively impact participation in ICANN's multistakeholder model. Therefore, as soon as ICANN accommodates this reasonable ADA request, I look forward to exploring with the ICANN community about the potential benefits of AI in ICANN's multistakeholder process.

Best regards,

Michael D. Palage

cc: ICANN Correspondence