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Shayna:

Hey, I'm Shayna.

Paige:

And I'm Paige.

Shayna:

And this is BCC.

Paige:

Where we copy you in.

Shayna:

On internet stories.

Paige:

From around the world.

Shayna:

Hey, Paige.

Paige:

Hey, Shayna.

Shayna:

What's up?

Paige:

I'm here. I really wish that this was video because I want everybody to know that we have matching pigtails right now and-

Shayna:

We do.

Paige:

... it's the joy of my morning. It's Monday and this is what's giving me joy.

Shayna:

It really is. Working from home. Okay. Hot topics.

Paige:

Yes.

Shayna:

One that I'm very interested to hear from you about and it's really around the art known as scamming.

Paige:

Yes.

Shayna:

Scams.

Paige:

Yes.

Shayna:

And in particular, technological scams.

Paige:

Yes.

Shayna:

Because in the news recently, there've been two stories that I've been following. The first one that I've been following for a long time is around Elizabeth Holmes and Theranos and that whole scam. And she recently was sentenced to 11+ years in prison for that. Yikes. And the second one is a guy called Sam Bankman-Fried.

Paige:

Yes, Bankman-Fried, yeah.

Shayna:

Who ran a cryptocurrency exchange that apparently is a complete Ponzi scheme, which is how goes sometimes, I guess. So I feel like at some point he is going to go to trial, I don't know how these things work, but anyway. What are your thoughts on scams, Paige?

Paige:

I think that there are people who are so good at getting other people to believe in the things that they believe in and those people have existed for a long time. Yeah, I think that there are people who've always been good at the game of deceiving other human beings, giving people something to believe in. Whether that is people who've decided to set up cults and gain a following. I think all of these people have similar personalities to be able to sell people's stuff. I think in the case of the cryptocurrency, that was probably not that hard of a grift to get people to believe in because it was very hot at the time. As for Elizabeth Holmes, she was just a good saleswoman. I've seen the videos of her talking about what she was talking about and basically pitching to investors and I would've never given her a dime.

Personally, just because I'm listening to it all and I'm like, "You're saying a whole lot of absolutely nothing right now." And as somebody who can pick up on a whole lot of nothing, because I do it enough,

I just use my powers for good. I feel like I'm really good at pointing... I'm not saying I can never get scammed, I'm just saying it's highly unlikely and that's where it's going.

Shayna:

Interesting. So you've never been scammed?

Paige:

Financially?

Shayna:

Like a money scam?

Paige:

Fiscally? Absolutely not.

Shayna:

Oh, Paige.

Paige:

I need documentation of legitimacy. And this is something a friend of mine who is in the crypto thing told me, she was like, "Oh, you have to be willing to risk money to get money." And I'm like, "I might never get money because I'm not risking much." These things are so fresh and new out the box, I'm going to give it a minute to see what happens and this is what's happening. So I'm glad I waited.

Shayna:

Okay. Well, I'm glad for you because I feel like I've been scammed a billion times. I never learned the lesson.

Paige:

A billion times?

Shayna:

Yes. Oh my God. I get scammed all the time. I don't know, I'm just too trusting. I'm like, "You said that, I believe you." And ultimately if it was something that I really cared about, I probably wouldn't take the advice of a stranger. You know what I mean?

Paige:

Me too, yeah.

Shayna:

I feel like I would be pretty good about asking others for advice around that. But yeah, I feel like life sometimes is just generally a scam.

Paige:

Oh there, absolutely. I've been scammed multiple times, but fiscally, never that.

Shayna:

Fiscally.

Paige:

You will not catch me lacking fiscally on the scams, no. I mean these things have been happening forever, I mean, I remember when I first got my Hotmail account.

Shayna:

Was that your first email account?

Paige:

Yes, it was. I think-

Shayna:

Me too. I think my first... No, it wasn't, that a lie, I think I had an AOL one.

Paige:

It was my full name and 876 because I had to let you guys know I was Jamaican @hotmail.com. That was iconic. And I remember getting random emails from folks, "I'm a Prince and I got this money yesterday and I'd like to give you some." You don't know me, delete. Even back then, before everybody was like, "Don't click the links, don't engage." I'm always one of those people who, if it seems too good to be true, it probably is too good to be true. It's probably a scam.

Shayna:

It's probably a scam.

Paige:

No, but people all around the world are getting scammed, it's billions of dollars. There's a pretty high profile case of a West African scam artist who ended up living in Dubai and the FBI and the CIA were involved in finding this individual. People are stealing billions of dollars on the internet in all types of ways. I've seen several documentaries where folks just send random invoices to businesses-

Shayna:

And they pay them.

Paige:

And they pay, exactly. Because somebody is in accounting, they don't know what actually happened in the everyday. Microsoft is sending an invoice and Google's sending an invoice, I'm just going to send off that payment. And that's how a lot of these scammers operate. Or they set up fake investment schemes and new fake charts and send to people. It's a lot of crazy stuff happening out there.

Shayna:

That's crazy. Have you been a scammer? Have you been a part of a scam?

Paige:

Never. I'm telling you, I'm just really interested. Especially as a Jamaican, scamming is one of those things that has, I don't want to say ruined our financial reputation, but there are a lot of consequences because of it. So I can't use my debit card online, some places I have to go through PayPal because my debit card is a Jamaican debit card. And for people who don't have access to the US to be able to set up other bank accounts, it's a serious hassle. There have been several documentaries made on Jamaican scammers. I saw another one on Israeli scammers who set up fake investments and just send their clients fake charts, I don't know what investments are, but charts or whatever to say, "Oh, it's doing well, give us more money." And after people just keep handing money over to them because they're showing you evidence that it's working and then they just dip with people's money.

Shayna:

That's crazy.

Paige:

In the case of Jamaican scammers, I guess when you're looking at it in relation to people like Elizabeth Holmes, it's minor scams, it's minor when check it up that high because it's a lot of, "You won the lotto." It's a lot of lottery scamming or people's credit card information are available on the dark web, I've learned, which is why I keep my bank card locked. It's annoying to keep unlocking it to use it, but what's even more annoying is losing money. But it's just cracking people's cards, it's something I came across when I lived in Chicago as well, I learned about people doing it. It's a global thing, people are just stealing money using the internet.

Shayna:

That is a thing, that does happen. Well, thanks so much for chatting with me about scams. It's a really interesting time in the world and we must be using the internet as a force for good, not a force for evil. Don't do that, don't scam.

Paige:

Exactly. Don't scam.

Shayna:

Say no to scams.

Paige:

Say no to scams and say no to scamming.

Shayna:

Say no to scamming.

Paige:

That part. Yeah.

Shayna:

Stop scamming. Anyway, thanks so much.

Paige:

Thank you.

Shayna:

I'm looking forward to hearing the next segment.

Paige:

I am as well.

Shayna:

It's an interesting chat happening. So looking forward to it.

Paige:

Yes, with our grantee from the Netherlands, United Way. It's a good chat.

Shayna:

Wonderful.

Paige:

Hi, folks. My name is Paige and today I will be interviewing Machiel Salomons and he is the Executive Director of United Way Netherlands. United Way Netherlands is the fiscal sponsor of our grantee tech suit global. That just means the folks over at United Way Netherlands are the ones who are actually conducting the project on the ground and being face fronting with our beneficiaries. Joining Forces is the name of the project and it's a part of our Emergency Response Program for 2022. Machiel, thank you so much for joining me.

Machiel Salomons:

My pleasure.

Paige:

Can we just start by explaining exactly what project Joining Forces is?

Machiel Salomons:

Yes. Well, the Joining Forces 2022/23 is basically in scale up of the successful experience that we conducted in the Netherlands and Spain, thanks to the help of Isoc, whereby vulnerable groups are connected with each other using technology. And well, the project was such a success, the basic premise is that isolated elderly, especially during the Corona period, they were barred from seeing family, friends, and they were unfamiliar with the internet, with the options that are available on tablets, so we basically introduced it to them.

And not only that, we also mobilized volunteers amongst the refugee community in the Netherlands and in Spain, ensuring that they had weekly meetings, thereby alleviating the isolation and unwanted loneliness amongst the seniors, but also promote the integration of the refugees and the migrants. And such a success of the project that here in the Netherlands, many homes for the elderly, but also individual elderly, applied for this project in order to also not just get a tablet, but also get the training, to meet the volunteers, but to expand it to other countries, apart from the Netherlands and Spain, Germany, Romania, the UK and Israel.

Paige:

Nice. Thank you. Well, for our listeners, I just want to explain that the Emergency Response Program was launched by the Internet Society Foundation in 2020 as a response to the Coronavirus. Our aim was to find a way to use technology to alleviate some of the negative effects of the coronavirus and one of those ways was through this project. Can you talk a bit more about who these vulnerable people are that you're serving?

Machiel Salomons:

Yeah. Well, it depends a little bit per country. So in the Netherlands, in Spain and Germany, it's mostly first and second generation migrants. On the one hand, they receive training on how to be a volunteer, they also receive a certificate. And on the other hand, we have the isolated elderly, 65 years and older. And they are based on a waiting list in Title II, receiving a tablet with only one app on it, it's WhatsApp. And they receive training and they also receive the support because quite often they're so unfamiliar with the basic modalities that they do need to help, so we have also a team in place to offer that help. And then they're introduced to their volunteer counterpart and then on a weekly basis, they're communicating with each other. In other countries such as Romania, the focus as far as the volunteers is concerned on ethnic minorities, including Druze and Arab sections of the population.

And in Israel, it's mostly volunteers who live in a more remote area and who are isolated, but also lacking the infrastructure and connection. In the UK, the emphasis is on people with mental health problems. But the whole idea is, of course, the same, bringing those two groups together. And you'd be surprised to see how magnificent the interaction is. One of the positive spinoffs of this project, which I never realized, is that, for instance, in the Middle East or in Afghanistan, respect for the elderly is far more significant than in the Netherlands. So where a normal volunteer would stop to offer his or her advice or services and counseling, the migrant or refugee will actually go all the way to visit them at home and do shopping if necessary or to walk around in a park if they had an operation, they're not really mobile. And that's something that is quite rewarding.

Plus, on the other hand, the isolated elderly, not only do you have someone to talk to, bring them out of isolation, but what is far more important, they have a sense of belonging because they help the students with day-to-day problems that they encounter, they help practice the Dutch or Spanish language to the refugees, they help them opening a bank account or applying for social services as may be required. And then last but not least, which is probably one of the most beautiful spinoffs, before this project, some of these elderly had no clue about the internet, about tablets, let alone the use of WhatsApp to communicate. So when they found out and they became fully conversant with the principal, they started to interact with their relatives as far away as in the United States and could see for the first time their own grandchild, which they, especially during the Corona, were unable to see. So the impact is probably one of the most significant that I've seen in a long time.

Paige:

Yeah, that's really good to hear. I remember reading an article recently, I can't remember where I read it, but it spoke about the societal benefits and the personal benefits of cross-generational interactions and I guess multi-generational friendships as well and all the positive benefits from that. So that's really amazing to see that in the project. How do you go about recruiting these volunteers, or how do they get involved?

Machiel Salomons:

Yeah. Now that's indeed a very good question. In the beginning, it proved to be a challenge because not all refugees were equipped with a mobile phone that was suitable to have this communication. But we found a partner that was willing to support these volunteers, giving them a laptop or a tablet, Hewlett-Packard, for instance, is such a partner and Lenovo. And also over time they got better telephones and mobile phones, so they participate. Secondly, we have quite a lot of partners in the private sector, corporates that offer internships and even jobs such as Salesforce, Total Energies, Microsoft, Google, and you name it, we have 50 partners. So what we told the volunteers in total honesty and fairness, that in the Netherlands, when you do have experience as a volunteer, when you have served the community, you have an added advantage over your fellow applicants and as a result of that, we could present you as first candidates for these programs.

And that's exactly what happened. Those who volunteered, participated in mentoring program for Salesforce and Total Energies and some of them actually acquired a job by now, still continuing the volunteer work. That's one aspect to it, but the other aspect is, of course, the fact that elderly, they get dementia or they lose interest or they die or relatives, let's say, borrow the tablets. But that's why we have a very good monitoring system in place to assess the number of phone calls that take place on a weekly basis. And if we discern that, for instance, the tablet has not been used for a period of more than one month, our social workers pay visits and try to find out what the reason is.

And of course, if they don't use it, we get it back and we also set up a priority list so it'll simply go to the next one. What we anticipated was that quite a number of tablets would break down in the process, but that rarely happened. Some or another, there were not too many problems experienced with regards to these tablets being destroyed or adversely effect. And also on occasions when the software wouldn't work, we're very pleased to tell you that the counterparts reacted promptly to make it work and also give the explanation on the way.

Paige:

Oh yeah, that sounds great. I have a question for you about the sustainability of the project. You would've introduced these volunteers to these vulnerable groups and people would've built relationships. Are there any plans for the sustainability of the project to keep this going?

Machiel Salomons:

Yeah. Obviously as a result of the first phase, the year 2021/22, we learned quite a few things. And the lessons learned were applied in a workshop that we held with our new partner Compound. And so one of these things that we learned was the importance of maintaining databases of users, but also people who applied for it in order to secure that sustainability so that if people die or give up, the tablet is not just wasted somewhere in a corner, that it is given to a new one. Secondly, in our outreach to the donor, we present this project as our flagship operation, one of the most rewarding projects that we have in our stock. And we have already been approached by a number of IT corporations that have expressed an interest to support this with either hardware or software or money. So you may not notice, but in the



Netherlands for instance, but also in Spain, there is a significant phenomenon occurring in elderly people getting older.

And as a result, a million people, and that's quite a lot, are regarded as isolated elderly. And by the year 2030, we expect half the population to fall in the category as 60 and older. And we already have to think ahead of how we're going to address the needs of these groups because in this individualistic society, the elderly are getting older and they do not necessarily make more and new friends and extend their network and their relationships. So that's why this is such a unique thing, because what we have experienced and what we apply here can be used for future people who meet the age threshold. And we also try to make as much publicity as possible of it and as a result, a number of home [inaudible 00:20:34], as I mentioned it earlier, have already approached us, "Can we enroll?" And apart from Amsterdam, we're now in The Hague.

Paige:

That sounds amazing.

Machiel Salomons:

I have to add something else. So again, a totally unexpected spinoff of this project. The Netherlands is one of the countries that has been inundated by refugees from the Ukraine following the invasion by Russia in their territory. We have now close to 100,000. And we have been active since the beginning helping, because the majority of the refugees are women, to identify what their own needs are and then also cater for those needs. As it turned out, mental health is a big problem. And we have these therapists and clients as they're called, they're meeting each other regularly, but we also have work and employment programs. And amongst those women refugees from Ukraine, since we have more than 500 members now, and every day more people apply, the first thing we ask is whether they are keen to participate. So this time we have actually now a waiting list of refugees waiting to participate in this project. They're enrolled in English and in Dutch classes and it goes relatively quick, you'd be surprised how quickly they are capable to learn the language and to integrate. So there you see actually the best results imaginable.

Paige:

Oh, that's amazing to see the project growing and expanding and just being very dynamic in that way. That's really exciting. Well, thank you so much for joining me and chatting about the project, I've really enjoyed it. Thank you.

Machiel Salomons:

So do I, I always enjoy it very much. And please never hesitate to contact me or my colleagues on the subject because of all the decisions that you have taken, I know that you have been our closest friend and supporter and without you, we wouldn't be where we are right now. But I want you to know that even at a very young age like you have, you've managed because of your judgment to make a significant impact on a sizable part of the population. Perhaps I can give you some statistics which we collected. There are now a total of 1,550 beneficiaries, there are 550 seniors, there are about 1,000 volunteers and 550 devices have been distributed. More than 22,000 hours of interventions have been recorded and we realized 27 workshops. So this is quite an achievement, thanks to you.

Paige:

Yes, it is. Thank you. This is the brainchild of your organization and we thought it was a phenomenal thing to get behind and support. So thank you for coming up with this amazingly relevant idea.

Machiel Salomons:

You're more than welcome and we'll stay in touch with each other. Come and visit us in the Netherlands, you're always a welcome guest.

Paige:

Yes, thank you. I have to, would definitely love to visit the Netherlands.

Machiel Salomons:

Okay.

Paige:

Hi, Remy.

Remy:

Hey, Paige. Nice to see you.

Paige:

It's nice to see you. How did you enjoy the interview?

Remy:

Okay, talk about one of the most wholesome projects I think I've ever heard in my entire life. It was so interesting, it was really amazing to hear all the stuff that they had planned out, it felt like they really did their research and checked a lot of boxes on the project that they were working on.

Paige:

Yeah. Extremely well thought out and so necessary to be able to connect folks in the time of COVID, especially older folks who are probably not necessarily using the internet as much to be able to use that medium to connect them to volunteers and then possibly having them connect to their family or whatever, I think it's just a phenomenal idea.

Remy:

Absolutely. And especially with COVID, there was a huge learning curve for all of us having to migrate online, especially traditional systems that weren't meant to be online to begin with. I think about the challenges of just migrating some of my educational programs online. And someone who I hoped to be a little bit tech-savvy and the struggles that I had getting used to that and even the technical requirements of having systems that could run those softwares in order to do it and internet speeds fast enough. We had to upgrade our home Wi-Fi because we couldn't even run some of the softwares that they had.

So it really was a testament to how much they thought about what needed to be done and how they could address the needs of people. But one of the things that it really made me think about and one of the things that you did get into in the podcast was some of these questions about the digital divide and how we see them manifested in everyday life. Obviously there's a digital divide in a global geopolitical

sense of some countries having more access to technology and internet, but also at a more micro level where within communities there's different levels of access. How have you seen that play out in your everyday life throughout COVID and now as we're moving outside of it?

Paige:

Yeah, I think especially living in Jamaica, it's very clear to see that, I think, the connection gap both has to do with age, for obvious reasons, but also location. So I think over 50% of Jamaicans are connected to the internet, that is for sure. I think the specific figure, maybe closer to 60%, maybe even pushing up into 70%. And the vast majority of those people, I would assume are people who live in urban Jamaica. I think there's an urban and rural divide in terms of people who are connected and I think there's definitely that age divide. And I think even throughout COVID and having to migrate online, we all did globally for maybe a year and a half, two years, there's still some backtracking of that. So a lot of those things have still stuck around, the delivery apps, those kinds, but a lot of the other things have fallen back into what they were for one reason or another, but I would assume to accommodate folks who are not connected or can't afford a connection.

I remember throughout the pandemic, I would be helping my niece with school and just be visiting her more because I had the ability to and a good friend of my aunts who was a teacher, we would talk a lot and she would say that she would have conversations with parents and parents would just say, "It's either the light bill or the Wi-Fi. It's either food or the..." It was such an unexpected expense for people who didn't have. You and I have been connected, maybe it was, "Oh, do I need more data? Maybe I need a bit less. Do I need more?" Probably more. But for some folks it was, "Oh, I don't have this thing, now I have to go and procure it." And that's an additional cost on people who probably don't have it. So as a result, a lot of students in the Jamaican educational system have just, for lack of a better word, fallen off the grid because of the digital divide.

Remy:

100%. And I think about how much of a privilege it is to say, "Oh, I can just go to the Wi-Fi company and ask for faster speeds." That's something that you have to be in a fairly urban area, you have to be of a certain economic level in order to afford that increase in payment for your Wi-Fi bill. And I think Canada's also an interesting one where I'm based right now, a large portion of the population is online, I want to say it's 90%. However, we have hit a pretty hard roadblock where that other 10% is really fighting to get access, but because it's in very rural areas where you can imagine in Canada, it's hard to get to, there's mountains, you'd have to fly out there, and there's no incentive for large telcos to go out there and set up internet.

And as a result, like you said, they've fallen off the grid where it's like, "Well, we never had access to begin with and there's no incentive to get these telco companies to come out and build the infrastructure that we need. So how are we supposed to get on board, "With this new world," that's all online and all remote to begin with?" And so that's something that I've been thinking a lot about, especially where I'm located in Vancouver. And I could imagine that some of the smaller islands in the Caribbean region, there's similar challenges faced there. How do you incentivize these bigger groups to actually physically bring the infrastructure to create access to begin with, let alone speeds on top of that?

Paige:

Yeah. And then there's the issue of affordability and the issue of need, do these people even want the internet? Are they even interested?

Remy:

Yeah. Just to that point, that's something that I think about a lot and I was talking about with some of my older family members is need and also, what do you need it for? So that was something that I thought was really interesting from the interview that came up was they were so focused on training specific applications first so it's not so overwhelming. You can imagine, I have had this experience in my life too, where you're handed something brand new and there's so many options of things to do, it's like, how do you even start?

There's a huge barrier to entry to begin with. How do I even connect my tablet to the internet to access these things if I have access to it? But also along with that is how do you trust it? In an era of so many phishing scams and cybersecurity attacks, it's hard to trust things that happen. So how do we encourage trust in groups that may be nervous about adopting technology in their lives, or is it even necessary? How do we balance this need of not forcing technology on people who don't want it, but if they do want it, developing trust in security in these systems?

Paige:

I mean, I think it all comes around to utility. I think definitely, yes, we do need to get people's trust, but I think it's utility. I think that if you are going to be supplying people with smartphones with certain apps preloaded on them, that might have a very different connotation than you going... And this is why I'm such a proponent of local responses to local problems because I think while the internet is what it is, you can't just bring that to folks and, like you said, throw it on them and say, "Well, navigate this, figure it out, don't get scammed, don't bully anyone. Just figure this out yourself." I think if folks took the time to go into certain communities, and if I'm being specific, maybe let's think of a rural community in Jamaica and understand what their lives are like, understand their day-to-day needs and then provide them with hardware and software that helps with those day-to-day needs, then that's perfectly acceptable.

I think that those people would trust that process because they would've been in conversation with you about their needs, they would be trusting you. But when you just come with a large phone, tablet, whatever, and you throw it in people's faces and you say, "Well, use it." There's no, I guess, caretaking and I think that's why I really like this project because they thought about their beneficiaries in terms of how it's structured and let's not crowd it with too many apps for people to be overwhelmed, let us focus on the utility of the technology and less about, "Oh, just get on there and do stuff, do things, figure it out." It was really about the utility of it, the reason for this is to connect with this person, have these conversations and this is how we're going to be using it. I think that utility goes into it as well. I think if the technology doesn't feel useful, people won't use it.

Remy:

Yeah, I think that that's a really fair point. And to what you said about really addressing the needs, that's also one of the things I really liked about this project is they took a twofold approach to addressing loneliness in communities. They said, "Here, this is how you can access online services and platforms to talk to your loved ones while simultaneously fostering relationships with newcomers as well." And so you're giving them platforms online to connect and really feel that familial connection and ask for help or ask to come over things along those lines. But at the same time, you're meeting the immediate needs too and saying, "Here's someone who's actually here that is also looking to make connections with people in the community. And you can foster that relationship very much in person as well." And I think United Way and TechSoup have done a really brilliant job in creating that partnership.

Paige:

Yeah. I mean, they've taken control of the technology, I think all too often we play a passive role as people. So we talk about this app, that app, this software, that software as if it's its own entity and no, human beings built that. And it could have been built differently, but we are the people that make the technology do the things, the technology isn't alive, it's not operating on its own.

Remy:

We hope not.

Paige:

No, but just using it for its utility and function.

Remy:

Yeah. And I mean, to that point too, we've seen so many examples where we've given technology to people, not explicitly you and I, but society as a whole, thrown technology onto groups and they've done really negative things with it that have had bad impact on society. And so I think that it's really a range of consequences that you have, potentially positive as well, but unfortunately oftentimes negative with some of these other extended consequences like cyberbullying or things that don't immediately come to mind when we think about handing over technology to people.

So really having that training in place and that deeper understanding. And I liked that there was a graduation aspect to it that as people became more comfortable, they had access to more applications, it makes it feel a little less paternalistic in the sense of, this is the only app you can have, this is the only thing that you can do with it. It's saying, "No, let's train you on this first and as you feel more comfortable and if you want to, we can move forward here." It's always centering that person and saying, "We're going to keep it at the level that you feel comfortable with and move with you in partnership as you, for lack of a better term, graduate on to different platforms and different applications as well."

Paige:

Yeah, I think that this is an example of one of several programs that we have that is just phenomenally thought of. You can tell that there was a lot of thought and care that went into this program and I'm excited to see what comes after it, hopefully they continue to do this work.

Remy:

Yeah, absolutely. And I think the partnership with some of these newcomer groups, specifically the Ukrainian Women's Association is a really beautiful partnership between two groups of people that are in vulnerable positions and allowing them to connect and have a positive relationship built on community good. Because sometimes when you're surrounded by so much instability, knowing that you can go somewhere and you're contributing positively in the community that you're currently living, it has a really good effect on your heart and wellbeing as well. So I think, like you said, it's just a testament to that strategic partnership on their side of really selecting two groups of people and fitting the needs, and I'm really excited to see their work as they expand to more countries and what those projects will look like and how this can grow and hopefully be replicated in more contexts as well.

Paige:

Yes, I agree. Thank you.

Remy:

Absolutely. Anytime.

Paige:

Hello, this next segment is our staff answers segment where we ask a few of our teammates to answer the question, what is your earliest memory of the internet?

Raí:

Hello, my name is Raí and my first memory of the internet relates to playing video games with my friends and using various online messengers to keep in touch with each other while we were figuring out what game to play. Not every game had a great way of communicating in the game, so we would use the messenger while we were playing too sometimes. And why we were using the messengers in the first place is because we didn't have phones and we would play video games with each other after school if we weren't able to hang out in person for whatever reason.

Remy:

My name's Remy and I'm a Grant Specialist with Isoc Foundation and my first memory of the internet was in elementary school, my best friend had a home computer and we would go over to her house on weekdays and we would race to the back room and the first person to touch the keyboard of the computer got to log into Neopets first and then we played on their account for the rest of the day.

Speaker 9:

Wow. Thinking about the early days of the internet, I can say for one thing, I was very thankful that it was there. What is my earliest memory? I think I have to say the noise. The noise of connecting to the internet through your ethernet cable. It was a long noise, sometimes a loud noise, but a very happy noise because it meant at any moment I would be connected.

Speaker 10:

My first experience with the internet was most vividly that dial-up tone. My dad had a computer, the huge ones and it was always going, [inaudible 00:39:33]. Yeah, I would say that stands out.

Speaker 11:

BCC is supported by the Internet Society Foundation.