

Internet Society Chapter formation process

Initial interest to form a Chapter is received:

- ISOC staff shares information re Chapter formation with the interested person/ group & puts them in touch with others interested in Chapter formation in the country in the past so that they can work on this together

Chapter application submitted:

- ISOC staff checks the [application form](#) & does its initial due diligence together with the Regional teams, interview with the prospective Chapter group
- Further clarifications might be requested based on the questions raised during the due diligence process

Application accepted (the Chapter is now officially “in formation” and now has 6 months to complete this process and provide ISOC with the Chapter bylaws):

- The application is sent for a 15 day “Peer Review” to the Chapter Delegates list/Connect Community

If issues are flagged by the community: the Chapter in formation is invited to answer and clarify any questions before the process can continue.

If no major issues are flagged by the community: the Chapter formation group is asked to:

- Submit a draft set of [Chapter bylaws](#)
- ISOC staff sends comments on the bylaws to the local group to make sure they are aligned with ISOC’s vision and mission

Official Chartering (once the Chapter bylaws are finalized):

- ISOC staff sends the Chapter Charter letter to the Chapter for signature. The Chapter Charter letter creates a legally binding agreement between ISOC and the Chapter.
- Following execution of the Chapter Charter letter, the Chapter’s status moves from “in formation” to “full” and will be visible on the Chapter map on our website
- The Chapter gets access to the Chapter Portal to update their list of officers & members
- The Chapter receives their official Chapter logos and other visual assets from ISOC
- ISOC staff organizes an onboarding call with the new Chapter leaders
- The Chapter is officially announced to the Chapter Delegates, ISOC all staff, Regional Chapters, the Chapter Advisory Council
- The ISOC Board of Trustees officially welcomes the new Chapter at its next meeting
- Global ISOC members in the country are invited to join the Chapter



Legal aspects that the Chapter goes through locally:

- Legal registration of the Chapter in the country
- Organization of Board elections/AGM according to Chapter bylaws
- Opening an official Chapter Bank Account

The overall Internet Society Chapter formation process can also be found on our website at <https://www.internetsociety.org/chapters/start>

In case of questions: please contact chapter-application@isoc.org.

Internet Society Chapter Rejuvenation Procedure

The rejuvenation of a Chapter is a process started when a Chapter no longer accomplishes the minimum requirements to be an Internet Society Chapter (see [Chapter Charter Letter](#)) and can no longer be considered a Chapter in good standing.

The reasons why a Chapter enters in a rejuvenation process are, but are not limited to:

1. **The Chapter no longer meets the minimum requirements** to be a Chapter according to the [Chapter letter](#) and is no longer in good standing according to Chapter Performance Evaluation (CPE)
2. **Problems or Chapter behaviours that harm the Internet Society and/or its reputation locally, regionally or globally.** Examples thereof are, but are not limited to: Violation of social obligations, grave misconduct that could negatively affect the image or brand of the Internet Society. Behaviours or actions against Internet Society principles.
3. **The Chapter is Inactive:** The Chapter agrees that it is dysfunctional and needs support from the Internet Society.
4. **The Chapter has not signed the current version of the [Chapter Charter Letter](#)**

The rejuvenation process is divided into 2 phases:

1. **Pre-rejuvenation:** This is a period where the Chapter Development Manager works with the Chapter to re-obtain the minimum requirements. The Chapter has a period of three months to solve the areas in which they need improvement. During the pre-rejuvenation period, the Chapter is still eligible for ISOC funding, unless there is a compelling reason against this (e.g. if the Chapter no longer has access to its bank account). If the Chapter does not improve during the pre-rejuvenation period, it will enter into a rejuvenation phase.
2. **Rejuvenation:** The Chapter begins a restructuring process of up to 12 months, during which a change of leadership is mandatory. Chapters in rejuvenation no longer have voting rights, nor are they able to apply for funding via our regular Chapter programmes. The group of people interested in rejuvenating the Chapter puts together a concrete rejuvenation plan together with ISOC's regional Community Manager. If the rejuvenation is successful, the Chapter will be listed again as an active ISOC Chapter. If after 12 months, the rejuvenation is not completed, the Chapter will be officially de-chartered. Funding will be made available for the rejuvenation process on a case by case basis and depending on the needs during the rejuvenation.

Internet Society Chapter de-chartering process

Chapters are chartered by the Internet Society upon signature of the Chapter Charter letter. This letter states the minimum standards that the Internet Society expects its Chapters to meet.

In cases, where a Chapter no longer meets the minimum standards, it will go through a rejuvenation period of max. 12 months.

If after a 12 month rejuvenation period the Chapter is not successful in addressing the compliance issues, the Internet Society will have the right to terminate this Chapter Charter by providing written notice to the Chapter. A decision to terminate the Chapter Charter may be appealed by the Chapter in accordance with Article IV of ISOC's Amended and Restated Bylaws.

Upon termination of the Chapter Charter, the license granted by Section 5 of the Chapter Charter Letter shall terminate and the Chapter shall cease all use of the Internet Society name, logo and chapter tools and shall take all actions necessary to renounce its legal right to use or reserve the name "Internet Society" or any derivative thereof in the Territory. (See also: *Charter Letter, 2018, 8b & 8c*)

The process in this case is the following:

- 1) **Formal de-chartering letter:** ISOC staff sends a formal de-chartering letter informing all outgoing officers and/or persons involved in the Chapter rejuvenation efforts that the deadline of 12 months has now been reached and that ISOC will thus de-charter the Chapter.
 - The Chapter's status will be moved from "In rejuvenation" to "Closed"
- 2) **Communication:** The following groups will be informed about the de-chartering.
 - ISOC Staff
 - Chapter Advisory Council (Steering Committee)
 - The Chapters (Chapter leaders) in the region of the de-chartered Chapter
 - All individual members in the respective country
 - ISOC Board of Trustees at their next meeting
- 3) **Peer appeal process:** Should the Chapter dispute the de-chartering decision, it has the right to a peer appeal process
 - The Chapter can send a formal request to the AC Steering Committee (ChAC) to evaluate the case;
 - ISOC staff will be requested to provide detailed background on the reasons for the de-chartering
 - The Chapter will present the reasons for its appeal



- The ChAC SC will then come up with a recommendation for staff
 - Staff will implement this recommendation and re-evaluate the situation after 6 months (if the Chapter is at that point in compliance with the Charter Letter, it will be counted as an active Chapter again. If it is still not compliant with the Charter Letter, it will be de-chartered).
- 4) **Petition to the Board of Trustees:** If the Chapter also disputes the result of the peer appeal process: a subsequent right is to petition the Board of Trustees for a final appeal to retain active status, wherein the decision of the Board of Trustees will be final.
- An appeal should only go to the Board if
 - a.) the peer appeals process results in rejection of the appeal (i.e. agreement with staff's decision) and
 - b.) the closed Chapter wishes to pursue a further appeal to the board.