TERRI AGNEW:

Good morning, good afternoon and good evening. Welcome to the At-Large Review Working Party and ITEMS call, taking place on Wednesday, the 7th of September, 2016, at 20:30 UTC.

On the call today we have Siranush Vardanyan, Holly Raiche, Cheryl Langdon-Orr, Glenn McKnight, Alan Greenberg, Vanda Scartizini, Olivier Crépin-Leblond, Maureen Hilyard, Wolf Ludwig, and I believe I saw Alberto join us as well, Alberto Soto.

We listened apologies from Kaili Kan, Fatimata Seye Sylla, and Ali AlMeshal.

Our ITEMS team members are Tim McGinnis, Tom Mackenzie, Rosa Delgado, and Nick Thorne.

From staff we have Larisa Gurnick, Charla Shambley, Heidi Ullrich, Ariel Liang, Silvia Vivanco, and myself, Terri Agnew.

Our Spanish interpreters today are Veronica and David.

I would like to remind all participants to please state your name before speaking, not only for transcription purposes, but also for interpretation.

So, with that, I'll turn it back over to Holly and Cheryl to begin.

HOLLY RAICHE:

What we're up to today, we are spending most of today with Tom going through the actual survey. What we're not doing today on this call is

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going through, and actually weren't missing, what you think about the survey. What we are looking for is all of your comments, is there something that's clear, if you think that there is a question that is unnecessary, if you think a question that you think is necessary isn't there, we absolutely want to hear about that.

My two suggestions. First, put it in the chat because the chat is recorded, so even if we are not calling on you in the end for questions, it will be recorded. Otherwise, also put it in an email to everyone so we know what your comments are and they can be taken into account. There may be time at the end for questions, but not clear, that's why we would like to record what you think now.

The other thing, at the end of the call, if we have time, we are also going to go through the timeline, but there are a couple of timelines you need to know about. The feedback is due from all of you Friday the 11th, at 07:00 UTC, and then the actual ITEMS team has a really tight timeline. The timeline for them is also Friday, at 18:00 UTC, to send an updated version to the Working Party. The ultimate aim is for the survey to go out on Monday and there is a fair bit of work to do.

So again, let's get over to Tom. Tom, if you want to walk us through the survey and again, there may be time in the end but if not, put your questions into the chat or an email. So Tom, over to you. If you walk us through the survey with an introduction and then going through what the survey is about and what the questions are about. Thank you.

TOM MACKENZIE: Okay. Hello everyone, this is Tom Mackenzie from the ICANN team.

So this is an important discussion we are having here about the survey questionnaire. It's a document which I hope you have all received. So either you've received it as a… I believe you may have probably been sent a PDF copy of it or [inaudible] you have a link to a Google Doc version of this document. As you will see, this is the result of a good number of days work over the past month. It's the result of many of the conversations that we've had during the month of May and June during the ICANN Helsinki meeting, and it's actually as you will see, if you have time to look at it, and I know that many of you will only be opening it for pretty much the first time, and so you will be discovering the document as we go through it. You'll see and I want to reassure you straight away that it's a long document. It's a document which according to my system here is 26 pages long, which you know [inaudible]. That does appear to be very long.

CHERYL LANGDON-ORR: Tom?

UNKNOWN SPEAKER: Did we lose Tom?

UNKNOWN SPEAKER: I think we've lost him.

TERRI AGNEW: Yes, this is Terri. I do see that his line has disconnected, his telephone line. We'll try to dial back out to him.

CHERYL LANGDON-ORR: Oh, that's happening? Perhaps Tim could take over? This is Cheryl. Tim, if you've got your audio up, maybe you could keep running through it, because I'm sure [inaudible] 26 pages long [inaudible].

TIM MCGINNIS: Hi Cheryl, this is Tim McGinnis for the record. I'd be happy to tell you why its 26 pages long. Everyone's got an opinion and everybody wants to have their topic included and have multiple questions on it, not just from the ITEMS team, but you know, people we've talked to would like to get at very specific information. I was supposed to be the length Nazi on this survey and I intend to be, so we will be editing down probably after today. But the document is 26 pages because it's mostly filler and space, and the survey is not that long. Any person I think can go through it in a sort of ten minute-ish timeframe, unless you're very involved in At-Large and have extensive experience and want to spend 30 minutes on it, then of course there are fill in the blank type questions which will allow you to do so.

CHERYL LANGDON-ORR: Okay. Can we…

TIM MCGINNIS: So would you like me to go through the…

CHERYL LANGDON-ORR: Yeah. Could you start to go through it so that we don't lose too much time? Thanks.

TERRI AGNEW: Pardon…

CHERYL LANGDON-ORR: Terri, you were saying?

TERRI AGNEW: I apologize. We thought we had Tom rejoining, but he is not. So I apologize for the interruption.

TIM MICGINNIS: So that's right. If you can bring him on any…

TOM MACKENZIE: I'm sorry, this is Tom again. Hello there, can you hear me?

TIM MCGINNIS: Carry on. Yes, we can hear you.

TOM MACKENZIE: Sorry about that. It was a problem with my phone, I think. But anyway, I'm now calling you from a different phone line, so I hope this line works better. So apologies for disappearing.

CHERYL LANGDON-ORR: Tom, Tim has just explained a little bit about the length just now, what's going to be happening to it and why it's a 5 minute remote and only 30 if you really see. So I guess we're ready to start walking all in through, and the title through the branch, etcetera, etcetera.

TOM MACKENZIE: Okay, alright. Okay. So, now I've got the control of the document, so that's good. [inaudible] Okay, you can't actually see that. If you have access to the… Okay, well, not to worry, it's not that important. But as soon as you have access to the Google Doc version of this document that's on the Adobe Connect, you will see that in that space which appears to be empty there, there is what you can call a pathway through the questionnaire, and that is intended to reassure you that no one category a respondent is going to be expected to answer all the questions in the document that we are about to look at. But they will have their own specific set of questions. So the At-Large community itself, which is our main target, they will have the longest set of questions. There's another set of questions for ICANN staff, the representatives of the other Supporting Organizations and Advisory Committees within ICANN, who very often have opinions about the way, or they have interactions and opinions with the At-Large. So there is a different set of questions for that respondent category. And then there's a third set of questions. It's for a smaller target respondent group, but nonetheless a group which we think could be important and these people, these respondents are people who have an interest in Internet governance, who may have in the past have some connection

with the At-Large community but they don't have any connection today. Some of them may have decided to leave for various reasons. So they are people in the Internet governance ecosystem, if you like, who are not part of ICANN today but who have an opinion about what we are talking about.

And then, I'll explain, within that category of end users, non-affiliated to ICANN, there are those who are sort of more informed, if you like. We've broken that respondents group down into three, so there is the more informed ones, who may have had some contact in the past, there are the medium informed ones, and the very little informed respondents. And they will have some graduation of numbers of questions. So obviously the people, for example, who may have an interest in Internet governance but no direct connection with ICANN and little knowledge of At-Large, will have a really very small set of questions to answer. And, in fact, I should also perhaps reassure you that we are not expecting to have that many respondents in that category either, but we did think it was important to take into account all these different respondent types.

So that was just briefly about how the questionnaire works. Then, just very quickly, this is a fairly sort of traditional survey, if you like, with the emphasis on types of questions that can be answered without having to write, particularly. And so there are seven types of questions that we have used. The first two are writing answers, it's the short type of written answer, so it's just to say specifically which city you come from, which country you come from, that kind of answer, and one word answers. Then there are the paragraph answers, which we ask, for example, at the end of every subset of questions on a particular theme.

So, for example, on elections within the RALOs, just to give you an example, we ask a whole set of multiple choice, different kinds of questions and at the end of every subset of questions we have a paragraph question where we generally ask the respondent to say if you have any thoughts of your own, recommendations of your own, about how such and such an issue, such and such an aspect of the At-Large community can be improved, well then, here is your opportunity. So that's pretty much the only time in which we use paragraph type answers.

And then the other kinds of questions will be familiar to you, we have multiple choice, people have to select from a list of possible answers; checkboxes where people can check two or three possible answers to a question; the dropdown menu which is pretty much like a multiple choice; a linear scale which is where people can rate on a scale of 1 to 4, we generally made the scales 1 to 4, so the people can say that either whatever issue was extremely poor or extremely good. And, just to let you know, we have deliberately used the scale of 1 to 4 which does not include a middle number, like 5, because we want to oblige respondents to go one way or the other, to be inclined one way or the other. Either more favorably or more negatively. We don't want any [inaudible] in this survey.

So, that's for the types of questions, and then, if you'd like, I think we can… Yes, very quickly, here we are. On the timeline. So, as Holly just said, what we are aiming to do, and actually we feel fairly confident that we can hit this target date, is to launch the survey next Monday. That is assuming that we are all agreed about its structure and that it's all functioning properly, and once we've taken into account any last minute

kind of twist to it, to the actual questionnaire itself and possibly to its structure, but we don't want to get too involved in that.

So, being the launch date next Monday, and a closure on the 21st of October, that's to say about a week before the Hyderabad meeting. So that will give us time to extrapolate findings in time for Hyderabad and to present the initial findings during that meeting. I might just sort of add that should we feel the need to keep the survey open because we need to boost the numbers of responses in certain respondent categories, well then we reserve the right to do that during and even after the Hyderabad meeting, and possibly keeping the survey open for as late as December of this year, which is still four months before the end of the review process. So we'll still have plenty of time to integrate the findings if we keep it open until that later date. Obviously, we are going to try and our communications [inaudible] in the first stages between now and the 21st of October to get as much response as possible during that period.

So, having said that…

NICK THORNE: Tom, could I add a couple of points?

TOM MACKENZIE: Yes.

NICK THORNE: This is Nick Thorne. I think Tom has given an extremely good review of the survey. I'd just make three points. Number one, this has been difficult for us. We've tried very hard to direct questions which would cover the concerns which are [inaudible]. This is the last opportunity we [inaudible] to change the content of the survey. So please, if you think we're getting it wrong or if we've missed a major point, please tell us and do it quickly [inaudible] now. Final point is I'd just like to reinforce Tom's point that if the survey is not coming up with a satisfactory number of respondents by the end of October, we really mustn't be driven by administrative barriers and boundaries and deadlines, [inaudible]. We must leave it open longer if we need to be [inaudible] to do that. That's all I wanted to say. Thank you.

TOM MACKENZIE: Thanks Nick.

Another important sort of detail point that I would like to make at this point in the conversation is that at the same time as we have been developing, as we have been building the actual process there for the [inaudible].

[Audio breaks]

TERRI AGNEW: Excuse me, Tom? This is Terri. Pardon the interruption, but your line just started cutting in and out and it's very difficult for us to understand what is being said.

TOM MACKENZIE: Sorry, my line?

TERRI AGNEW: Yes, it just started getting choppy.

TOM MACKENZIE: Oh, okay. Alright. Sorry about that. Is that any better?

TERRI AGNEW: So far, yes it is.

TOM MACKENZIE: Okay, I'm sorry about that. I don't know what the cause of that was.

Okay, so what I was just saying just then, if you didn't hear, is that we've also developed a survey tool, and we strongly urge you all, members of the Working Party, when you're going through the questionnaire, if you can possibly simultaneously go through the online tool, the tool itself gives you a much better sense of the respondent kind of experience of going through the questionnaire. You will see, I mean, it will also automatically obviously do all the pathway, which I mentioned earlier and which appears in the table. So, survey tool on one hand and survey questionnaire on the other, both projects are very sort of well advanced. As far as we are concerned, very much sort of the final stage, and if you want we can now quickly go to the questionnaire itself.

UNKNOWN SPEAKER:	Yes, please.

TOM MACKENZIE:	Actually, I don't know if you can see on my version on the Adobe Connect it's sort of…

CHERYL LANGDON-ORR:	It's up front and actually if you walk through it, that's fine. [CROSSTALK] That's fine, everybody has scroll rights, so people can follow you Tom, just go ahead.

TOM MACKENZIE:	Alright, okay. So, I'm not going to spend too much time. What is now on the screen is the cover note which appears on the front page of the survey. We have included information such as the duration of the survey, the expected duration, which will be short for some respondents, longer for others. And also, an important point that we emphasize here on the cover is that a respondent will be able to submit a partially completed survey if they have to for whatever reason, and to return to the survey to add information, take information out, change the information if they want to. So, there is a complete sort of in-built possibility to do that, to edit your answers once they have been submitted. And then, we also mentioned here about translations of the questionnaire that will be made available in various languages.
	So, what I suggest, I think there are too many questions in this, and the full document is too long to go through in sort of detail. So, what I can do is I can give you a very quick kind of overview of each section and

hopefully you will have time to glance over the questions. What I suggest is perhaps I can pause at the end of each section and then we can…

HOLLY RAICHE: No, no, no, no. Tom, it's Holly. I think best you just go right through because we've got to get through all of the sections and people are adding comments to the chat. If we've got time at the end, fine. But some people have one hour and we're halfway through, so, let's use the time wisely.

TOM MACKENZIE: Alright. Okay, well I'll be very quick then. So, the very first section, here is the first section, it's simply to identify respondents and then to branch them off according to respondent type. So, there what you see at the bottom of that page are the respondent types. That point they get forked off to the different sections of the questionnaire.

Here we are with the first section. So in this first section this is where the At-Large community is by far the largest set of questions in the whole questionnaire. We hope that these questions address all the issues that's going to be covered by the review, that's to say accountability and transparency of the At-Large, the fulfillment of the At-Large mission, and the extent to which the At-Large functions according to its own procedures and policies, we look at membership issues. So, I'm just going to scroll through it just so that you can get a glance of all these types of question. Here we go. Here we are looking at

respondent type, ALS type. We also ask people about the types of… [inaudible] and individually about the specialization that they have.

There we go. I'm going to have to scroll through that, very quickly. There we are. We have a whole section on At-Large meetings. So here we have different types of questions, try to [inaudible] into, the motivation for [inaudible] in meetings, expectations, are expectations met, this kind of thing. And, at the end of this kind of section, the types of funding programs that are allowing participants to participate in the events. The frequency, there we go.

Is this okay? I mean, I understand that I am going through very fast. And at the end of each section, what I mentioned earlier was "Do you have any suggestions?" We all end with the possibility for people to write their own thoughts about how the things can be improved.

So, this is the other section. We have a whole section on the ATLAS Summit, ICANN staff, and then another section here, this is again all the ALS community, we're asking what they're about, the support provided by the At-Large staff. There's a whole section there. And there we go.

And now this second section is the one that is for the heads of the ICANN SOs and ACs. So this is a different set of questions and it's really a section in which we probe how other parts of the ICANN system feel about the participation of the At-Large community in their sort of current business. So, we ask for their affiliation and have them answer that.

I'm going to go down. We ask them to… Sorry, I'm being paused just for a second. These are both branch sections, branch questions. So the first

branch question is for the community of the leaders of the SOs and ACs within ICANN. The "1.3" that you can see there in the bottom half of the page is for the Internet users and Internet users associations, which I mentioned earlier. So that's that other category, that final category of respondents.

Right. I'm just going to go down. Right, here we are.

There's facultative questions. Facultative questions, just to go back to what I was explaining earlier about the structure of the questionnaire, these three sections here, respondents will answer them according to their level of knowledge of the At-Large community. So, those with the most information will be asked to respond to the longest series of questions.

So, it's kind of difficult [inaudible] so fast. So here we are, we ask people to identify…

HOLLY RAICHE: Tom, could you just let people know what page you are on?

TOM MACKENZIE: I'm on the… Are you not able to see the…?

HOLLY RAICHE: People are… [CROSSTALK]

CHERYL LANGDON-ORR: Tom, we've all got scroll control, so "Here we are" doesn't help us very much. Page 17, right?

TOM MACKENZIE: Okay, I'm sorry. I thought I was scrolling down for everyone. I'm sorry about that. So if you go to page 16 of the survey. So this is a set of questions which will be asked actually to the members of the At-Large community but also the representatives of the SOs and ACs within ICANN. So it's a moment at which very few respondent categories come together and we focus on the relations between the different parts of the ICANN system. So, At-Large with the ASOs, and ccNSO, GNSO, etcetera.

                        Now, I'm going to carry on scrolling down. So, I'm on page 16, I'm scrolling down. Okay, I feel like we can't… I'm going to go through it just to show you the structure, and I think we just simply don't have the time to go through all the questions, is that okay? So if we get to the end of the facultative questions, that takes you to section 2.2 which is on page 18. Is that okay for everybody?

UNKNOWN SPEAKER: Yes.

TOM MACKENZIE: Okay. So this other section is aimed at again the respondents from the At-Large community and the representatives with the other SOs and ACs within ICANN, and ICANN staff. So here we are really looking at the

mission of the At-Large community. If we just look at this very first question, to give you an example, the first question in this section...

[Audio breaks]

Sorry, there's a lot of [inaudible]. So if I look at question 2.2.1 on page 18, this question is a typical example that we ask respondents. We're going to ask respondents what to their minds is the statement which most accurately describes the role played by the At-Large community. The reason behind this kind of question is when talking to people during the interviews in the past few weeks since May, we have realized that people have quite different opinions about exactly what it is that the At-Large community is and how it functions. And so we are interested to see with a question like this the statements which the respondents relate to the most. So, typically, we have these various statements, I can just read two of them if you'd like. "The At-Large is the body within ICANN that allows end users to participate in ICANN processes", or "The At-Large community is made up of ALSes and individual members that represent the interest of Internet users worldwide in ICANN processes", etcetera. And what this is going to do is it's going to show us how different segments of our respondents, how it is that they feel about what the At-Large is and how it functions.

So, on we go. And these kinds of questions, it's fairly obvious perhaps, are generating all the pie charts and tables, etcetera, that we are going to use to back up all the research that we are going to be doing at the same time.

So, I'm going to carry on down the purpose and mission section of this questionnaire, so I'm scrolling down page 18.

We think that it's necessary to ask a set of questions, the aim of which is to have a better understanding of the At-Large Structures and how they are identified, measures that are taken to increase the ALS membership, and the levels of participation of the At-Large Structures within discussions. So there is a whole set of questions here which are aimed at individual users, individual members of the RALOs, At-Large Structures, and a little bit lower a set of questions about the functioning of the RALOs. So you can see there at the bottom of page 20 now, questions about the function of the RALOs.

Now, I'm going to quickly move forward to page 22 now on which we have a set of questions about communication and outreach. This section, which again most respondents will be directed to, what we're trying to figure out, what we're trying to [inaudible] from the respondents, is the effectiveness with which the At-Large community goes about communicating about the work that it is doing, and uses various tools, its online tools, its mailing lists, the Wiki, site, etcetera, how effectively they're using these tools to communicate with their base, their membership. So that is what this section is about. We also use this section, for example, to try and figure out whether sufficient effort is being put into the identification or the recruiting of organizations, potential new ALSes in different categories. So, for example, on page 22, we have a question which asks whether there was a need or an interest in having more civil society or NGO types of ALSes, or consumer proofs, or academic or educational institutions.

Now, I'm going to carry on down to the – okay, so I am now on page 23, where there are various questions about the website and the wiki. When we get to the end, on the very final part, which is part 3 – this is the very final section before submitting – we ask some sort of information about respondents. It's more what we call socioeconomic data, asking simply their age, the gender of respondents, levels of income – so I'm now on page 26 – levels of education, etcetera, and the ability with which they can communicate in the various languages used by ICANN. The reason why we ask this socioeconomic data is because we want to make sure that we have representative samples of respondents from different ages, from the different sexes, etcetera – different parts of the world, obviously. And so this is one of the main ways in which we're going to ensure that we're achieving that.

Now, it's quarter past the hour here, so by my reckoning, we're going through the time allowance quite quickly. I've realize I've gone through very, very fast; skimmed over many parts of the questionnaire that could be discussed at great length. I'm just going to pause there to see whether there are any parts of the questionnaire that you would like to zoom in on more.

HOLLY RAICHE: Tom, Holly here. Just a question. In the chat, before John Laprise had some questions, do you want to start to talk to those? Because we do have probably ten minutes where we can look at some of those issues.

TOM MACKENZIE: Okay.

HOLLY RAICHE: And maybe they will raise other questions.

TOM MACKENZIE: Okay. Now, let me see.

TIM MCGINNIS: Holly, I think we can take those comments off-line, and we can be in touch with John off-line if we have any questions, but I've taken those comments on board.

HOLLY RAICHE: Okay, well, I'm just wondering – if there aren't any other questions, are there some broader issues that the questions raised, that maybe we could discuss? It's just literally, Tim, that's just the question.

ALBERTO SOTO: This is Alberto Soto, for the record, if I may. I would like to ask a question.

TOM MACKENZIE: Of course.

ALBERTO SOTO: This is Alberto Soto speaking. My question is this: You mentioned at the very beginning that this survey will be – if I'm not mistaken – this

survey will be oriented to people with no knowledge about At-Large, or people who are not related to ICANN. So what is the medium, or the means that you will be using to make this survey available to those people? Thank you.

TOM MACKENZIE: Yes, thank you for that. When I mentioned that there would be, we anticipate, a very small number of people in that category that you have just described, I really do mean a small number of people. But it is a category of people that we have met already, in the meetings that we attend, in the discussions that we have had about the survey. Obviously, the vast majority of people that we are talking to are either directly connected or have been directly connected to the activities of At-Large, and so they will be directed to the largest section of the questionnaire. There is the other category of people that we met in meetings, who are interested in conferences, who are interested in internet governance issues, and for that category – it'll become very clear to you, I think, if you just test-run the Google tool that you should have a link to – you will see that they really do literally have a very small number of questions to answer. And it's simply what they think. To summarize very quickly, it's from an outsider's perspective, what they think an organization that is dealing with the governance as part of the internet, what should they be doing in terms of [inaudible]. So they have a small number of questions, but we think it's important that they should have an opportunity to take part, as well. If this survey was only and exclusively directed at people who are outside the system, I think we would be [inaudible] and quite an important [inaudible] the view from outside of the system.

HOLLY RAICHE: Thank you, Tom. Are there any other questions or comments?

Okay. I'm just wondering – Tim, you've been looking through the chat. Is there anything that you think we could discuss now?

TIM MCGINNIS: There's nothing that springs to mind – sorry, Tim McGinnis, for the record. Trying to finish a doughnut. There's nothing that I think this larger review party would need to take up from the chat.

[CROSSTALK]

CHERYL LANGDON-ORR: Holly, Cheryl here. Glenn McKnight made, I think, a very valid point about popping in a link to the recommendations that are alluded to with relation to the questions regarding the 2008 review. That's probably not a bad idea. We've come up significantly in numbers via [inaudible] since those days, and not everyone would necessarily have that to hand, so that might be a link you want to get from Staff to make sure that we get the most direct connection to the appropriate Wiki page.

TIM MCGINNIS: Okay. Cheryl – Tim McGinnis, for the transcript – it might not be a bad idea, but I'm just wondering how many people will read Westlake report and then go back to the survey. But yeah, sharing your Westlake report as widely as possible is probably a good idea, no matter what.

CHERYL LANGDON-ORR: Tim, Cheryl for the record. I wouldn't necessarily go to the Westlake report – boring as batshit, actually – I've read it too many times, I guess – but we do have a page where all the recommendations are simply tabulated, and how we dealt with them in terms of implementation. So that gives that ownership to the ALSes' At-Large wiki space, rather than the Westlake report, per se. And if someone wants to go down the rabbit hole, reading everything and following all the meetings, they're welcome to it. But I'd rather just take them to our top-level documents, which, as I said, staff should be able to give you a link to.

NICK THORNE: Nick Thorne, for the record. Can I just agree with Cheryl on that – I think that's a good idea. And if we haven't already done it in the survey, we should also have a link in there to the Atlas London recommendations, and how we are going on implementing them. Thanks.

CHERYL LANGDON-ORR: Good point.

HOLLY RAICHE: Okay. Any final questions? Now, everyone should have a link, and could I just remind people, we really do have some timelines that are pretty tight. The timeline for you actually getting the survey is – sorry, for providing your comment on this survey – is 0700 UTC on Friday. Today is Wednesday – at least, it is in [inaudible]. No, Thursday in [inaudible]. It's Wednesday in the rest of the world. You will be sent an

updated version by 1800 UTC, and the survey will go live on Monday. So, are there any questions about timing, about actually what we're expecting of you – and it's a lot – and the feedback we need, and then the process from here? My final question, Tim – and it's to the whole team – what kind of time do you need in Hyderabad that we should be scheduling for meetings with either the leadership team of this group or the full working party?

TIM MCGINNIS: I'm not concerned about taking too much of your time. I know you've got other things to do. I think maybe one meeting for the leadership team, and one for the review working party as a group, but [CROSSTALK]

HOLLY RAICHE: Are you suggesting half an hour?

TOM MACKENZIE: No. I think we'd need an hour, I'd have thought, probably.

HOLLY RAICHE: Yeah, okay.

TOM MACKENZIE: During an hour, we can [inaudible].

HOLLY RAICHE: He's gone again. Great phone.

TIM MCGINNIS: Well, yeah, I think we can schedule an hour; that's fine. What would be really useful, though, is to make sure that our team is logistically sorted, and we'll get with Lars on that regarding flights, hotels, visa, all that stuff.

HOLLY RAICHE: I'm going to leave that to the ICANN staff, and not worry about it, and may [CROSSTALK] be with you on that one.

NICK THORNE: [inaudible] potential mess on logistics and on the [inaudible] of these tools. If you need to talk to us again before the survey goes live, that's absolutely fine, but we need a coherent and consistent logistical tree to make it happen. Thank you again.

HOLLY RAICHE: Yeah. Nick, just a question. Is there anything that ICANN staff need to do or the leadership team needs to do to assist that?

[fuzzy audio] Hearing nothing. Okay, I think we've got the timelines. Everybody on this working party – and there will be members who aren't here – you have a deadline of 0700 UTC Friday to get your comments in. You're going to be sent the document and a link to the Doodle for an – I have to say, Cheryl and I managed it beautifully; Alan

had a bit of a challenge, and he mastered it – it is a reasonably easy tool to use to make comments. The next item after on that, 1800 UTC, we will all be hearing back from the team, and we'll be getting the updated version, and it will go live. And Tom, I'm suggesting that you liaise with ICANN staff – with Lars, and with Heidi and [inaudible] – to make sure that you schedule in the two meetings that you're saying you need. And otherwise, everybody has got about three spare minutes of this meeting. Is there anything else that needs to be said? Or can we just wish each other a good morning, good afternoon, good evening?

NICK THORNE: I love you all. Greetings from Liverpool.

CHERYL LANGDON-ORR: Aww, right back at you, Nick. Thank you, darling.

NICK THORNE: Good night.

CHERYL LANGDON-ORR: Good night. Good night, good morning, good evening, good afternoon.

NICK THORNE: Cheers.

CHERYL LANGDON-ORR: Thank you, everybody. Thank you to our interpreters. We really appreciate the work of your catching up with our bizarre languages, especially us oldies. Thank you, staff; thank you, ICANN team, and I look forward to just a few little polishing comments, perhaps, coming in. This is Cheryl, and this call is now completed. Bye for now.

[CROSSTALK]

UNKNOWN: Thank you. Once again, the meeting has been adjourned. Thank you very much for joining. Please remember to disconnect all remaining lines, and have a wonderful rest of your day.

[END OF TRANSCRIPTION]