INTERNET INFRASTRUCTURE COALITION

ANNUAL REPORT 2020

Our Year in Action

The Internet's infrastructure is the foundation for the digital economy, and the i2Coalition has been protecting this vital industry since 2012 by promoting the adoption of effective public policies that support continued growth and innovation.

About The i2Coalition

The Internet Infrastructure Coalition (the i2Coalition) is the voice for businesses that build the Internet, including cloud and data center providers, domain registrars, registries, and other foundational Internet enterprises.

The Internet's infrastructure supports the digital economy, and the i2Coalition has been protecting this vital industry since 2012 from various threats, such as stopping uninformed legislative approaches that would create economically damaging unintended consequences for Internet infrastructure providers.

The i2Coalition addresses the most urgent Internet policy issues that impact our member companies. In addition, we regularly educate policymakers through panels, seminars, and briefings. We work to stop disruptive legislation before it reaches a vote; therefore, we consider our biggest successes to be preemptive in nature.

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LETTER FROM THE OUTGOING CHAIRWOMAN OF THE BOARD

HOW WE BUILT A BIGGER VOICE

Colleagues,

For many, 2020 has been the longest year of our lives. It's been a remarkably challenging time to run any kind of organization, let alone be successful and to grow. But at i2Coalition, we did just that. Our organizational goals were to improve and expand our communication initiatives and our membership; as Board Chair I aimed to provide guidance and motivation. I expected to be planning and executing strategy in person with the team, but I am amazed at how much we have been able to accomplish remotely.

As a global public health and economic crisis unfolded due to the COVID-19 pandemic, and the world's population retreated to social distancing and isolation, it became more clear than ever that the Internet is indispensable to billions of people for purposes of work, health, leisure, and to obtain important information. This requires unprecedented trust in the system, the services, and processes that both power the Internet and are enabled by it. And all of this relies on people - the individuals that design,

operate, secure, grow, and manage the infrastructure. I am proud to be a part of an industry with so many passionate, creative, and dedicated people.

The i2Coalition's diverse membership represents both large and small Internet infrastructure providers, such as: web hosting companies, software services providers, data centers, domain registrars and registries. The vast majority of our members' customers, whether they are bloggers or small business owners, increasingly rely on the Internet to provide an important service to millions of Americans. During these extraordinary times, our job has been not just to keep the Internet going for them, and to protect it from special interest, but also to ensure it is trustworthy, open, safe and secure.

That's a big job, and it takes as many stakeholders as possible to get it done. That was part of the value proposition in merging with the Domain Name Association this year, which in effect formed the largest Internet infrastructure advocacy group in North America.

We now have a dedicated vehicle for promoting trust and security in the domain name system.

We are an industry that collaborates both online and in face-to-face meetings, but this year we needed to forego seeing each other at events such as i2Coalition's annual Fly-In, ICANN, IGF, IGF-USA, CloudFest, NamesCon, and others. We couldn't roam the halls of the U.S. Congress or EU Parliament either, teaching legislators and regulators how the Internet works, so as to inform them on how to write better bills, or create an environment that fosters strong norms and best practices. We needed to find new ways to collaborate and educate.

Those new ways haven't been all bad. In stepping up to those challenges, we've discovered how we can be more inclusive than ever before in our work. More importantly, we've found renewed focus in the importance of what we do. We broadened our outreach via webinars, and continued to make thoughtful contributions in public comment fora. Our policy goals have been advanced through public and private meetings, all of which will continue into 2021.

The Internet's infrastructure has never been more vital to the world than it is right now. More are seeing the complex job that Internet infrastructure companies undertake to deliver stable and reliable service. I am proud of the expanded voice we have built this year at i2Coalition, and how we have helped educate

policymakers on our stellar performance throughout the pandemic. I look forward to the continued promotion and education that will maintain this ecosystem and its networks and systems and support.

Sincerely,

Melinda Clem

Chairwoman, i2Coalition

EXECUTIVE DIRECTOR'S 2020 ANNUAL SUMMARY

A BIGGER VOICE WITH AN EXPANDED MANDATE

"May you live in interesting times", is an old expression that is claimed to be a translation of a traditional Chinese curse. Between the political and public health landscapes of 2020, things certainly have been interesting. One thought I have regularly is what would it have been like had the circumstances of 2020 happened in generations prior, before we had the Internet that's available to us today. Those would truly have been interesting times.

i2Coalition is an association of the companies that sit above the telco layer and below the content layer. We are the companies who rack and stack servers in data centers, and build the infrastructure of the Internet. This year, the tools we developed helped keep millions of people at work, digitized businesses to transition to online-only activity, and migrated meetings and schools online. This is work we continue to do on a massive scale which is vital to the overall global economy, and the livelihood of millions.

Running parallel to all this has been a continuation of the "techlash" we have seen over the past few years, with a rising skepticism about technology and its power over our daily lives. Legislators have been drafting nearly countless bills to try to curtail the power of tech in our lives. While certain large tech companies, primarily social media companies, have been the legislators' intended focus, the broad reach of their proposals has had the potential to negatively impact Internet infrastructure providers.

The i2Coalition advocates and educates about the Internet's infrastructure. This work is necessary because legislators and their constituents mostly don't know we exist. Consequently, policymakers often try to provide solutions to problems they ascribe to a few large tech companies without knowing or understanding the downstream impact. This dynamic presents an ongoing challenge that will continue regardless of

who is in the White House, or who is elevated to a similar position in government, worldwide.

This year, our ranks have grown. It's still not enough, and we need more of you. Next year's threats are real. Here are a couple key ones:

- Section 230 of the Communications Decency Act is a vital piece of legislation that enables the Internet's infrastructure to operate as third party intermediaries to facilitate the free flow of information without being subject to frivolous litigation. We need to be a countervailing force to prevent the passage of bills focused on regulating big social media companies that have the unintended consequence of decimating our industry as collateral
- The EU's Digital Services Act is expected to rewrite many of the same intermediary issues. We need to be at the table to make sure that legislators learn the lessons from the broad-reaching, well-intentioned, but not properly thought through GDPR. We can make sure providers aren't playing catch-up for years.

In addition, there will be huge discussions on privacy frameworks, the future of strong encryption, the availability of domain registration data, and other issues that directly affect the companies we represent. We will also continue our work in other key areas for the i2Coalition including:

- The VPN Principles of the i2Coalition's VPN Trust Initiative (VTI)
- The continued operations of the i2Coalition's Domain Name Association (DNA)
- The advancing efforts of i2Coalition's Diversity and Inclusivity Initiative (DII)

We need all hands on deck, so that the Internet infrastructure industry can keep pushing forward, doing the great work that is required to thrive in the digital age.

Our most important year yet will be 2021, and I look forward to having you on board!

All the Best,

Christian Dawson

Executive Director, i2Coalition

What Makes i2Coalition a Unique Policy Voice?

In an era where "big tech" is all anybody talks about, we proudly champion small tech. The Internet's infrastructure is still innovative and small business driven; the i2Coalition has made it easy for smaller organizations to truly engage, and to give them a voice. We work for policies that allow small businesses to continue to compete and grow, and we team with both big and small companies to help knock down barriers to industry growth, using a 'rising tide lifts all boats' approach.

Our strategies of engagement are as follows:

Grasstops Communication

i2Coalition staff provides regular, detailed insights to members, to help us move them to action as needed, and empower members to be spokespeople on important pieces of legislation. Through strategic meetings and intentionally placed op-eds, we effectively mobilize our smaller members on a variety of important issues where, as job creators in their legislators' districts, they are most likely to be heard and could have the greatest impact. This method of engagement has proven decisive on numerous occasions, from the PIPA/SOPA interventions that we first rallied around, to the latest legislative challenges.

Highlighting Self-Regulation

We maintain close relationships with many civil society groups and standards organizations that are focused on collectively operationalizing programs that make the Internet a better, safer place. We serve as both a champion of, and a megaphone for these efforts, by aggregating and summarizing them for legislators and regulators, to highlight the ways in which the industry is already taking steps to self-regulate.

Education to Action

We foster direct relationships with legislators and regulators, teaching them how the Internet works. By actively cultivating relationships with technology staffers in committees within the U.S. and EU legislatures, we generate an authoritative collective voice that we use to comment on and improve proposed legislation.

MEMBER WORKING GROUPS

We are member-driven, and operate six member Working Groups. Below is an outline of the overall objectives of each Working Group; their accomplishments and roadmaps can be found at the end of this annual report:

POLICY	Our members set our policy portfolios and decide upon our priorities. We focus on issues that are not ideological and that have an operational component concerning how our industry does business. We also seek policy solutions that scale down and support small businesses in our space. The Policy Working Group generates a monthly legislative update for members; it's essential reading for anyone in the industry who needs to know what threats we face. We are happy to send non-members who are considering membership a copy of this monthly intel.
ICANN WORKING GROUP	The ICANN Working Group takes the same approach as the Policy Working Group, but in the realm of Internet governance. In this space, our role isn't just to fight for outcomes that allow the industry to survive and thrive, but also to promote the concept of Internet governance in general, which is always under threat. With issues ranging from the spread of disinformation to Internet surveillance by countries, Internet governance bodies are crucial to the future of an inclusive, open, secure and trustworthy Internet.
VTI (VPN Trust Initiative)	Our first foray into direct standard settings, we formed this group to gather the world's leading VPN companies and give them a collective voice on the specific policy issues they face, while trying to set principles that engender a positive message about the role of VPNs within the Internet infrastructure ecosystem.

DNA (DOMAIN NAME INITIATIVE)	The latest addition to our Working Groups, this group is the result of a merger with the Domain Name Association. It focuses on increasing understanding, adoption, and awareness of domain names, and helps to specifically knock down barriers to growth within that industry through work on important issues such as Universal Acceptance.
DIVERSITY & INCLUSION INITIATIVE	Diversity and inclusion make our industry stronger. Here, we use our collective voice to source within our membership the best ways to encourage diversity and inclusion. We are working towards building guides that allow member companies to create their own diversity and inclusion efforts within their own organizations.
BEST PRACTICES	We rarely set our own Best Practices, but it is important that we build partnerships with those who do. Our Best Practices Working Group works to identify and develop initiatives to make the Internet a better, safer place, and to highlight these efforts in our policy briefings.

Not yet a member? We need your help fighting for these important issues.
Please join us today!

A LOOK BACK AT 2020:
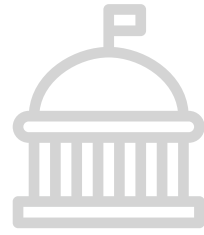# THIS YEAR IN ACTION

JANUARY

We hosted a webinar on "How to Address Unconscious and Implicit Bias".

The USMCA was signed into US law; this sequel to NAFTA impacts the Internet Infrastructure industry and we fought to ensure that the wording of the USMCA would not harm our industry.
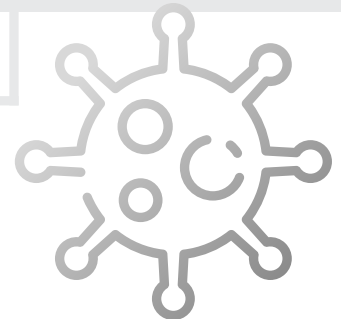
MARCH

Senator Lindsey Graham introduced the EARN IT Act in the Senate on March 5, 2020. We made a strong public statement on this legislation that in practice would neither deter, nor prevent, any of the criminal activity it was intended to stop: "We are deeply concerned about the limitations that the EARN IT Act will place on our ability to continue to fight for a stronger, safer, and more resilient Internet."

COVID-19

We highlighted initiatives launched by the Internet industry to fight COVID-19 related fraud. Internet infrastructure workers are essential workers; they protect the critical communications infrastructure that keeps us all connected. They are essential, and should have the ability to travel where they are needed. As such, their safety should be prioritized, and they should be given access to vaccinations when they roll out.

We lost a respected industry entrepreneur and friend Karl Zimmerman, CEO and Founder of member company Steadfast. We are all better for having known him.

FEBRUARY

We drew attention to how changes to India's Internet intermediary rules would impact technology innovation, freedom of expression, and global competitiveness.

We participated in and briefed our members on the DOJ Section 230 workshop conducted by AG William Barr.

APRIL

We provided input on the Interisle Consulting Group's 'Domain Registration at a Crossroads' report on ICANN's data registration policies.

We launched our COVID-19 survey and collected responses from the Internet infrastructure industry on how it is dealing with the crisis.
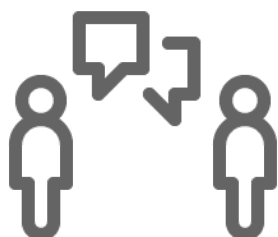
JUNE

We signed onto the G20 Recommendations for Promoting Innovations, Digital Technologies and Trade.

We published editorials opposing the Senate EARN-IT Act highlighting its threat to long-term Internet security and resiliency.

MAY

We responded to President Trump's Executive Order to regulate social media.

We released the results of our survey of the impact on COVID-19 on the Internet Infrastructure industry.

We hosted a webinar on 'Maintaining the Internet during COVID19', featuring voices of the industry.

We participated in the DCD>Building the Edge Virtual Conference.

JULY

We announced the merger of the DNA with the i2Coalition after months of work.

We participated (both on the steering committee and providing expert panelists), in the Internet Governance Forum USA (IGF-USA).

DN∆
DOMAIN
NAME
ASSOCIATION

OCTOBER

i2Coalition founder David Snead is awarded the 2020 Ron Yokubaitis Internet Community Leadership Award.

We hosted our Transatlantic Dialogue on Intermediary Liability alongside our partners at eco, holding a webinar to discuss Section 230 with Acting NTIA Administrator Adam Candeub.

We joined the Global Encryption Coalition, to fight collectively for continued access to strong encryption.

AUGUST

i2Coalition stood up for the protection of Safe Harbors in North American Free Trade.

We participated in House Judiciary Committee DMCA Section 512 Listening Session.

SEPTEMBER

We launched the VPN Trust Initiative Principles.

We produced a Women in Tech Webinar in partnership with eco - Association of the Internet Industry.

We filed our opposition with the FCC on NTIA's 230 Petition for Rulemaking.

We met extensively with FCC Commissioners to discuss our legal opposition.

NOVEMBER

We submitted comments and reply comments on USTR Review of Notorious Markets for Counterfeiting and Piracy.

We prepared comments for submission to the Senate IP Subcommittee on DMCA reform legislation to be considered in the next Congress.

Working Group Accomplishments And Highlights

POLICY WORKING GROUP

OVERVIEW

In early 2020, the scope of i2Coalition's policy advocacy work abruptly expanded when the COVID-19 pandemic exploded on the world stage. While the i2Coalition's existing Policy Working Group objectives centered on intermediary liability and privacy remained top priorities, we were also challenged by whether the Internet would be resilient enough to handle massive, unprecedented societal shifts to online work, education, community, and telehealth, across the globe. As governments issued lockdown orders forcing workplaces and schools to close for extended periods of time, Internet infrastructure providers worked furiously to keep their facilities running, while advocating for their operations and workforces to be covered by exceptions for 'essential facilities'. As spring became summer with the pandemic in full swing, the i2Coalition conducted member surveys that revealed some much needed good news: Internet infrastructure providers had stepped up to face the crisis, the Internet remained resilient, and our members were playing a vital role in the global digital ecosystem fighting against COVID-19, by helping to sustain economic activity and social connection, as well as supporting public health and safety.

The i2Coalition responded to the "new normal" by continuing to educate policy makers about our priorities and to advocate on behalf of our members. We added substantial summaries and insights about Congress's major COVID-19 economic stimulus bills affecting businesses of every size. We extensively followed the drafting and introduction of numerous Section 230 reform proposals from both Congress and the Trump Administration. We issued alerts to our members and tracked DMCA reform and privacy efforts. In 2020, we established our monthly legislative updates as a key go-to resource that our members can use to quickly understand what Washington tech policy makers in Congress and the White House are doing that may have a significant impact on their bottom lines and the business environment in which they operate.

ISSUES

INTERMEDIARY LIABILITY

Section 230 Reform

As expected, Section 230 reform proposals were front and center in 2020. Their scope and number pose significant liability risks and vulnerabilities for our i2Coalition members. This once obscure statutory provision enacted as part of the Communications Decency Act in 1996, now sits at the center of a political firestorm fanned by President Trump and numerous Members of Congress and Senators, but not for all the same policy reasons. Section 230 reform debates are expected to resume early in the next Congress, and the issue is a tech policy priority for the incoming new Biden Administration.

In 2020, the i2Coalition responded to the Section 230 challenge on multiple fronts and laid a strong foundation for effective engagement in 2021.

First and foremost, the i2Coalition has pointed out that policymakers' initial framing of Section 230 reform, as affecting only the largest social media platforms, is inaccurate. We have made progress educating policymakers that gutting Section 230 would inflict substantial collateral damage on the entire Internet ecosystem, and lead to numerous negative unintended consequences. To be successful in our continued advocacy efforts, it will be critical for the i2Coalition to amplify and broaden this message. In 2021, the i2Coalition intends to engage by building on the credibility earned in Washington after years of building connections and educating policymakers from both a technical and economic perspective. This approach has meant that the full legal, business and social impact of their proposals on all Internet infrastructure providers may be understood. The i2Coalition will leverage the significant work we did in 2020 to reset the framing of the Section 230 debate with:

- **Executive Branch and FCC:** In May 2020, the i2Coalition issued a statement opposing President Trump's Section 230 Social Media Executive Order. We underscored our views through a presentation by one of i2Coalition's co-founders and members David Snead, as an expert panelist on intermediary liability at the first-ever virtual Internet Governance Forum-USA in July 2020. When the FCC invited public comments on the NTIA Section 230 Petition for Rulemaking, designed to implement part of that Presidential EO, the i2Coalition drafted and filed a persuasive Opposition to the NTIA Petition at the FCC. After filing our Opposition, working with our allies in the tech sector, the i2Coalition conducted virtual meetings with three FCC Commissioner offices to further explain the

flaws of NTIA's proposals. The validity of the technical and policy arguments in our FCC Opposition filing have gained some traction and prompted NTIA policymakers to seek direct input from the i2Coalition on how their proposals could be modified to meet our concerns.

- **Congress:** The i2Coalition has also pushed back effectively against unsound legislative approaches to Section 230 reform. For example, following introduction of the controversial EARN IT Act in the Senate, Morning Consult published Executive Director Christian Dawson's op-ed which explained the bill's flaws, particularly how the EARN IT Act could stymie the use of strong encryption, which our members and many other Internet providers deploy to keep users safe online. Soon thereafter, the EARN IT bill was redrafted in part to address some of the encryption concerns that i2Coalition helped to identify. Ultimately, the EARN IT proposal did not advance further in the 116th Congress. Many other Section 230 bills were introduced in the House and Senate in 2020, some focused on, among many issues, reining in perceived censorship of political views by the largest social media platforms, others seeking to impose formal frameworks to improve content moderation transparency and accountability. These measures and additional new proposals are certain to be introduced in the next Congress and will present challenges and risks to i2Coalition members and the broader Internet ecosystem. Thoughtful, grounded, and forceful educational advocacy by the i2Coalition and its allies will be critical to avoiding negative legislative outcomes in Congress.

Section 512 Reform - Digital Millennium Copyright Act

In 2020, the i2Coalition engaged with the key policymakers from the U.S. Senate Judiciary Committee and the U.S. House Judiciary Committee, who have begun laying the groundwork to introduce a wholesale rewrite of the Digital Millennium Copyright Act in 2021.

In the Senate, the i2Coalition participated in Chairman Tillis' year-long series of Senate IP Subcommittee hearings on DMCA reform. We submitted a statement for the record as well as written responses to Chairman Tillis' stakeholder questions. In July 2020 our Executive Director Christian Dawson published an op-ed in Inside Sources about the critical importance of the DMCA Section 512 safe harbor framework to Internet infrastructure providers.

The i2Coalition also participated in the August 2020 House Judiciary Committee staff 'listening sessions', about DMCA reform.

The i2Coalition considers the DMCA to be a cornerstone of the multi-trillion dollar digital economy. Its Section 512 safe harbor provisions have allowed i2Coalition members to build the essential technology infrastructure that makes the Internet work, free from crippling litigation threats. The existing DMCA framework has served the entire Internet ecosystem well over the past two decades. Consequently, the i2Coalition will continue forcefully to urge in the next Congress that the DMCA be left largely intact with little to no modification.

USTR Notorious Markets on Counterfeiting and Piracy -- Section 301 Review

The i2Coalition continued efforts to ensure that in its annual review of Notorious Markets for Counterfeiting and Piracy the Office of the United States Trade Representative (USTR) does not confuse "notorious markets" with neutral intermediaries, such as Internet infrastructure providers. In November, the i2Coalition filed comments and rebuttal comments in the 2020 proceeding to reinforce that principle and defend against attacks on several named i2Coalition members.

EU POLICY

2020 marked a very busy year in the EU sphere as well. The drafting process for the Digital Services Act encompassed a robust comment period, which I2Coalition took advantage of to promote a version of the bill that would support our members' global operations rather than restrict them. Our partnership with ECO as well as our work on the ground, educating policymakers about the infrastructure intermediary ecosystem, produced events and white paper documents that were circulated with key stakeholders. While US-based, the global scope of i2Coalition has allowed us to play an important role in making sure to support and promote our members' success.

PRIVACY

The 116th Congress did not pass comprehensive federal privacy, but did produce bipartisan agreement on the need for it. In 2021 as the privacy debate unfolds in the next Congress and within the new Biden Administration, the i2Coalition will continue our efforts to educate policymakers about the business impacts of privacy and data collection legislation and regulation. The i2Coalition will include a special focus on prospects for the U.S. Commerce Department and counterparts in the European Union to negotiate an acceptable approach to the issue of transatlantic data flows, thereby finding a solution for the EU's inadequacy finding regarding the Privacy Shield. In addition, the i2Coalition will be at the table during debates on the privacy and availability of domain name registration data (i.e., WHOIS).

ICANN Committee

OVERVIEW

In 2020, the ICANN working group grappled with the COVID-19 pandemic both directly, in talking about the steps that our members have taken in trying to combat DNS Abuse on the issues, and indirectly, in helping our members adjust to the fully virtual ICANN meeting format. Beyond that, we continued with the usual charge of the working group to provide professional legislative updates and analysis, as well as to heighten ICANN as well as US government engagement.

ISSUES

ICANN Engagement

This was a main area of focus, and we accomplished that through letters, public comments, and statements, as well as briefing and debriefing meetings. We have written letters to the organization, as well as to the CEO and staff, directly. In terms of public comments, we authored ones on SSR2, Operating Budget, IANA Naming Function Review, and New gTLD Subsequent Procedures. Our public statements focused primarily on publicizing our members' work during the pandemic.

DNS Abuse

DNS Abuse was elevated to high importance during the pandemic and the work done in our working group made sure to combat incorrect narratives about COVID19-focused DNS Abuse. We also engaged with ICANN Plenaries, which seemed to disproportionately tackled the subject. The working group also responded to a misleading report published by Interisle on DNS Abuse.

U.S. Engagement

While most of 2020 was remote, we continued and heightened our engagement with the U.S. Government. The issue of WHOIS Privacy continues to be a potential sticking point on Capitol Hill, and we have continued and elevated our engagement with NTIA, also doing some education on specific aspects of WHOIS. On a separate, but related issue, we continued our practice of responding to the USTR Notorious Markets Request, with comments and responses.

VPN Trust Initiative (VTI)

The VPN Trust Initiative (VTI), formally launched in December 2019, is an initiative focused on promoting privacy and security through VPNs, and establishing standard practices for VPNs that foster trust. The founding five VTI members include the following companies: ExpressVPN; NordVPN; VyprVPN; Surfshark; and NetProtect (whose VPN brands include encrypt.me, WLVPN, SugarSync, IPVanish, StrongVPN, OverPlay, and SaferVPN). Companies that have since joined the VTI include Ivacy VPN, Cloudflare, Mysterium Network, GoldenFrog, Hide.me and WeVPN.

The VTI aims to reach consumers, legislators and technologists, promoting appropriate industry-led stewardship, providing accurate information to policymakers, informing the greater technology sphere and collaboratively establishing solutions to pressing VPN challenges.

In September 2020, the VTI Principles were launched, offering a comprehensive set of best practices for VPN providers that bolster consumer confidence and provider accountability and ultimately increase VPN adoption and access to the technology's benefits. The principles focus on five key areas: security, privacy, advertising practices, disclosure and transparency, and social responsibility. The VTI Principles support VPN awareness, adoption and access.

The VTI Working Group launched the VTI Principle Press Kit, including a Press Release and Digital Badges for email signatures, websites, and social media. Providing working group members with assets to promote the initiative.

More information regarding the VTI Principles can be found at: https://vpntrust.net/

DNA (Domain Name Initiative)

In July 2020 thedna.org merged with i2Coalition. This amplified the voice of the companies that build the internet's foundational infrastructure.

The DNA branded working group was created to continue to advance DNA's mission, to protect and empower businesses and individuals with education and engagement that underscores the importance, benefits and opportunities of domain names.

Diversity & Inclusion Initiative

In 2020, the Diversity and Inclusion Initiative (DII) Working Group brought value to its members in the following major ways:

Regular brainstorming meetings

The DII Working Group meets regularly with our members to share tips, tricks, and concerns, about diversity and inclusion at our respective companies. The DII group fosters a collegial environment that allows and encourages members to have honest conversations about difficult issues and to crowdsource solutions.

Member resources

The DII Working Group is a resource for its members to encourage diverse panels. Members tasked with creating or consulting to create a panel access the membership braintrust for recommendations of people to diversify their panels.

Participated in industry panels

The DII Working Group provided two panelists for the eco – Association of the Internet Industry webinar, 'Women in Tech: How to Access the World's Greatest Untapped Talent Pool'. The panel was dedicated to addressing actionable ideas for increasing diversity within one's company and on panels. Although the webinar itself focused on increasing the numbers of women at tech companies, the DII speakers addressed broader diversity.

Creation of resources

DII produced blog posts in 2020: including:

- As Conferences and Meetings Go Online, Here's How to Make Them More Inclusive
- Improving Diversity in the Workplace

Best Practices Working Group

Best Practices' purpose is to identify good acts, good actors and then, points of collaboration between i2Coalition and those good actors so that we can aid and assist key organizations in accomplishing their goals for the good of the Internet as a whole.

I2Coalition has restructured the Best Practices Working Group into a lecture series focusing on important topics related to security, safety and privacy.

Working Group 2021 Strategies

Policy Working Group

- POTUS transition/new policy officials; new Congress; FCC changes

- Section 230 Reform--i2Coalition as Leader and collaborator w/"otherwise affected"

- DMCA Reform - Section 512 focus

- Privacy (possibly encryption also)

- COVID-19 Battle Continues: We will interpret and bring awareness to short-term industry changes and what lasting changes may result

- Working with our members on policies we need going forward

Section 230 and the DMCA Section 512 reform debates and federal privacy legislation already are clear policy priorities for 2021. Additional challenges may ensue given that in early 2021 the United States will experience a transition in Presidential leadership with a new slate of officials and staff taking the helm, in overseeing information technology policy making and regulation. The coming year will also mark a solemn anniversary of the entirety of nations batting the COVID-19 global pandemic and working to bring it to a close with distribution of effective vaccines and therapies. The pandemic will spawn continued reflection on how daily lives have changed and whether some of those alterations will have permanence. Within the i2Coalition, we will continue in our policy making endeavors to learn lessons from all of the expanded ways that global citizens have used and relied upon a resilient Internet to work, shop, study, socially connect, and stay safe and healthy during this unprecedented crisis.

ICANN Working Group

- Strong focus on ICANN organizational and meetings changes

- Being a part of the conversation on debates about issues related to our membership, particularly DNS Abuse

- Continuing to be an engaged member of the ICANN community, through Public Comment opportunities

- Assisting with the new phase of the EPDP

- Shepherding the plenary discussions at ICANN towards relevant issues

Diversity & Inclusion Initiative

- Expand the resources available to members to include recommendations for members that will help them start (a) DII groups in their own workplace; (b) sponsorship programs within their own networks; and (c) employee resource groups at their respective organizations.

- Increase participation at meetings by reaching out to members in advance of the regular meetings to have a rotating presentation by members of a (a) struggle or concern, (b) success or win, or (c) idea for increasing diversity and inclusion in their own organizations or networks.

- Increase member participation by encouraging members to create blog content for i2Coalition's DII blog (including cross-posting to their own blogs for a wider audience and for increased visibility of the i2C DII Working Group).

VPN Trust Initiative (VTI)

As part of the further development of the VTI Principles, the VTI working group plans to open the principles for a public comment period - allowing for updates to the principles and increasing awareness of the principles to spokespeople within the areas of focus: security, privacy, advertising practices, disclosure and transparency, and social responsibility.

Best Practices Working Group

- January 2021 Best Practices Working Group Meeting- 3 part lecture series.
  Potential Lectures include: Tim Smith (CIPA) on *Safe Online Pharmacy Dispensing*, Jean-Christophe Vignes (UNR) presenting *Abuse Mitigation*; Elizabeth Behsudi (Domains & Jurisdiction Program of the Internet & Jurisdiction Policy Network) presenting *Internet & Jurisdiction Domains Toolkit.*

- To build out Quarterly lecture series for the year for the aims to create conversation amongst Best Practices

Domain Name Initiative (DNA Working Group)

Promote the use and adoption of domain name including showcasing innovations that occur in the industry:

- **Stories of digitization:** We need to identify our target market and we will have different messages for different markets. Exploring ways to reach markets with limited resources

- **DNA website restructure (thedna.org)**: Members will promote and champion positive stories within the industry.

Increase the visibility and be the voice of the domain name industry to those outside of it and to bolster its reputation:

- DNA logo refresh to show a unified brand identity that references the i2Coalition logo, and increases promotional impact.

- To define target audience: To create customer personas (highlighting associations and bloggers) to ensure we are aligned with whom we are speaking.

- Amplify DNA goals at events (post pandemic/online events)

Focus on highlighting, championing and resourcing positives efforts in the realm of initiatives and best practices:

- Partner with other organizations to amplify DNA's message

- UASG and DC- ONSI Engagement

Gather, share and distribute resources, lists, and tools that enable industry members to improve their own operations and sales:

- Restructure DNA website (thedna.org). A blend of good news stories, blog posts, and digitization. To highlight and champion the good in the DNA industry

Sponsor virtual speaker series to promote networking and thoughtful discussions among members about topics and issues affecting our industry

- The speaker series will be used to help gather stories of positive digitization with both an internal and external focus. The speaker series will be used to help gather stories of positive digitization with both an internal and external focus.

Letter from the Incoming Chairwoman

In reflecting on 2020 and the issues facing the Internet infrastructure industry, I came across an old paper from the Rand Corporation predicting that the Internet era would bring about changes as dramatic as those brought on by the printing press in the Middle Ages if access to computers and the Internet became ubiquitous. This prediction was made in 1998, before Google became a verb and before Facebook and the iPhone were invented. The paper posited that "we are still on the steep part of the curve for the capabilities of the computers", and whether the Internet would be as pervasive and permanent as books would depend on whether a critical mass adopts the new technology. Now, in hindsight, the prediction was modest -- we climbed the steep part of that curve supercharged with computers in our pockets.

These technologies and others have indeed become not only an integral part of daily life, but during the COVID-19 pandemic, they have in many respects become critical. This past year, many of us have come to depend on a variety of online solutions to work, go to school, seek medical care, order groceries, or connect with family and friends.

And yet, while the Internet offers resiliency, interconnectivity, and opportunity, during the current global health crisis and beyond, as with all technological innovations, bad actors will find the dark side. They exploit the openness of the Internet to perpetrate fraud, spread disinformation, sow discord and manipulate weaknesses. This duality is not new but the speed of innovation has made finding the right path forward more challenging. Technologists, legislators, and users, have struggled to keep up with, and make sense of, the rapid pace of change. Executives at major tech companies are regularly called to answer before the United States Congress, where over twenty bills on reforming Section 230 of the Communications Decency Act, a.k.a., "the law that created the Internet", is currently pending. Similar efforts are underway in the European Union with the Digital Services Act. The public's desire to "fix" the Internet is clear; how to do so is not.

In challenging times, I find it useful to look to our core values and shared goals as guiding principles. At a macro level, these

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[1] Dewar, James A., The Information Age and the Printing Press: Looking Backward to See Ahead. Santa Monica, CA: RAND Corporation, 1998. https://www.rand.org/pubs/papers/P8014.html. Also available in print form.

[2] ibid.

include preserving democracy and freedom, driving economic growth and innovation, and promoting equal access and opportunity. Solutions to combating online harms are not clear or easy. However, we should be wary of legislative proposals that promise simple solutions and a "safer" Internet, but threaten these principles. Protecting the world from all harm is a futile goal, but together we can promote policies and practices that empower people to take control and to protect themselves.

Part of the i2Coalition's mission is to help provide a clear-eyed view of these issues beyond partisanship and special interests, by helping to untangle the complex Internet ecosystem. The i2Coalition represents the people and companies who build and maintain the Internet's infrastructure -- we are the layer between the social media platforms above and the broadband providers below. Together, we power websites, protect network connections, deliver emails, and support small businesses and communities around the globe. Looking toward 2021, we are energized to continue working with legislators and governmental entities in the United States and abroad, as well as with non-profits and multi-stakeholder groups, to secure the Internet's promise of freedom, innovation and opportunity for all.

It is an honor to chair the i2Coalition's Board at this particular time. I look forward to listening to members and working together to help meet our challenges and unleash the potential we have as a collective.

Jane Shih

Incoming Chairwoman, i2Coalition