Attendees:

Team: Megan Richards, Laureen Kapin, Jordyn Buchanan, Dejan Djukic, Calvin Browne, David Taylor, Jamie Hedlund, Drew Bagley

Observers: Zack Coleman

Staff: Jean-Baptiste Deroulez, Pamela Smith, Margie Milam, Eleeza Agopian, Brian Aitchison, Antonietta Mangiacotti

Apologies: Gao Mosweu, Carlton Samuels, Waudo Siganga

Agenda:

- Welcome, roll-call, SoI
- Draft Report Work plan
- Review selected topics based on comments received on draft report papers
- A.O.B

Documents:

- Work Plan.v3
- VII. Consumer Trust

Recordings:

- Adobe Connect
- mp3

Chat Transcript: EN

Transcript: EN

Notes:

**ACTION ITEM:**

Work plan revisions - staff to broadcast to review team via email

For the draft report paper: VII. Consumer Trust

**ACTION ITEM:**

Terminology: use "end user" v. "consumer" in terminology to be precise, especially in regards to Nielsen results

**ACTION ITEM:**

Designate significant statistical variances with an arrow in text following usage of Nielsen survey

**ACTION ITEM:**

Recommendation 1 - how to use finding to shape a recommendation without forcing ICANN into a role beyond its remit

**ACTION ITEM:**

Recommendation 2 - change language to "relationship and expectations" v. "restrictions" - consider how to encourage adoption of appropriate "restrictions"

Executive Summary:

**ACTION ITEM:**

Please give feedback -

**ACTION ITEM:** Please be alert to revised drafts and give feedback.