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.