
CLAUDIA RUIZ:

Good morning, good afternoon, and good evening everyone. This is the LACRALO Multilingualism and IDNs Working Group Call on Tuesday 28th of January at 23:00 UTC. On today's call we have Sylvia Herlein Leite, Gaby Gijón, Lilian Ivette De Luque, and Harold Arcos.

We have received apologies from Gilberto Lara and Carlos Leal. And our interpreters today are David and Marina. Before we start, a kind reminder to say your name for transcription and interpretation purposes. Thank you very much. And Sylvia, you have the floor.

SYLVIA HERLEIN LEITE:

Sylvia speaking. Thank you, Claudia. Very kind to conduct. And good evening everyone. It is a pleasure for me to be here. We've been working very hard and the time has come to take talk and report to the participants present and those would like send remarks on our work. Work done with everyone's collaboration and information sent to us by email or occasionally WhatsApp, the various ways we have to communicate.

So, as you know, here we are working with two subgroups. We will start with the report on the IDNs Project. The purpose of this IDNs Subgroup in LACRALO is to bring to the LACRALO Members who are interested in this topic, globally for the entire ICANN Community, bring more information to them on this. And that's how we started. We started with an analysis of what IDNs are, how it works, and throughout 2019 we have somehow shifted the heading of our work and added new purposes.

One of which was Universal Acceptance. On this, Carlos Leal has helped us. Unfortunately, he has sent us his apologies. He will not be able to work with us but I'm here to present to you the outcome of this work.

So, since we started our work and with the changes adopted, we identified the need at the time of IDN Survey. We started to understand how IDNs work or might work, change, improve in our region. So, we have, so to say, devised a project with LACTLD. So, we reached to Ignacio Estrada, if I'm not mistaken with his last name with Staff from LACTLD.

So, we talked to him about our interest. We described to him the Survey we were conducting that we were trying to simulate the purchase of a domain name, and that's when we found some unusual things, some surprises. Thank you, Nacho. Nacho's his nicknames. He is a dear friend, so we treat him like that. And he said to us, "Okay, great. How interesting what you are saying informally." This was a breakfast we had in Montreal.

So, he asked us to put in writing the Survey we were conducting. Our intention now is to understand why some ccTLDs enable a domain name with a 'n' with a tilde, and others to note just as by way of example. So, we got it out, this survey with this purpose in mind. And this document, Gaby, Gabriella, for short Gaby, this document is a collection of all the data and information that you sent to us. And this is a wonderful document, very dynamic and very easy to understand, and very logical, somehow a summary of all our concerns.

We have circulated this document to the group 10 days ago for you to read and issue comments today or in the following days. We will be receiving comments and changes to this document until February the 2nd. Why, why this date? Because we will then have a meeting with Gabriella.

We will incorporate your remarks and then send the document to LACTLD on February the 6th so that LACTLD can in turn forward it to all the ccTLDs in the organization. And we have the expectation that they will respond soon and when we meet Nacho in Cancun at the beginning of March, he will give us some feedback, his feedback and the ccTLDs feedback as well. That's what we hope. So, that's the way. This document will be sent to the ccTLDs and we expect them to tell us why some domain names work, why some don't, and what can the LACRALO Community do to make this work because this has a clear impact on end users.

So, I'm not going to talk anymore about administrative matters, and I will give the floor to Gaby for her to explain how this report is organized. And I will kindly ask you that once Gaby is over, either you post a comment on the chat or raise your hand so that all your questions and requests for clarifications are formally introduced in this space. Gaby, you have the floor.

GABY GIJÓN:

Gaby speaking. I hope you can hear me. I have some connectivity issues.

SYLVIA HERLEIN LEITE: Sylvia speaking. We can hear you, a little bit low but clear.

GABY GIJÓN: Gaby speaking. Well, I became a member of this group upon Sylvia's initiative. The topic is very interesting. So, when organizing the report, we started with what Sylvia had shared over the mailing list, asking each member to take a portion of the work and do a simulation of a purchase. My country was Costa Rica. I afterwards received the information that you sent to Sylvia on the survey.

At the beginning, I thought it was only for the TLDs that were on the chart on the table in the email, but afterwards when I got to understand it better, it was [inaudible] to match first the ccTLDs Members of LACTLD and on a second stage, do a matching with the groupings within LACRALO that have a source that is coincidental with the LACTLD and LACRALO membership.

Because the purpose is, first of all, to meet the needs of the groupings that are members of LACRALO but also say to LACTLD, "Look, this group has this source and there is a matching with the LACTLD description." So, first we had to see what are the countries members of LACTLD and also check the last version or the last list in the most recent listing of the group in LACRALO. That was the starting point. The next step...

SYLVIA HERLEIN LEITE: Sylvia speaking. Sorry, Gaby. I don't know if you can see the screen, but you can ask our Staff to scroll down so that everyone can follow you.

GABY GIJÓN:

Gaby speaking. Well, before we move forward, let me note that Sylvia was an ongoing touch. She was like my shepherd because I'm a new member of LACRALO, so she was guiding me all the time. So, both of us together, we made the structure of the report.

First of all, we identified the acceptance or rejection of each ccTLD domain name and then once the topic is made clear or is aware, make a description of the results of the survey in the development of the report. And afterwards identify the issues to be managed. And I note some people from various Latin American countries within each ccTLDs, we could contact them.

So, once I knew which dot countries were members of LACTLDs and which groupings we were working with... Will you please move forward? This is the introduction. A little bit forward. Will you please scroll down? I want to explain to you the development. That's it. So, this is how we worked.

This table has first the members of LACRALO, the group, because our interest, our concerns are the interests of end users. But these groups may or may not match the ccTLD LACTLD Members. So, we wanted to do this match. And the three Venezuelan groups have a representation on LACTLD. On the third column, the result of this acceptance or nonacceptance of the 'n' with a tilde of the cedilla and then the tilde or the critical mark. So, once the structure was defined we noted that the table in the email was not complete. Only a few ccTLDs had been surveyed.

So, we started to check individually which ALSes had no representation or which ccTLD had no matching survey. So, we started with the official websites and when the official websites had no concertation or question feature, as it happened in the Caribbean because the website might be delegating into the registrar, we started to find other means to get information.

An anonymous buyer, we wrote emails to simulate a purchase and we had different answers. In some cases, the reply was straightforward as was the first case, although countries are registered with ICANN, with contract details, and the report shows the registry. That is to say, the party responsible for that portion of the DNS. So just to say who are controlling that dot country. And that's how we developed our work. We wanted to find matching organization between the dot country and an ALS Member of LACRALO.

Once we had this table complete, we worked on the drafting of the introduction. And basically, the content of the introduction is material that I got from the Internet School. It's a publication from this School of Governance. It's a book that is updated on an ongoing basis. This is an excellent book with five different areas of approach, economics, finance, infrastructure that gives a very broad analysis of the internet in a broad sense.

So, under the section of Multilingualism, I tried to find some words on why this is important, and which are the countries that have the greatest need of registering names with Latin characters. And then with the survey of the ccTLDs, I tried to understand what happens behind the scenes because sometimes the user who is interested in registering a

domain name, we have to convert that domain name to a different name to be able to register it with a critical mark, with a 'n' with a tilde.

So, this domain name will have to be registered differently under IDNs but for the end user it will be seamless. I will not say too much about this, but it is essential to explain because in some cases the reply I got was that the user has to do this conversion. Are we going okay?

SYLVIA HERLEIN LEITE:

Sylvia speaking. Yes, we're doing very well, listen with great attention to your presentation.

GABY GIJÓN:

So, I'm now going to continue after this introduction. We're going to go then back to the beginning. Everything I'm telling you has been consulted with Sylvia before because sometimes when we decide to obtain the information, I attempted to get a response at all costs from some countries and that's not the aim. We don't necessarily need to have a direct contact today but actually we are attempting to discuss this within LACTLD and would like to understand why it's that they accepted to sign these special character registries.

So, after having a discussion with Sylvia... Let's please go to the beginning of the report. Hello? If we can scroll up, please, all the way to the beginning of the report where the introduction is. The previous one, please. This is probably Page 1 or 2. There you go. Thank you.

So, as you can see here, our goal is what we have been saying so far. So, first we want to know what is the instance that our ccTLDs in the

regions are in with respect to special characters. And once we... Of course, all of this is prepared to what we call the second level domain. What does this mean? I think we all know how a domain is made up. What is before the dot, that is between the triple w and the dot is called second level domain. What is appearing after the dot is called top level domain.

The top level domain is now built in by the Latin Generation Panel. We had the opportunity to listen to one of the representatives in the webinar very recently. They are analyzing the language repertoire so that most of the languages in the world can be included in a future round of TLDs. This will depend on the different variants.

We are attempting to understand what happens when you try to register a second level domain with an 'n' in special characters such as a tilde or the accent mark. So, what has been the proposal so far? It was creating domain names with an eñe letter, a cedilla, or a tilde. So, we first wanted to know what the situation is in the countries in the region. And once we know the status of the region, we want to know which reasons motivated them to implement these IDNs or what are the reasons why they decide to rule out these IDNs.

In some informal conversations, some of them said we don't have them, and we don't want to have them. Others said, yes. But then are the reasons? Are these economical, technical, staff reasons? Are these big registries or small registries? Is there a demand for these in the region?

So, once we have this information, we want to know what's happening, what motivates them or not. And so, we can know what is the degree of

demand for this implementation. There are some particularities that are very interesting, especially in the Caribbean. So, it would be interesting to see that with this report we can get to know the status of the situation in the region.

So, there is a need for Multilingualism. The English language is the most used language on the internet but, as you can see here, there is an image showing which are the countries that have the majority of the internet users today. So, this is the graph that ICANN uses to present the Internationalized Domain Names. The participation of countries such as Japan, China, and others has grown, this also includes India. These are the ones that are promoting this Universal Acceptance, these characters.

So, we wanted to show the situation and then, very superficially so that we don't build with technical issues, we start with dealing with Unicode and how, in some cases, it is necessary for a dot country to accept a registry with special characters. We will need to share these domain names to the standard to be able to implement it, either directly or not. And finally, the heart of the report. Let's please go onto the next slide. Do you have any questions so far? Hello?

SYLVIA HERLEIN LEITE:

This is Sylvia Herlein speaking. There are no hands up and nothing written on the chatroom so you can go on.

GABY GIJÓN:

The other speaker. Okay. So, how this simulation made? Basically, each official site of the registry, and let's remember that the registry is the one that has control over a dot country or a TLD, registry is the one that has the zone file and the one that absorbs technically and legally all the control of this function. In this case, it is a dot country.

So, we access the domain name query. It usually is located in NIC Argentina, NIC Bolivia, NIC Trinidad and Tobago. And so, we conducted a simulation. We can take any domain name. If you look at the example, in between www and what is after the dot, there is in the middle what we are interested in, which is the second level domain. In this case, there's the word [inaudible] with a cedilla. So, we use this for examples.

In some cases, the response from the website was very intuitive because it very clearly said it didn't support these characters because it was an invalid character. But in other cases, if we used compañeros with the letter ñe or compañeros with the NI, the response was that it was available, so it wasn't really very clear because it was available in both cases.

And so, there are some cases where each query that you can see in this footnote has an explanation of what we obtained in that query. For example, Trinidad and Tobago, let's take that case. To begin with, it wasn't easy to check the official website of Trinidad and Tobago. I believe it is managed the government. And so, when we could not obtain direct information, we would consult with the registrar.

These are Stakeholders that have agreements specifically with ICANN, there is an agreement between ICANN. And so, for the case of Trinidad

and Tobago, we reached a conclusion that in a special registrar, we saw that they do not support it. Can we please scroll down on the report? I'm actually confusing both cases. There is another situation, I think, further on with some decent terms and [inaudible], but in some cases we have mentioned this when the query was made on another website such as a registrar or an official website of the NIC in the country.

In the case of Trinidad and Tobago, the characteristic is that the user interested in purchasing domain needs to transform this domain to what I was referring to before. If I want to register the word *compañeros*, and you check that website you will see that the website will transcribe this domain name to Punycode. A domain expressed in Punycode will start with xn slash. So, that will generate a technical issue that will be difficult to solve. Let's scroll down please.

Let's have a look at the case of Nicaragua. Go up, please. Scroll up. Let's have a look at the case of Nicaragua. You're going a bit fast. Let's have a look at Panama. This now has a particularity. If you look at Footnote Number 9, we clarify there that even though the official website says the domain does not exist, we don't really know if it does not accept it or if the domain name has not been registered yet. So, we're resorting to a registrar and when we attempted to register a .com, .panama, the reply I got was very precise that IDN domain names were not accepted.

Do you understand how the query was made? Not only with official websites but actually we tried to use other resources to be able to reach the Panama website. Let's scroll down, please. In some cases, we would get an error message. In other cases, it would accept it. In some cases, they accept some characters and not others. The ones that provide least

acceptance or the ones that are least accepted are the 'c', cedilla and the tilde. But with ñe, we can say that the special characters within the domains in our reach are more accepted.

So, only in the dot countries that make up LACTLD or LACTLD today where you can see this. If you have a look at the official website of LACTLD, there are TLDs that are not members. LACTLD posted an advertising, and advertising on Instagram saying that there was one of the members that was added. That's why Punycode is listed. Should I go on?

SYLVIA HERLEIN LEITE:

This is Sylvia speaking. Please go ahead. We're all hearing you, Gaby.

GABY GIJÓN:

Okay, so let's scroll down. This is Gaby speaking. Let's scroll down slowly so that I can remember some cases and I can have a discussion on this. Have a look at Footnote Number 21, that is Barbados. In the case of Barbados, why have we added Barbados to the report? Within LACRALO, there are three associations from Barbados but according to LACTLD and others, Barbados is not part of LACTLD.

That means that we need to be careful because even though there are some associations that we want to know what is the situations of the dot countries, we can't force LACTLD to answer because they're not part of LACTLD. If Barbados does not accept these characters, well, we need to consider that they are not a LACTLD Member today. Let's scroll down a little bit more, please.

I suggest you review these note by note, footnote by footnote because it is in the footnotes that we will find the richness of this data collection. This doesn't really affect it, but I think it is interesting to say that in some dot countries in the Caribbean, most of the registry is made considering foreign demands. It was very difficult to collect data because Saint Vincent and the Grenadines did not have an option for a query. And so, if we consult the registrar, we have a bit of confusion whether they accept it or not.

But they are not reflecting the needs of the region. These are people from other countries that come to purchase those domains so we also would need to wonder why. In some cases,... Or actually, we need to have a registry of the Caribbean. I hope you understand my concern. Actually, in some cases they specifically say that queries are for special situations.

SYLVIA HERLEIN LEITE:

This is Sylvia Herlein speaking. Gaby, we have 20 minutes more in our meeting so if you could perhaps provide a summary. I'm going to check the chat to see if there is a question or a concern. But we need to think that this will sent to LACTLD. So, any remarks or any comments made by Gaby actually are very powerful for the region, they are very pedagogic, and we're going to share it with all the ALSes in the region because we are learning a lot here.

But let's now focus on the fact that we're going to send this to LACTLD and that's why I'm asking everybody if you think this is clear, thinking like a ccTLD. And this is when we get to what was said in the beginning

of this meeting. What are the reasons why we are having this contact with LACTLD?

GABY GIJÓN:

Gaby speaking. Perhaps there will be another chance to show the complete report. As you can see here, there are 59 ALSes but six do not have representation in the LACTLD, two or three different origins. We have 23 ccTLDs surveyed. We have only considered those that belong to the region. Three are not members of LACTLD, Saint Vincent and the Grenadines, Jamaica, and Barbados.

Out of this universe, 13 do not accept any of the three characters. Approximately 56 percent of the total countries analyzed, and only 13 percent accept characters such as the tildes and with a tilde. The cedilla is the least accepted country perhaps because it's only prevalent in Portuguese. Well, this is in very broad terms the content of the observation, so we can move to the conclusion.

I recommend you read all footnotes because there are references, comments, and clarifications, interesting material. Well, the conclusions are that the internet penetration potential is mostly natured, the Pacific, Africa, and Latin America. Our main language is not English. So, the group wanted to study what happens with the registry and this is a link to the form to discuss with some dot countries.

So, it would be great once the structure is established to find the ccTLDs to reply. I'm interested in learning above all what are the rationales for the percentage of domain names that really require special characters. What is the demand of the region? And whether these special

characters for our region are available in the new IDN so that everyone can write them in their domain names. So, this is all on my side. What do you think?

SYLVIA HERLEIN LEITE:

Sylvia Herlein speaking. Thank you very much, Gaby. Fantastic. Very well explained how the document is structured. It's great. So, I will ask everyone to read this report, this research, and give us your viewpoint. This is the document that will be sent on behalf of the group. All of us to a greater or a lesser extent have made a contribution to our report, so we need you to tell us if we are properly representing your definitions, even though we have checked them, and Gaby has gone further in the research. This is the link on the chat but it's also in the document.

At the beginning of the survey there are two questions for each page and there are several pages. So, I ask you read them as if you were a ccTLD. If you were a ccTLD would you be able to answer what you think? Is there any question missing? Would you like to see on behalf of the users? Would you like to see it or make a different question, another question, to the ccTLDs? So, please. It's very important for you to read this with as much as attention as possible.

And as soon as you can please let us know what you think and if we have to add anything else. Okay? So, now we will move to the next item. We will now talk about the Universal Acceptance Group work. So, I will ask Claudia to show the Google Doc. So, sorry. Please, I know there are some hands raised. Silvia, you have the floor.

SILVIA VIVANCO:

Silvia speaking. Thank you. Very quickly, just to express my congratulations, Gaby. You are to be commended for this highly informative work. We are astonished by the level of research and excellent conclusions. And also, Sylvia Herlein, of course, for leading this work.

And my recommendation is for this group to submit this work to the entire LACRALO Community. Perhaps a slot can be found in the LACRALO Monthly Call in February for all members to understand this excellent work. I'm certain that it will be very warmly welcomed. And also, I think that the entire At-Large Community should take a look at this work to see how excellent material the region has to contribute.

So, again, my recommendation is for you to consider that the entire At-Large Community, the five RALOs, should become aware of your work, of this work. So, again, congratulations and let's move on because we don't have much time left.

SYLVIA HERLEIN LEITE:

Sylvia speaking. Thank you very much, Silvia. It is certainly a pleasure for me to learn that you have enjoyed it, that you found it interesting, and also that you find it interesting for the other RALOs. I think Raitme wanted to speak.

RAITME CITTERIO:

Raitme speaking. Good evening. Just a brief comment, thank you, Gaby for this great presentation of a study. And a question if I may, should we include in the study the ccTLDs that have issues with the

implementation of domain names? Ask them if their implementation issues are because of internal processes or procedures or technical limitations. That's all on my side.

SYLVIA HERLEIN LEITE: Sylvia speaking. Thank you, Raitme, for your words. I have taken note and we will certainly take this into consideration. Sergio, you had your hand raised.

SERGIO SALINAS PORTO: Sergio Salinas Porto. Good evening everyone. No, it's just one brief instant to say hi and apologize for joining the call late, but it's my vacation and it was not easy to find a computer in the city. This and also saying out loud how proud I am of what you're doing. This Working Group with the quality of work. So, congratulations to Gaby, Sylvia, and all the other colleagues who have made their contributions to this excellent work. That's all. Thank you very much.

SYLVIA HERLEIN LEITE: Sylvia speaking. Thank you very much, Mister Chairman, and thank you for your kind remarks. Anyone else? I do not see anyone else. So, we will very quickly talk about the Universal Acceptance Subgroup. Unfortunately, our Co-Chair, Professor Carlos Leal is not with us today. But Claudia, if you can please show the link to the Google Doc that we will be sharing with everyone.

So, I want to show to you a form or an official card that the Universal Acceptance Group is sending to all those interested in becoming a Local

Initiative. Can we display that on the screen, the Google Doc, please?
No, this is not the one, Claudia. Not the IDNs Survey. But just a moment.
Let me find it myself.

So, the question goes why do we want to be a Local Initiative, what we will want to do, how we are going to do it. So, as we've said on several occasions, we will be replicating across the region with 23 countries a study that was conducted in Brazil on the most widely used websites in the various countries. So, we were filling in the form. We will now give you some time to make a comment, sharing it with the entire group for comments and we will soon also send it to the Global Universal Acceptance Working Group. Please scroll down.

There are some questions about the geographical boundaries and the spoken languages. This is for them to understand what LACRALO is about, who we are, with some demographics, all these ccTLDs in the region. Here we are again talking to the ccTLDs about them. So, what we are learning in the IDN Subset Group is very much related to this. We have divided into four subregions. Please scroll a little bit further down. Here we go.

What our motivation is. There, we've entered some statistical information. There are some pieces that are still be filled in. So, I'm going to ask you for help. What you think is necessary to express our motivation, why we want to be a Local Initiative. These are all the members of the group. This is a table they sent to us and they want us to describe our expertise. I think we shouldn't be filling in this form because our profile is not technical. But for them to know who are the people, which countries are represented in this group.

And here, once we have the results, once we have completed the study, what are we going to do with these results? What is our intention who we want to reach? For example, here we are mentioning the other station that gathers Brazilian Hosting Companies, then [inaudible] in Argentina. So, I'd like you to tell me which are the stations of developers and hosting organizations are for them to know where we can be reached because that's where we will be facing the IDN issues. So, we should see what we are going to do with the outcomes.

And then the overall plan. The plan that will be divided into three stages. These are the three stages. This is the work that Carlos Leal has started. He will be coordinating this. Those in the group, you already know that we will be using Alexa's version. So, what we are going to do, I only have four minutes. And these are some examples. Carlos has already said what he's going to do. This is the Final Report.

And after that, the stages because we're going to divide this into... This is the cost breakdown for each stage. The first would be reaching seven countries but we will be submitting this cost budget comprising the three stages because we believe that the first stage will take three months but the following ones that we will be already familiar, it will take less time.

So, I'm going to send this link to your email for you to comment. So, please, please send it very quickly because we want to send it with sufficient time for the people from Universal Acceptance to also give us their feedback or replies that they can comment. So, basically that's all. I don't know if there are any questions, any hands raised?

RAITME CITTERIO: This is Raitme speaking for the record. When I have a look at the format and I make some comments, I am one of the few who is in the Technical Group, at least in Latin America, in the technical and metrics area. My suggestion is that part of what is defined as general goals for the study should be aligned with the goals so that it is accepted within the general Subcommittee of Metrics and Universal Acceptance. So, this is so that we are not only focused on an idea that this should also be considered more globally.

Now, from the technical point of view, there are few things missing that I'm going to add as comments so that we don't take more time here, and the rest I will just post them, and we will continue discussing by email. Thank you.

SYLVIA HERLEIN LEITE: This is Sylvia speaking. Thank you very much, Raitme, for your comments. Let me ask you, are you part of the Metrics and Universal Acceptance Subcommittee?

RAITME CITTERIO: Raitme speaking. Yes, I am a member but I'm just a member on the Subgroup. I'm not part of the Leadership. And I'm also a member of the Technical Subgroup. It's just that meetings happen sometimes at times that are not very appropriate for this part of the world and it is difficult to follow them, so I follow them by emails.

That's from the technical point of view, there are many things still pending and I think certain limitations can happen at the level of IDNs that also affect this part which is Universal Acceptance. We have already mentioned this by email, but we will continue then.

SYLVIA HERLEIN LEITE:

Sylvia speaking. That's correct, Raitme. This, my question was simply because maybe you can be a Liaison with this group because we need to simply be in agreement with the Universal Acceptance Metrics. Okay, so we've raised the top of the hour. Our interpreters need to take some rest.

So, if you have any other comments, I see there are some comments here in the chat, they've added us five minutes more. So, if you would like to make a comment or ask a question with respect to Universal Acceptance, we have some five minutes more.

RAITME CITTERIO:

Raitme speaking. Since no one has raised their hand, I'm going to take some time then. I was saying I am concerned that our coordinator is not present in this meeting and he hasn't said anything else by email either. So, we want to know he's thinking of doing. There are a few things that I do know how to do them from the point of view of the Technical Subcommittee, but I am not the leader here and I'm not a Co-Chair either.

So, I think we are sort of out of pace from technical points of view. And I believe that by putting together everything here and making the proper

corrections, and then having a second stage if time allowed, and we can show this to the rest of the LACRALO members, then I think this would be a good idea. But that's what we need, is two more days. Maybe not wait because perhaps times will overlap.

SYLVIA HERLEIN LEITE:

Sylvia speaking for the record. Carlos has apologized. He said he would participate, and he had a personal issue, a serious issue, but I'm going to convey these concerns and I will ask him to send a report to the Universal Acceptance Group and also some comments. It would be very interesting for you to send an email to our group asking specific issues. I'm sure he will be able to reply. I will not. But that's great then. And it's really good that we have you. It is good that you understand the technical area and so I thank you for this very much. Sergio, you have the floor.

SERGIO SALINAS PORTO:

This is Sergio speaking. I just want to add something that I've been mentioning in all the Working Groups. We should not wait. We do not need to have an ability title to participate in the LACRALO Working Groups. We need to be proactive and provide our input so that this group and the rest of the groups can work. So, I ask the Leadership of this Working Group as well as the members to not wait to be called. Do not wait to be called to do something.

Actually, it's the opposite. We need to drive the group so that things are made, and the Leadership needs to encourage people to have responsibilities within the group so that each member of the group as a

responsibility, more or less responsibility with more or less penetration in the issue but everybody needs to have something to report and the Leadership simply needs to check that these activities and these responsibilities are met. I know I am repetitive, I know Sylvia has this on her DNA, but we need to provide people with something to provide to the group, to provide an input.

We apologize, we don't have good audio. And this has to be put to the consideration of the group. But what we need to do, mainly is the whole group, the eight or ten members in the group, everybody needs to have a task, everybody. Nobody can be left without a task. There should be no one person in the group who's not checking that these tasks are complied with, are met.

SYLVIA HERLEIN LEITE:

Sylvia speaking. Thank you very much, Sergio. I just need then to thank the Staff for their support because without them, of course, we would not be able to do this. To our dear interpreters...

RAITME CITTERIO:

Raitme speaking. I apologize. I'd like to say something else. This is something I discussed with Harold. Part of this project should also focus on training and on including both in the project and globally. That is the technical part on the metrics area in Universal Acceptance. I think this needs to be somehow present in the projects. This has to be part of our goal.

SYLVIA HERLEIN LEITE: Sylvia speaking. Thank you, Raitme. So, now yes, thank you very much for your time. And we will meet soon. I hope we will meet by email and through messages. Thank you very much and good evening. This call is now adjourned.

[END OF TRANSCRIPTION]