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JULIA CHARVOLEN: Sure Dev. The recording is on. I will start the roll call for you. Welcome everyone to the Technology Taskforce working group meeting on Monday, 23<sup>rd</sup> September, 2013 at 15 UTC. On the call today we have Dev Anand Teelucksingh, Gordon Chillcott, and Glenn McKnight.

We have apologies from Bill Thanis and Olivier Crepin-Leblond. And from staff we have Heidi Ullrich, Matt Ashtiani, any myself Julia Charvolen. May I please remind all participants to please state their names before speaking for transcript purposes. Thank you very much and over to you.

DEV ANAND TEELUCKSINGH: Thank you Julia. This is Dev Anand speaking. Okay. So thank you everyone for attending. I should say that this should be a very short meeting because what we are attempting to do is look at Meeting Burner dot com, is the one we want to talk about conferencing solutions.

So well, the way it works is that the host can share their screen. So in fact, what you should be seeing is my Firefox browser, and the comparison of web conferencing solutions. Curiously enough, well, how should I put it? I'm not seeing that screen in my Meeting Burner room.

So on the left hand side, I can see the list of participants. And under the tab, there is tab for chat. So, just a concern. Julia or anybody could confirm, are you all seeing my screen properly? Are you seeing the

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Firefox browser and I have the At Large Wiki showing the comparison of web conferencing solutions.

GORDON CHILLCOTT: This is Gordon Dev. I can see it fairly clearly.

DEV ANAND TEELUCKSINGH: Okay. All right. Everybody should be able also do things like view full screen. There is a view screen button on the upper right. I don't see a way to easily raise a person's hands though, I see it in the upper left, next to the Meeting Burner icon there is ask a question, so I think that that's the closest of raising a hand. Yeah.

So if somebody wishes to just try that out and see.

GORDON CHILLCOTT: Dev, Gordon again. I just clicked it, and asking [?] your question or comment to the host. I gather it's for text messaging.

DEV ANAND TEELUCKSINGH: Yeah. It is.

GLENN MCKNIGHT: Glenn here.

DEV ANAND TEELUCKSINGH: Hi Glenn.

GLENN MCKNIGHT: Gordon can you speak up a bit? I'm having a hard time hearing you.

GORDON CHILLCOTT: I'll do that Glenn. I'm kind of fighting off a cold, so my voice might sound like a little crack [laughs].

GLENN MCKNIGHT: Okay. So what I'm seeing right now, I see a big tableau of your web conferencing tool solutions okay, and see our chat box on the side. As you said, I don't see a way to sort of wave my hand up, or take control of the screen, or polls, or any of the stuff that I thought – maybe I'm jumping to a conclusion, but what other features does this thing have?

DEV ANAND TEELUCKSINGH: This is Dev. That's why I am going to say this is going to be a very short meeting. [?] just a concern, that ask a question, do you see that in the upper left? It's right next to the Meeting Burner... Just right next to the Meeting Burner icon, or logo I should say. Just to see how this works, if somebody can ask me a question. What's supposed to happen is it is supposed to open up a little text box and you just click send.

GLENN MCKNIGHT: I did that.

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DEV ANAND TEELUCKSINGH: Okay. Well I have to admit I don't see anything on my screen. Is it that Julia, you've only seen the questions as the host?

GLENN MCKNIGHT: After I posted my question, it disappears after I sent it.

JULIA CHARVOLEN: I can see it, yes.

GLENN MCKNIGHT: Okay.

DEV ANAND TEELUCKSINGH: Okay.

JULIA CHARVOLEN: Q&A.

DEV ANAND TEELUCKSINGH: I see. So really only... This is Dev again, sorry. So Julia only you can really see these questions. As a presenter, I'm not seeing them.

JULIA CHARVOLEN: Yes exactly. You can only be a presenter, apparently. The only host is At Large staff.

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DEV ANAND TEELUCKSINGH: Right. Okay. All right. So there is no real way of having someone raise their hands. The web based interface uses Flash, and if I want to share my screen, it requires Java. It has public chat. There is no speakers queue as far as I can tell.

GLENN MCKNIGHT: Can you mute anyone?

DEV ANAND TEELUCKSINGH: Well, that we're running, how should I put it? We're running Adobe bridge separately, there is no real way to test that. The one feature that this has though is that it can use VOIP, how should I put it? It does support VOIP through the room itself.

So if everybody has headsets and microphones, I will connect into VOIP, we will be able to hear each other through the room itself. I think only a host can do that, and I'm not the host. So I don't know if Julia, if you have any thoughts on answering that question.

Under audio options, do you see any type of things to say mute speakers or anything of that sort? Under audio options?

JULIA CHARVOLEN: Under audio options, you have dial in or listen only.

DEV ANAND TEELUCKSINGH: Okay. And under dial in it just gives you the phone number and a pin number...

JULIA CHARVOLEN: We're on listen only right now.

DEV ANAND TEELUCKSINGH: Okay. So you don't see any controls there either. So I guess possibly not, Glenn, to answer that question. Because I'm sharing my screen, I can then open up browser tabs or whatever I want to share. For example, what I'm showing right now is something called – it's the same to what I posted to the list earlier.

This is copy dot com. You get 15 GB free, and I'm thinking could be useful, a shared repository because it seems to be working well. There are desktop clients for all the major platforms. And it works well in your web browser, obviously, and there are mobile clients for this platform.

And so I can... So because I can do the share my screen, I can select what part of my screen I'm to share. I can also record the meeting. Let me go back to the comparison here. Yes, I could record the meeting. In terms of polling the attendees to show agreement and disagreement, well other than asking, looking at the chart and saying, "Hey, what do you see here?"

So no. That's the only way I could poll it. The host was able to make anybody a presenter, so that is possible. And I can also handoff control to another participant actually. Yeah, I think it's really the host that has those powers, not just plain presenters. To handoff control to another participant, I think, well Julia you can confirm this.

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You should be seeing something in the list of participants, you should be able to – when you hover over that person, you should be able to grant certain privileges, and you do this by just clicking on the person.

JULIA CHARVOLEN: If I click on you Dev, I have remove presenter or – I mean, right now you're a presenter, so I would remove presenter but this is the only thing I have. I don't have anything else, or make presenter.

DEV ANAND TEELUCKSINGH: Okay. So if you click on say Gordon or Glenn's name, you should be able to then... Do you see any options other than to make them presenters? [Crosstalk] Okay. Sorry, regular participants won't have anything, and to confirm, as participants we don't see anything.

Julia you were saying?

JULIA CHARVOLEN: I'm sorry?

DEV ANAND TEELUCKSINGH: I'm sorry. When Glenn and yourself were talking at the same time, so I didn't quite catch you. What happens when you hover over Glenn's name? You just... What options do you have?

JULIA CHARVOLEN: Make presenter.

DEV ANAND TEELUCKSINGH: I see. Make presenter. Okay.

JULIA CHARVOLEN: Just one thing that... I'm sorry, this is Julia. I clicked on remove [?] your name and I can't see your screen anymore. I don't know if it's the same for everybody.

DEV ANAND TEELUCKSINGH: Okay. I think it's... Yes, it has been taken off. Let me start sharing again.

JULIA CHARVOLEN: Yeah. It's back. Thank you.

DEV ANAND TEELUCKSINGH: Okay. And I got a little notification about that, just really didn't on the notification. Okay.

GLENN MCKNIGHT: Can you in the center panel click on the features URL I sent you? Which has a list of things that Meeting Burner actually claims to be able to do?

DEV ANAND TEELUCKSINGH: Sure. I think I have that opened up already. Here it is. So the free account is free for ten users, which this is good for an At Large

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structure, I remind you to do their meetings. Change presenters, so that was done. In meeting chat, we have that. The meeting recording, which is not available in this free version, but I imagine it will work.

And like I said, there is something called [Quill] Voice over IP, so everybody could use voice or IPP, or IP to be in this meeting room if we wanted to. What I thought was interesting was autopilot meeting, which is kind of interesting.

So what it does, you create a recording and then when the meeting starts you just playback that recording. So it's like okay, here is a briefing that somebody sent and he couldn't be here today – he or she could not be here today, here it is.

Then that will play. So I thought that it was kind of interesting. So if you're not able to make it and if you can phone in your report, so to speak, you could do so. Okay? Now, also, in the full version there is also an interesting thing about meeting temperatures and what it would be like – you have to click on it. [?]

Let me just explain what that feature is. At the bottom of the screen, you would see something like where you could speak up, how do you find this meeting going or not, all of that, all of those statistics are captured. It's not available in this free version though that we signed up for testing.

Okay. Well I think going back to the room, which is kind of hard, right? I think, like I said, this might be a very short meeting. I think we almost covered all of the key features. What else is the key things? I must say, this seems to work much better than Adobe Connect in terms of

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connecting, giving that both of these things use Flash. To me this feels less resource intensive.

I don't have any statistics to back it up, but it just feels... I can tell the difference when I'm in Adobe Connect. My browser slows down a lot and so on. I don't really get that with Meeting Burner. There is no whiteboard as such, other than what I can share on my screen.

GLENN MCKNIGHT: Can you play a video clip? Just to speed it is, or bandwidth analysis?

DEV ANAND TEELUCKSINGH: Okay. All right. I'll go to YouTube dot com. All right. I'm playing the video. There you go. How was the playback?

GLENN MCKNIGHT: Well, the problem is you're using an [?] template and it may be designed to be choppy. This is probably not a good video to play. Play something where it's actually a talking head.

DEV ANAND TEELUCKSINGH: Okay. Somebody actually talking.

GLENN MCKNIGHT: Yeah that one. The new gTLD program.

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DEV ANAND TEELUCKSINGH: Okay. Playing that now.

GLENN MCKNIGHT: Okay. So my first reaction is it's slow. Just doing the graphic at the beginning. Now she's talking and let me see if I can hear her.

DEV ANAND TEELUCKSINGH: I'll doubt you'll hear her, I mean, I can play it through my computer speakers and to pick it up on the Adobe Bridge.

GLENN MCKNIGHT: Now are you getting it...? How is her audio from your point of view?

DEV ANAND TEELUCKSINGH: It's good. It's in synch.

GLENN MCKNIGHT: Just a little... It doesn't look like 30 frames per section. You can see it's laboring.

DEV ANAND TEELUCKSINGH: Well again, Glenn, remember this is probably depends on your bandwidth as well. That's the thing. Okay. I can stop this. How should I put it? I'm seeing a thumbnail of what I'm sharing to the Meeting Burner audience, and to me it seems to be fairly in synch with how the video is playing. Gordon any thoughts on this?

GORDON CHILLCOTT: Gordon here. Dev, it seems pretty slow to me as well. I had to restart. My browser died somewhere along the way, I'm not sure the reason for that.

DEV ANAND TEELUCKSINGH: Okay. All right. This is Dev. I just stopped the video now. I think we... Again, remember what's happening here is that the video is being... Remember what I'm doing here is sharing the screen, it's not really sharing a video in the sense of uploading a video to Meeting Burner and then distributing it that way.

So I think there are a lot of other factors involved there. My upload bandwidth and so forth.

GLENN MCKNIGHT: Yeah I get it.

DEV ANAND TEELUCKSINGH: Yup. All right. Well there is no polling analysis. When I mentioned the analysis of you can get the temperature of the room so to speak, that is to say this person needs to – how exciting, how boring it is. In terms of managing the agenda during the call, again, it comes back down, as with other solutions, that share the screen, it comes back down to, well, you have a browser tab, or you have a PDF to decide – showing, okay here is our agenda.

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In other words, when you share the screen you create your meeting room to share a PDF of your room, or its browser tab, or whatever. And you search between it, it doesn't really allow you to manage the agenda. So the presenters have to then keep track of all of those things. Let's see, what else is there? In terms of the accessibility compliance?

Well, in terms of sharing the screen, probably there is not, again, because it's a screen image there is nothing really – there is no text being recognized or anything of that sort. And I think those are the key features that we went through the chart there.

So any ideas or comments? Noticing the chat...

GLENN MCKNIGHT: Yeah. Can you click on the link I just sent you on Survey Monkey?

DEV ANAND TEELUCKSINGH: Sure. Okay. So this is the actual survey itself. Okay. Next. Okay. So I don't want to enter all of this information because I'm going to skew their results, right?

GLENN MCKNIGHT: Keep everything blank. What you have here is a really good survey done by the IEEE [?] Branch, which I'm a member of, and we're surveying our membership on what web conferencing tools, how often people use them. So just go to the next... There is the next one. There is what I'm getting at.

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How important are the following areas of web conferencing and functionality for the chapter events? Now we have 3,500 members in our IEEE chapter. And we have subchapters of everything from, there is probably 60 societies and they all have meetings. And very few show up to the meetings, so we're trying to advocate for people who can't come to a meeting to do a live stream or some kind of alternative methodology for those people who can't come.

Our jurisdiction, even though it's Toronto, it's actually virtually Ontario. So people from Waterloo can't make it, to come to a society meeting probably, because of the two hour travelling time. So you can see a lot of the features here.

In the assessment, they're asking people, what do they need? So I'm not sure if we're going to do a survey of this technology team, but I'm just bringing this to everyone's attention.

DEV ANAND TEELUCKSINGH: Okay. Thanks for that Glenn. This is Dev.

GORDON CHILLCOTT: Hello Dev. This is Gordon.

DEV ANAND TEELUCKSINGH: Gordon, go ahead.

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GORDON CHILLCOTT: You know the idea of a survey may not be a bad one. At Beijing we got quite a few questions that were sorting aiming towards how... Well, when Lucid came up, how many products have you chosen? Under by what criteria where they chosen? And so forth. It is possible, I think, that a survey may be worthwhile.

DEV ANAND TEELUCKSINGH: This is Dev. When is a survey? Do you want it... The way that we're currently working on this right now is that we go to our [?]. The web conferencing solutions and what we're supposed to do now is fill all of this information out. When you say a survey, like, okay... Do you want to like do like the IEEE Toronto has been doing?

Like you have a ranking of the features? What most have, must not have? That type of thing?

GORDON CHILLCOTT: That would seem to be the most sensible thing. This idea that kind of sprang into my mind as Glenn was describing it. And also, I just finished reading the survey that we've done on the WHOIS topic. It would give some of the people who have been asking these questions a chance to put in their own two cents on this, among other things.

DEV ANAND TEELUCKSINGH: Okay. The thing is, I'm not sure how you can structure our existing view of the solutions.

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GLENN MCKNIGHT: It's not – sorry. Can I interrupt? We're not asking them for suggestions on what tools, whether Web Ex or elsewhere, if you look at some of the questions that Alex was asking is, what do you want? What do you need? Do you want video? Do you want polling? Now we've got a sense of the tools that are out there, let's find out what the community really needs instead of shoving it down their throat.

DEV ANAND TEELUCKSINGH: Okay. Let me ask a question. This is Dev. But don't you think the set of web conferencing solutions, that that table pretty much covers it? Go ahead Gordon.

GORDON CHILLCOTT: Dev, no I don't. I think I agree with Glenn here. Those are the things that we have found, but haven't gone out there and asked everybody, "Okay. You're trying to run a conference. What is it that you really, really need?" I mean, the capabilities of these solutions... A lot of the solutions are spread pretty thin. Some of them have features that others don't, and vice versa.

What is it that these people really need? This is something that we, this table, is something that we came up with. What kind of table would they have used? We're giving them answers to questions they probably wouldn't ask. Let's find out what the questions really are. I think that's where Glenn is going, Glenn can correct me if I'm wrong here.



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GLENN MCKNIGHT:

Yeah. You did a great job. That's why I'm sharing this little survey. I'm not saying it's a great survey, but I had the same issues with IEEE, where a ton of people are out there and they're not actually involved and how can we use these tools effectively to engage them and keep them informed? And I recently did a live stream survey with Survey Monkey to the nine new delegates.

I had five responses, and that's partly because I asked very specific questions. Are you using internet and video streaming? What tools are you using? Are you interested? Five percent responded, but it reflected the people who said, yeah, and they're not even using it of the five that responded. The rest saying, "Screw that. I don't want that garbage. I don't have the money. I don't have the expertise. I'm not even going to bother with the survey."

So I'm just... I think we need to structure a survey, I'm not sure on the questions, but I thought I would share Alex's survey. I think there is some good content there. I think we need to work on what the content should look like, and refine it a little bit.

DEV ANAND TEELUCKSINGH:

Okay. This is Dev. Well, I think the thing is, I have to admit that it's not clear to me what kind of questions we could ask also. I do think, however, that all these reports, we do need to compile all of these reports on the available solutions using the stable in terms of... Just [?] each of these meetings, we've done for Blue Jeans, Ready Talk, Go Meet Now, yeah, I think those other four.

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And again, we'll do it for this meeting. We'll come up with a summary. We'll have it up on the Wiki. I think once you have all of this information, I think then we can say, "Hey look. This is what we did. That is what we thought we wanted, everybody felt that were key features to note or be useful for At Large structure, or for ICANN At Large. But is there anything we missed?"

And I think that can go out when the final summary is done, and it's... Well, I don't know if there would be time for a formal presentation, but circulated to all of the At Large. Is there any regular features that we missed, or misstated, or something like that? Gordon?

GORDON CHILLCOTT:

Yeah. There was a key phrase that you put in there which I think is part of the nub of this thing. You mentioned these are the features that we thought we wanted. There is a bit of an issue of transparency here, I think too. I think we kind of need to go to the community and find out and get a more solid view on this rather than publishing this table and saying, "This is what we found good about all of these web conferencing solutions."

I guess we can do that, but it doesn't answer the questions I don't think. It says, "Here is what's available in the industry and here is what we found out about it." But it really doesn't answer the question of, what is it out there that is really needed in their opinion? I can't see this... I mean, this is a very valuable document for us, and for some other [?] members and At Large, like myself and Bill.

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But I'm not really sure that it answers the question we would get from [Sulla] for example. Or from...

DEV ANAND TEELUCKSINGH: Well... Okay. This is Dev. Some of the things that I added was based on the feedback we got from the Technology Taskforce meeting in Durban, where we [entered] the Lucid meetings tool as we were already using this, and it was kind of like well...

And again for Chris Gift, who was unable to make that session. And one of the feedback we had gotten was that we got global accessibility. You have to make sure that this service is globally available, it's not blocked due to whatever reasons, you know how Skype is or how Google is and so forth.

Because that is something that's important too global At Large. We don't want to have a system that, by its design blocks out certain members of the global community, or certain sectors of the global community for whatever reason. Well how about this? I think we do need to share the table with them just to avoid repeating all the things that are already on the table.

Maybe the thing to do would just simply be, we can email a person to say, "The TTF is currently evaluating web conferencing solutions. These are the features that we think are crucial in comparing these features." And you do the list thing, and then ask them is there something that we've missed, or something that we should be considering but we are not considering. Would that be okay?

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In the sense that we don't have to do the full report as such. Just to give, here is what we're trying to track right now in terms of feature sets. It is something that in a conferencing solution that you think should be, that is important?

GORDON CHILLCOTT: Gordon waiting for Glenn to jump in here.

DEV ANAND TEELUCKSINGH: Gordon, you said the first few words. Maybe you're going ahead of Glenn.

GORDON CHILLCOTT: It's not a bad solution. When I started thinking about this, it was about 15 minutes ago so I really haven't had a chance to put much thought into it. My head is pretty stuffed so my brain isn't working anyway. So it's not a bad solution, I think. I have to think about it a little bit more, but it's not bad.

DEV ANAND TEELUCKSINGH: Okay. Glenn?

GORDON CHILLCOTT: ...I'll talk to a couple of people about it...

DEV ANAND TEELUCKSINGH: Oh sorry.

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GORDON CHILLCOTT: ...I'll toss that on the agenda if I manage to make it to the meetings, and I'll talk to my people tonight.

DEV ANAND TEELUCKSINGH: Okay. Thanks Gordon. Glenn?

GLENN MCKNIGHT: Sorry, I was typically, multi-tasking Dev. And you caught me not fully understanding your question. 100% of my...

DEV ANAND TEELUCKSINGH: Okay. My suggestion was that we can post to the global At Large list saying, "Look, these are the features that we are looking at when it comes to evaluating web conferencing solutions. But is there a particular feature that we have not considered?"

GLENN MCKNIGHT: That is only one question that would be in a survey where people will give feedback on what features they would like... Here is the list. There is features that they would like. There is features that they must have. And features, could of, would of, should of in the tool. So I'm of the opinion, and I think we can't do like the...

There was a survey a little while ago, I think it was a WHOIS one, or one of them, that was incredibly long. And it's insane. I think all we need is like what Alex did very short, and we've done our due diligence of

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reaching out. We're at the stage where we've shortlisted products, and we have a real good idea of what some of these web conferencing tools, even though I don't know if we evaluated Web Ex.

But at least we have an idea of accessibility, the community building, the polling, the various different – the features, scheduling. Now maybe there are some tools that we didn't think of that it will be a huge mistake because we didn't ask additional people. Instead of us going ahead and doing the report, and then somebody says, "Why the hell didn't you ask me? I could have suggested XYZ."

It all gets back to accountability, and metrics, and transparency issues which are great, crazy ologies [sic]. But are we coming forward with tools and mechanisms that will engage the community, build capacity? Are we using as an internet based operation? The best tools for the job, without alienating anyone based on whether on speed of access.

So we're conscious of the fact that it's going to be tough to have one tool for all, but I think we're getting close to the stage of what we have accessed to come up with a short survey and ask the wider community for their feedback.

DEV ANAND TEELUCKSINGH: This is Dev. Thanks Glenn. I guess, maybe I think we're trying to say the same thing. I guess... The reason why I don't like to use the words survey, and I guess I would use get feedback. Because, how should I put it? This list, the feature list that we've come up with, was what's needed by ICANN At Large in doing its work in terms of – its work in working groups, and for its own teleconferences.

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Ask for a survey to say what is more important, I mean, okay. Let's just say, if you survey At Large structures, they may not – if they're not involved with what is even required by working groups, we now get the desired results. I guess that's what I'm trying to get to.

That's why... But I think we're saying the same thing. That's why I say I just want to get some feedback. This is what, in terms of the key features, we think ICANN At Large needed for its meetings, for its conference calls, and to do its work. And here are all of these features and could probably expand that to one or two lines. And then say, well, "As you're going through some of these things, we just thought – if there is any feedback, is this something we missed?"

Ask it that way.

GLENN MCKNIGHT:                   Yup.

DEV ANAND TEELUCKSINGH:   All right. Because I don't think a survey... I'm comparing it to the ATLAS survey, the Capacity Building surveys, and I think that... Asking a question like that might, I don't think it may be effective. Maybe we get a few responses at this point. But at least by posting it publically all of this, posting it to the At Large, because we say, "Hey, this is a status update here. This is what we are doing. These are the features we have. Anything thing we missed or you think that should be more prominent in our testing?"

And leave it like that.

GLENN MCKNIGHT: We don't have to repeat everything. We can drive people to the site, look at the table, after you've evaluated the table, can you, as you say, did we miss anything? Are we off the wall? I think it's is the covering our ass approach.

DEV ANAND TEELUCKSINGH: Yeah. And also that's why having a survey, what do you think about this? Is this feature important or that feature important? Just be very [?] [laughs].

GORDON CHILLCOTT: This is Gordon. That's in essence what we're doing is almost a rather informal call for comments, and I think that might be the right approach.

DEV ANAND TEELUCKSINGH: Yeah. Okay. We can do that. So I guess an action item would be to, let me see if I can phrase this correctly. Send to the RALOs a list of the features that we are evaluating for web conferencing solutions asking for feedback. Okay.

Well, I guess now that we're talking about the meeting but talking about the TTF stuff, so I'm surprised that we're now 10 minutes before the hour. Okay. Is there anything that needs to be discussed regarding Meeting Burner? Thank you. Thanks Heidi, yes that is – yes. Send to



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the RALOs a list of the features the working group is checking for web conferencing solutions, and check responses.

Excellent, spot on. Okay. Anything else? I don't think there really is any other feature that we can really test or see here. I must say that the fact that this thing is free for 10 users, that might be very valuable for At Large structures doing their own meetings.

I mean, I could see myself using this type of thing within our At Large structure, we could just share our screen, people view it over the internet, and we do VOIP over the internet. It seems very straightforward.

Any thoughts or comments, questions?

GLENN MCKNIGHT:

We do calls with ISOC North America and we do Google Hangout, and it works much better than any of this stuff so far. And I don't know if we're going to be looking at Google Hangout in this discussion as well, but from what I've seen so far and the cost and the issues, I'm finding Google Hangout still is free, and it's still doing the job in terms of features and all.

But it doesn't have everything, but it's... I don't think we need to use [?] we just have it on the list I assume.

DEV ANAND TEELUCKSINGH:

This is Dev. We could just have it on the list I think most of us are already familiar with Google Hangout. But I do note that there is quite a

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few concerns regarding Google services and that it is not easily accessible, that's that Google accessibility that I'm referring to.

For example, it's blocked in certain countries. So persons can't really use that service. So that's one thing. The second thing of course is that well, in order to use Google Hangout, you need to have a Google account, a Google Gmail account, and have a Google Plus account on your... A Google Plus account on the social network, and most people are kind of... Well, some are Google users, but there is also quite a few that are not Google users.

In fact I've seen emails to the effect that because of the recent revelations regarding the NSA and cloud services based in the US, people are switching away from Google services. Yeah I think that will be the sticking point for At Large, the fact that not so much the features set, but the fact that it's not globally accessible.

Okay. Anything else? Okay. Gordon any final thoughts or words?

GORDON CHILLCOTT:

Other than it would be nice for the dial in to be an 800 number, and the fact that I didn't have the information needed to try the Android app, no nothing much.

DEV ANAND TEELUCKSINGH:

Okay. Since the service is the free service, we can do that test afterwards and see how that works. But I mean... I guess the summary is that this is good – I think it's more of a group that is going to share or

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collaborate on something, so you can share the screen and here is my document I'm working on.

It's still not quite good in terms for a working group where we have an agenda and trying to get action items and so forth. In that sense. So from a working group standpoint, it's probably not as effective as our existing tools. It's still a very useful tool. I think for a small group of persons.

I think that's about it. I can't think of anything else to add on this point. Anybody else have anything else to say? Well at this point we can end the call. I would like to thank everyone for attending the call, and this call is now adjourned.

[Various people say goodbye]

**[END OF TRANSCRIPT]**