GISELLA GRUBER:	Good morning, good afternoon and good evening. Welcome to today's ICANN Accessibility Task Force meeting on Wednesday, 8th of April at 18:00 UTC. On today's call we have Cheryl Langdon-Orr, Olivier Crépin-Leblond, Judith Hellerstein, Greg Shatan, Alan Greenberg. From staff we have Silvia Vivanco, Joe Catapano, Heidi Ullrich, Tina Guirguis and myself, Gisella Gruber. No apologies noted today. If I could please remind everyone to state their names when speaking for transcript purposes. Thank you and over to you, Cheryl.
CHERYL LANGDON-ORR:	Thank you very much Gisella. Welcome one and all, noting at the top the call that many of us have done little else in the last few hours, other than talk on ICANN calls. We'll try and get this one running for the fairly short amount of time of one hour today. We'll note that for the hour of this call, we do have apologies in from Gunela. The hour of the day for Antipodeans is particularly unfriendly, which is something we thought we'd got beyond, but with the vagaries of finding times in calendars at the moment we did end up with a Doodle that took us back to the slightly earlier hour.

We will of course do our best to avoid this for future calls, as we had already previously noted. We won't necessarily come back to that at the end of this call, but future Doodles will do their best to avoid this particular early hour for Gunela and those folks that are in the Antipodes. Welcome Glenn McKnight. With attendances, apologies and welcome over and done with, we're now looking at updates, which is our second Agenda Item for today.

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.

We're looking at our activities since our last face-to-face meeting in Singapore, where we met on 10th of February. There's a link in the Agenda to the Singapore pages, and when I last looked at those pages in preparation for the Agenda, both the AC chat and the AIs page linked off the Agenda for our Singapore Meeting, had not got anything populated on it. I'm going to rely on Olivier. I was unaware of any particular AIs we need to review for today's call, and Olivier was kind enough to be running the end off the call in Singapore.

I did go over the transcript and nothing jumped out at me. If there are particular AIs from Singapore that haven't been captured in an AI page, if you let us know now. Silvia might have some information on that as well. There are a couple of things, like the survey and things already on the Agenda that were picked up and done through Singapore, but if there are any outstanding AIs, please let us know now.

OLIVIER CRÉPIN-LEBLOND: Thank you Cheryl. Nothing springs to mind at this moment. I will check on some of my paperwork, and I might put something in the chat once I get on the AC. Thank you.

CHERYL LANGDON-ORR: Thank you Olivier, I just wanted to double-check. We make a good tag team, but we haven't touched base on this one. Let's assume there's nothing overly pressing and outstanding that isn't at least picked up in today's Agenda. We'll now look at the activities that, during Singapore, were actioned. These include the fairly important work, or the audit or the survey tool that was put together, and was distributed during the

meeting. The link in your Agenda should have a link to the work Wiki page that was done by Gunela during the ICANN Singapore meeting, and then Glenn again during the ICANN Singapore meeting was kind enough to put together the stock-take survey.

In Singapore, regarding the stock-take survey – and the link are in the Agenda as well – there was a meeting between Chris Mondini, Laura Bengford and Lauren Allison, who is part of Nora's team, Heidi and Silvia, to look at how we were going to further that stock-take. In your Agenda is the particular agreement points that that meeting came out with, and that included a couple of AIs on staff, Chris, Lauren, and Silvia in particular. I'm going to hand over to Silvia to update us on this survey.

SILVIA VIVANCO: Thank you Cheryl. Yes, hello everyone. To give you an update on what we did on the staff level on the survey, we met about three weeks ago with Chris Mondini, Laura Bengford, Lauren Allison from Nora's team, and today with Christina, and we reviewed the questions and exchanged some ideas. We had a brainstorming session on the survey. We found first the survey to be excellent, because it took us throughout the whole ICANN corporate structure, and we realized there are many things being done to our organization in terms of accessibility, and perhaps this is a great opportunity to raise awareness.

What we are doing now, we're gathering feedback from each of us and I'm consolidating all of these ideas into a larger document. We have added some questions to the survey – not too many – for the legal department, for the meetings team, for travel, for project management

and for GSE. At the moment, I'm consolidating all this feedback and I'll have something for you to look at hopefully in the next couple of days. Secondly, with this edited or improved survey, we will go to each of the ICANN departments to ask for feedback. We've realized that we need someone to support this effort at a higher level.

Chris is going to try to reach out to Susanna Bennett our Chief Operating Officer, and she was briefed and agreed to support us in getting answers from each of the departments. The next step for us is to finalize the survey. Me and Heidi will talk to Susanna one more time next week to explain the survey in more detail, so she can give us full support in getting the answers from all of the ICANN departments. In terms of timeframe, we thought a good timeframe giving time for all the different departments to answer would be by the end of May. This is the target date to present the results at the Buenos Aires Meeting.

I want to highlight that this is an exercise that is across the organization. We needed to be very careful in wording and presenting the answers, and getting the full support from our senior staff, to be able to get a good result and a good product that can be used by this Working Group going forward. So that's where we are now. Thank you Cheryl.

CHERYL LANGDON-ORR: Thank you Silvia. That's an excellent report. I'm assuming that the role that you described Susanna Bennett being willing to take up is that one identified in the notes as "Accessibility Champion", is that the case?

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SILVIA VIVANCO: Yes.

CHERYL LANGDON-ORR: Excellent news indeed.

SILVIA VIVANCO: Yes, we to [unclear 11:06] Susanna. That's our highest level. So this is very good news for this Working Group – that we have someone that's committed to assist us; getting someone in raising awareness, frankly speaking, because in the organization there are things going on, and the organization is compliant with many US regulations regarding accessibility, and perhaps also the level of awareness of this is not high. So this is going to be a very good exercise at the corporate level as well.

CHERYL LANGDON-ORR: Thank you very much for that Silvia. Indeed, that is one of the particular benefits of this type of stock-take; is quite often there's far more being done in any corporation – let alone one as diverse and different as ICANN is. This does have a two-fold purpose of course. The raising of awareness is one, but it's actually the sharing of what is actually being done in many cases is a wonderful thing to unearth.

I think it's the fact that even at this early stage that's already been discovered, goes towards one of the major benefits of this type of activity, which of course is the beginnings of a change in corporate structure, with an overall change in the way accessibility is – to steal the words from the current Chairman of the Board – "simply built into the DNA of the place". Glenn, you were probably rebooting your computer

when we did note with some thanks the work that Gunela, in drafting the words, but also you had put into this, during the Singapore Meeting, to create this into a SurveyGizmo mechanism.

I gather that there will be some toing and froing now between Silvia, as lead staff on this, between us and you, Glenn, to the minor changes and edits that might need to be modified. So thank you one and all for that. That is excellent news, and I'm sure when Gunela reviews the notes, the transcripts and the mp3 from today's meeting, she'll be very pleased to see this progressing so well. Glenn, what did you want to do? "Can we go through the two documents?" Could you clarify?

SILVIA VIVANCO: I see that Glenn is asking about the working version. I have, on my computer, a work version, which is redlined at the moment. I would like to clean it up, incorporate the latest comments I've received a day, and then I think the best way to work is easier, if I send this around to an email and then I would consolidate all of your comments, and then we can put it in that friendly survey format. I was also going to mention that Marilyn offered a Google Docs type of survey, which is very user-friendly. I like it very much, so I'll send you that format as well.

I think it's a good format for ICANN staff to reply to. They are trying and using that format, so that's very useful. I'll do that. I'll send the work version and the Google platform so you can see how interacting and user-friendly it is. I will do that after I incorporate the latest comments.

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CHERYL LANGDON-ORR: Thanks for that Silvia.   Yes, I think in making the more recent incorporations into your master document, based on the recent meetings and feedback, and then distributing that back, I do note some of us have worked with the Google survey tool, for example the CWG many months ago used that, and yes, it's quite user-friendly. Glenn has put the link to the SurveyGizmo tool as well. Glenn, now you've got your mic activated, did you want to have a brief word on this?

Remembering that what you two are now getting us into is a bit of the administrivia part of the world, where at our level we're probably more interesting at getting the thing happening and less about which platform was used, and which I's are dotted and T's are crossed. Glenn, if you wanted to have brief word on this topic, go ahead.

GLENN MCKNIGHT: Sure. Hi everybody. Just a couple of things. The original Word doc has been modified. That was originally sent to me from Gunela. The online version is slightly different, but I've used a lot of different survey tools. Evan and I use this for ISOC Canada. It's probably the best online survey tool. We have a professional account, so it's not truncated. As soon as Silvia sends this to me, I'd be happy to modify each of the questions. It's not live. I've shared the link with everybody. As soon as I get the modifications, I'll make the changes.

CHERYL LANGDON-ORR: Okay. Silvia is saying she's going to send us all a Google survey. Without getting into survey platform wars, I'm going to assume that as a corporate the corporation will make the decision on the platform, but

Glenn, that you and Silvia will sort that out and ensure that whatever we use is the one that's most user-friendly, most useful, and will give us the greatest access to the analytical information we'll want later. If there are issues, please bring it back to the list and we'll discuss. As Silvia's pointing out, this is a survey that ICANN staff will be expected to be filling out.

Glenn and Silvia, I'm going to ask you to take that off this for now, but to get back to us. Regardless, what we will be seeing in very short order is a final draft of this particular stock-take exercise, and most importantly it's going to be a very productive exercise on a number of levels. Thank you everyone who's contributed. Thank you to Gunela for the original context and text, and Glenn for bludgeoning it into a SurveyGizmo platform in the first place. Of course, most importantly, to ICANN, including now our champion, Susanna Bennett, who will be powering it through the corporate process.

Okay, we took a little bit more time on that than I thought we would, but it is a vital, important and pivotal piece of work, I'd be pleased to say. If there are further questions, we'll pick those up on the list. More things however have happened since our face-to-face meeting in Singapore, and one of the things I wanted to draw your attention to is the new-ish Wiki page that was put up mid-March. Glenn will know exactly, because him and Dev were instrumental in the creation of this page. Perhaps Judith as well.

That's the accessibility tools Wiki page. That's an excellent resource, which of course is going to continually be a living resource on the Wiki. It's going to be a repository of other useful tools and processes. What

we have in front of you, those in the AC now, is a resources list, including key disability laws. It has some communication access services, assistive technology listings and organizations specific at this stage for hearing and hard of hearing, or deafness assistance. This is a page that I'm looking forward to seeing continual and certainly regular updates to.

Of course, noting at the moment there is a fairly strong regional bias towards Americas. If you have a resource piece that you think should go up from this page, please send it to the list and those amongst the Accessibility Task Force and the Technology Task Force will put it through the test processes, make sure it's a bonafide link and worthy of being put up here, and we'll keep this accessibility tools Wiki page as a valuable resource for us all, of course including ICANN corporate in general.

Judith has noted in the chat we should also put resources in for blind users as well. Absolutely. This is a living page. It's something that will be created and recreated in an ongoing form. I note Greg Shatan for example, when he's ever allowed to get back to real work, probably has a wealth of resources from his day-to-day work with clients in this area that he would probably want to contribute, but like many of us he's totally consumed with all things IANA at the moment. If you've got suggestions for this page, please put it to the list and we'll make sure this becomes a more and more useful resource. It's already a good one. We can only help make it a better one.

The next thing we're going to look at then is some of the specifics. We're now moving away from things that have simply happened between on Singapore Meeting and now, and we're going to call for any

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updates on some of the specific work that we've been doing, both pre and post Singapore. The websites – I know that RFPs have gone out. Laura, do you have any updates for us on websites at this stage?

LAURA BENGFORD: Yes, I do. Thank you Cheryl. Yes, things are going very, very well with our discussions and finalizing of the RFPs that we got. We're very close to announcing the winning vendor and it's going very well. I don't have the final answer on who we'll be working with, but the prospects look very, very good, and I'm hoping by our next call that I'll have an update on who's been selected and a little bit more detail on our plan going forward for that. Things are going well. No issues to report, just a very quick update for today.

CHERYL LANGDON-ORR: Thank you very much. Short and sweet, but more importantly that's rewarding, pleasant and affirmative. Looking forward to hearing who gets the work to do and of course I think we're all looking forward to this. It's looking very good for you at this point.

LAURA BENGFORD: Yes it is. Thank you Glenn for also saying I did have the opportunity to attend the Non-Profit Technology Conference in Austin last month. I saw Glenn there as well as some others, and Glenn was kind enough to get us a very good slot on Non-Profit radio to talk about web accessibility, so we had a great opportunity. I don't think it's aired yet, but we probably want to share that link out there.

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It was really just about promoting the idea of making websites accessible and sharing some of the tools and process we went through that make it a bit easier to do web accessibility today than it has in the past. The tools have really come far, and it's great to see that. We will be benefiting from those tools. That was a great impromptu opportunity to talk on radio about web accessibility.

CHERYL LANGDON-ORR: That's brilliant. Thank you very much. It's a perfect segue to the next part, which is publication and outreach materials. I guess we'll classify that as a publication. It certainly was a good piece of outreach, and it's very exciting news indeed. If it hasn't aired, I'm sure we'll all look forward to hearing it, but Glenn is going to track down that radio piece, if at all possible. Glenn, did you want to add anything?

GLENN MCKNIGHT: Actually, this is the second year we've been on the radio show. Last year we talked about the gTLD Program, because [EIR 27:42] was a platinum sponsor at the event and Brian did the opening statements. [EIR] and [unclear 27:55] have really large [unclear] at the event, so I think we made quite an impact. There was a good group of people involved with accessibility issues, right across the United States. There's 1.1 million not-for-profits in the States. These are very interesting guys. He's really sharp. Tony is a very interesting character and he did a great job asking us poignant questions. I think there was a great opportunity and it has a great following.

We also participated in [BoP]. One of the things that NTEN has is an opportunity at lunchtime to have a tabletop. We had an accessibility tabletop and we called it "changing the culture of accessibility". So we also did that each day as well, plus any sessions on accessibility we attended. I think Laura and I were a great team there. Evan was there as well, but he was focused on the net neutrality stuff and increasing awareness of ICANN, so this is the second year we've done NTEN. I guess I convinced Laura on the merit of it, so I think it was a great opportunity. That's it for me.

CHERYL LANGDON-ORR: Thank you. That's a fantastic update, and it's great that whilst we're helping ICANN become the best it can be in terms of accessibility, ICANN itself with its volunteers assisting, is also becoming recognized as a champion in the wider field. That's got to be good for everybody. Glenn, if memory serves, in the Singapore Meeting, although not necessarily limited to our Accountability Task Force Meeting – there was some talk about opportunity of making publication and outreach materials more accessible.

There may not be much of an update on that, but we want to touch base on this. Is there any additional information or materials that's been discussed or deliberated regarding publication and outreach materials from an Accountability Task Force point of view?

GLENN MCKNIGHT: The focus of the Technology Taskforce right now has been, in the last two sessions, focused on bringing together the remote hubs. We have

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really focused on going back to what the interest of the community is. We did a significant amount last year, but this year it's getting back to the technical needs beyond accessibility. We don't really plan anything, as Co Chair with Judith, on the video captioning front I think things are moving very well from the international point of view for a couple of reasons. One is the Harvard, MIT and Boston University legal suits that have popped up on video captioning.

I shared my slideshow with everybody. From our point of view on Technology Taskforce I don't think we're really planning that much. Judith, do you want to add to that?

JUDITH HELLERSTEIN: Yes. If we get another request from the community on other things to look at, we will look at that. For accessibility issues we'll probably re-look at some of the conferencing tools. I know some people want to look at Zoom and others, and look at them from an accessibility point of view. I think that right now is what we're going to do on accessibility. We're looking at also making sure that the remote hubs are also accessible for everyone. We've had great presentations by ICANN staff on that. I think that's all we can add. Dev is doing amazing work.

CHERYL LANGDON-ORR: Thank you Judith. Perhaps in our next meeting we might ask some of the tech and IT team from their point of view how things went in terms of the captioning that they were working with in test mode or in pilot mode during the ICANN Meeting in Singapore. Of course, they will no

doubt be assessing that and working out exactly what they're going to put into place the upcoming Buenos Aires Meeting.

Now, we're not going to jump over policy activities, but other than the collaboration tools opportunities that Judith mentioned, I'll mention that in our next call we might spend a little time on the discussion of how we can perhaps bring accessibility into the policy activities at a higher level. The reason we'll wait a little bit for that is two-fold. In my opinion, we will by our next call probably have at least some initial feedback from our stock-take. I think that's going to be very instructive for us.

But also, I am aware that at least one pilot, but possibly others – and this is the type of thing the stock-take will help us with – on new types of collaboration tools and programs and platforms, specifically focused on policy, about to begin. So by our next meeting we'll probably have a couple of weeks of trial on some of those. Just as a forewarning, what we might do is take briefer reports on the other specifics in our next meeting, and focus a little bit more time on where we are in policy activities and how we can help make those more accessible for all.

Of course, as we'd then be very close to our BA Meeting, we'll take a little bit more time to take a look at meetings themselves. Under this point of meetings, the meetings here in this topic really is talking about the larger public ICANN Meetings – not even the regional meetings at this stage – but let's start with the big ones and trickle down. I wanted to note that as we go through things like the stock-take and changing the culture of accessibility within ICANN, thinking about location building services, various other physical aspects of location, will become more and more natural and more and more front of mind.

I wanted to mention with great thanks that in the registration for attendance for the two upcoming public meetings, the templates of both the Buenos Aires and the Dublin meeting now has in place a point, during registration, where rather than "if you have any particular issues, please list them all", it has a far more user-friendly one, and indeed a psychologically less challenging one of, "if you have an accessibility issue please tick here and we'll get back to you to see what your needs are." Just those simple changes can make huge differences.

I, for one, am looking forward to seeing what may in fact happen, having ticked the box. I look forward to someone from, I'm assuming Meetings – but I'm not quite sure – getting back to me to see what my particular needs might be – but just turning this interaction on its head, as has happened now, and at least making the clear offer and attempt to reach out to people who've identified that they have some particular and specific needs. That's a great step forward, and whether or not it works like clockwork this time, I'm no so concerned or even worried about.

But the fact that we're starting to do these things I think is a huge step forward, and I think ICANN needs to be congratulated in general, but specifically the people that are doing that template work, in particular, need to have our thanks. I'm not sure Laura, Joe, or Tina, who needs to take that back to that particular department. But it was noted by us and we look forward to working with them to seeing if we can make it an even better and more interactive process. Anybody want to raise anything in terms of any of those specifics? Please do so now.

Glenn is putting into the chat a few things that have come from the Australian end of the spectrum. We still have our own page in our own

Wiki where we can upload links to other resources. We should keep doing that – so things like the audio clip Glenn is talking about in the chat, we do have a repository, and we do need to put those not just to the list but also to that Wiki space as well. Alan?

ALAN GREENBERG: Thank you. Something you said triggered something I'd been thinking about, and I'll recount a story as a rationale for it. I think it's really important as we go forward in this kind of stuff to identify problems, not solutions. Solutions are not always the ones we envision, and as some of you know, I'm slightly hard of hearing. Very often in ICANN Meetings, although I can hear the presenter, I can't hear people speaking around the table. The speakers in the room are not loud enough for me, yet if I'm on AC they're loud, I can hear them, the microphone is picking them up.

I suggested that in rooms that do not have translations, that they put one of these magic boxes up that send infrared signals out so that we can all get our little infrared receiver and earphones on, and it was pointed out to me that in almost all these rooms the microphone boxes have speaker jack on them, which is not always connected. If it is, all you have to do is plug your earphones into the local speaker jack and it works just fine.

I was imagining some complex thing with a fair amount of expense associated with it, and the answer was really, "Plug your earphones into the jack and if they don't work, the technician at the back of the room can make it work very quickly." So I think it's very important to focus on

what the problems are, not necessarily what we envision the solutions are. Sometimes we can be surprised. Thank you.

CHERYL LANGDON-ORR: Thank you Alan. Very sage wisdom and an excellent story. Having sat next to you on the number of hours in any number of these meetings, I must say this is a very good thing to see; that more and more of the mics are the ones that have the jacks in there. We have had some situations in some locations where that has not been as good a system as it currently is. Again, I think that's credit to the tech team. Every time they bump in and bump out of a new location and are now thinking more and more about those of us that are asking for solutions, or have identified problems.

I know in Istanbul it was a great boom for you, but over the least several years, specifically for some people in the NomCom rooms, it's been essential for communication to have that system set up. Not all of the mic set ups are as good as others. Now it might be as equipment is refreshed that that's the type of expectation on equipment description that ICANN would be considering. If they were refreshing their equipment in a future round, it's one of the things that would be "tick the box" as a desirable equipment criteria.

Again, that's something that, if people think about it, is easy enough to do, but getting them to think about it is often just one of those "A-ha!" moments. Yes, as you mentioned, there's almost no installation time in this system. I must say, one of the reasons that I find it easy to listen, and have done for many years now, to the English interpretation, during

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very long hours of face-to-face meetings, apart from the articulation assistance, is that louder volume coming through the headset when we do have interpreters in the room. That makes it much easier to pick up all the nuances, not miss words, and indeed concentrate.

But for those of us in increasing issues and decreasing hearing, hearing loss and our ability to focus is going to be almost a standard thing we'll have to consider. Thank you for that story, Alan. It's a good one, and it's one where we can say thanks to the amazing IT and tech team people who pretty well go, "We can fix this!" and very often do. Any other comments before we move onto the next Agenda Item? Not seeing anyone. Alan, yes. He's talking about the infrared transmitters in the room if there's interpretation. Yes, that's very true, where they nearly always have microphones.

That said, occasionally we've seen rooms without microphones, and that's pretty horrifying, but all of these things are steps for the building on other good things. Heidi, "Should staff follow up with IT staff?" Can you clarify what you mean there? Is this to make what Alan was saying more frequent?

HEIDI ULLRICH: Yes. Basically, should we follow up with our Meeting and IT staff on what Alan suggested; to look into that as a possibility?

ALAN GREENBERG: If I may interject, no. Nancy and the IT staff are well aware of it, although occasionally they do forget.

HEIDI ULLRICH: Okay, thank you.

CHERYL LANGDON-ORR: Heidi, what you may perhaps do is follow up with IT staff and Nancy with the fact that we've discussed this at length at this meeting, how appreciative we are of it, and our thanks with the cooperation and good work so far, and the fact that we're looking forward to more of that cooperation and good work in the future.

HEIDI ULLRICH: Thank you. Very useful. Thank you.

ALAN GREENBERG: We will have to follow up on the concept of putting infrared transmitter boxes in rooms that don't have interpretation, but that's a separate issue, I think, and it's certainly something that I'll be talking to them about, and something you could talk about also.

CHERYL LANGDON-ORR: That's probably an issue of room size and expected audience as well. The benefit of what you were describing with the microphones is great for those that are around the table, but not if you're in the line-up of chairs just listening to the general room, that you've got to have something to plug into in the other system. Yes, Heidi, that might be

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worthwhile and putting a pin in and flagging on the "we need to continue to think about list" with out IT staff and meetings team. Alan?

ALAN GREENBERG: Just to close out that one, on the counter-side, if you're just sitting in a chair, you have more flexibility of sitting near a speaker, which is not always the case if you're around the table!

CHERYL LANGDON-ORR: Very true! Okay, we're running out of time today. I do want to progress a little bit further into our Agenda, if I can. I know a number of us on this call have another call starting at the top of the hour. What I'm going to suggest in terms of an Agenda is we gloss over our ongoing discussion, that's really a standing Agenda Item, as listed under #3, which was talking about continuing to build our culture of accessibility, et cetera, and ensuring minimal barriers to participation.

This is mainly because I'd like to suggest that most of what we've spoken about and discussed in today's call is proof in itself that ICANN is taking building a culture of accessibility quite seriously, beginning to put into practice some key activities, which is going to ensure that this is the case and that it is the intent, if not the actuality as yet, that we get to a point where there are minimal barriers to participation and engagement within ICANN processes and practices. We will come back to that at a future call.

I do want a call out first of all, if there's anything that any of you have sent to the list between now and our Singapore Meeting that you

wanted to very briefly and specifically report upon. There's often a lot of great stuff, updates, good ideas, interactions. Glenn mentioned earlier one of the [unclear 49:50] case law that had recently come out in the US. These things do go to our list, but we do always have an opportunity during these calls to refresh everyone's memory and put them to this record.

If there's anything you'd like to bring forward now, please do so. I'm not seeing anybody, but that's an important placeholder for us to observe. Okay. In which case I'd like to move to a call for Any Other Business. Is there Any Other Business? Olivier?

OLIVIER CRÉPIN-LEBLOND: Thank you. Just to follow up on the question that you had for me at the beginning of the call, I haven't been able to find any further information as to any AIs from Singapore, but I will follow up on the mailing list, if there are any that I identify in my mess of an email system that I have. Thank you.

CHERYL LANGDON-ORR: Thank you very much Olivier. Good luck on digging through the mess of your email system. I've glanced at that from time to time. It's a genuinely terrifying thing. Of course, Glenn's battling with a go-slow computer that was citing malware earlier, so I think his situation is even worse than yours. Judith?

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JUDITH HELLERSTEIN: Maybe Heidi can also give an update on some IT, on whether there were any updates to the Adobe? I think they were working on it to see if there were updates on whether Adobe was putting out a new version without Flash or something like that, using HTML5, so that we won't have so many issues of accessibility by people who are on iPads or other devices. Maybe we could also have some follow up on that.

CHERYL LANGDON-ORR: Thanks for that Judith. That's a perfect subject to add into our Agenda for our next meeting, and a segue to that next Item on our Agenda. Our next meeting, which will need to be in May, I'll ask Gisella to do the magic again on settling us particularly on a date and time. We have gone out of synch, but right now so many meetings are trying to be crammed into so little time, it's going to get worse over the next two or three weeks whilst what seems to be an overwhelming amount of work for both CWG and CCWG is going on.

But we'll also note that this particular start time is too early for some of the people in the Antipodes, and I think previously we've suggested that things around the 19:00 or 20:00 UTC is a better start time. However, I would note that on this day of the week there is a standing call at 19:00 UTC, so it would need to be a different day if it was going to be at this particular time. Gisella, may all the gods and goddesses of good luck go with you as you try and juggle with all the other meetings that are going on at the moment. I do not envy anyone trying to schedule a call over the next few weeks, and certainly over the next ten days.

We'll have our May date confirmed soon, as hopefully a more humane time for everyone to join. At our next meeting we'll also go into more detailed planning on what I can assume, but please tell me if I'm wrong, will be another at least 60-minute meeting in BA for face-to-face. I am presuming that you do wish to have our now regular face-to-face of the Working Group in an ICANN Meeting, and that based on that we'll ask our At-Large staff if they can find us a slot sooner rather than later, so we don't have to complete tooth, claw and nail to get one, for the BA Meeting.

With that, I don't think there's anything else on our Agenda. I want to thank you one and all for the time you've taken today. I want to congratulate ICANN in general and ICANN staff in particular for how well they're proceeding on all of this. It is a work in progress. It's an ongoing work in progress, but it's worthy work, so thank you one and all, and on the list, more to do, and in round three in a month's time, another meeting. This call can now conclude. Bye. Thank you one and all.

[END OF TRANSCRIPTION]