
BEIJING – NARALO Meeting
Tuesday, April 09, 2013 – 07:30 to 08:30
ICANN – Beijing, People’s Republic of China

GARTH BRUEN: Good morning. This is the NARALO meeting. Before I get started into the agenda, I have to be a stern parent. If we have a meeting at 7:30 and it’s halfway across the world and this is our only opportunity to meet, we should all be present, especially if somebody is an officer or in here being funded to come to this venue and you’re a NARALO member. The NARALO meeting is at 7:30. You should be here at 7:30. There’s no excuses for folks not getting a taxi from a distant hotel in Toronto. You’re on site. Let’s try and be here.

With that said, we’re taking a look at our active an non-active ALSs. Yes? Oh, I’m sorry. I’m sorry. Excuse me. I don’t have my secretary, so I didn’t think of that. We’ll do a roll call of who’s here. I’m going to start with Evan to my right.

EVAN LEIBOVITCH: Evan Leibovitch from the Canadian Association for Open Source.

MATT ASHTIANI: Matt Ashtiani. ICANN staff.

LOUIS HOULE: Louis Houle. ISOC Quebec Chapter.

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GARTH BRUEN: Garth Bruen. Knujon and NARALO chair.

EDUARDO DIAZ: Eduardo Diaz. (inaudible) ISOC Puerto Rico.

ANNALISA ROGER: Annalisa Roger from San Francisco Bay area. Internet Society Chapter.

GLENN MCKNIGHT: Glenn McKnight. Foundation for Building Sustainable Communities.

CARLTON SAMUELS: Carlton Samuels. I'm just visiting.

DEV ANAD TEELUCKSINGH: Now I'm awake. (inaudible) Dev Anad Teelucksingh. Also visiting. LACRALO.

GARTH BRUEN: Thank you very much for being here, folks. Do we have Murray? Is Murray online? You heard who? And Gordon. Maybe we have Murray, Gordon, and Joly. I don't know.

(PARTICIPANT): Yes, they're here. They're here.

GARTH BRUEN:

Oh, great. Great. Sorry to keep you waiting. Fantastic. Oh, and who else? We have the SPA interpreters, Wang. Yeah. That's (five) interpreters. Anyway. All right.

So, why are we here? We want to increase our membership and we want to increase our participation as well. This is extremely important to us. If anything that we can see from last night's showcase of APRALO, it's that there are some regions which really, really have a big membership and really have a lot of diverse participation and we would like to see that happen in North America as well. We certainly value our current membership and treasure everybody's participation.

We have an unfortunately situation, though, where we have a few – two at least – ALSs which are no longer functioning or participating or simply don't exist, and we need to be able to purge people from the roles. We're not interested in purging people for no good reason. We want to purge people when they're just a ghost entity, when they're really not part of the community anymore.

So we have a deaccreditation process that is part of our bylaws as I understand, and we're going to begin starting right here to execute that deaccreditation process for two ALSs and we're going to do this with full disclosure and full transparency, so we're only talking about it at this point and we want to make sure it's on the record and brought to everybody's attention.

And actually, APRALO has a similar situation and Holly approached me last night and she's interested in how our procedure works because they're going to need to add that to their bylaws as well to be able to run that process.

We have a disconnect between – what I perceive as a disconnect between – what is the perceived purpose of At Large and what is the actual function.

Now, what is professed is that At Large has intended to be the voice of the individual Internet user, but what we generally have in At Large is a situation where it is an ALS – an At Large Structure. It's ultimately a group representation. This is not true in every region, but it's true in our region. We allow individual membership of ALSs in NARALO. Does anybody know what other regions also allow individual membership? Evan?

EVAN LEIBOVITCH:

Thanks, Garth. This is Evan. As far as I understand, all of the other regions have at least looked at the idea. I believe it was actually an outcome of the last ALAC review that took place, that it was an official recommendation that each region enable this.

It's my understanding for, for instance, in EURALO. While EURALO is considering a role for individual members, EURALO also has an executive committee made of individuals that aren't necessarily coming from AOSs. So, EURALO, while it doesn't have the same kind of mechanism that we do, actually has some individual members if they comprise the executive of EURALO. LACRALO – Dev's shaking his head.

DEV ANAD TEELUCKSINGH:

Dev Anand Teelucksingh from LACRALO. No, we do not have any provision for individual members. At the time when the issue was brought up, it was felt that – what was the reasoning? That they did not

want to have individual members (inaudible). A full ALS would have lots of members, and therefore giving that potential one individual the same voting rights. Yeah. The same weight.

And of course that comes back to our voting, which has weighted voting per country which also complicated matters.

EVAN LEIBOVITCH:

Sorry, Dev, this is Evan. Has LACRALO considered the same kind of scenario as NARALO whereas all the individual members collectively have the same authority as a single ALS, which you would think would not usurp that in that the individual members amongst themselves are members of, let's say, a virtual ALS that has the same voting authority as one ALS, did that not address that particular concern?

CARLTON SAMUELS:

This is Carlton Samuels for the record. We did have a long discussion about that. What they couldn't wrap their minds around was the issue of if they were in the same country, then that would be more problematic than if they were in different countries (inaudible) because we have weighted country voting. If you had multiple individual members linked into one virtual ALS and they're from different countries, then you run the risk of (inaudible) vote across countries. If they're in one country, again, there would be another issue that that country might have an advantage in having an extra vote.

(EVAN LEIBOVITCH): The last word on this is just to remind that although the method of doing this is optional and up to the regions, it was an explicit request from the ALAC review. So sooner or later when the next ALAC review comes up, somebody is going to ask the question of why this hasn't been done all this time after the first report. We are the only region not to have to deal with that.

GARTH BRUEN: Okay. This is Garth Bruen. So as the only region that has this kind of capability, we should be using it and we should be using it to more effect. I spoke to Alan Greenberg at length about this last night to get his views on this subject and he's ready to have a recruitment effort for individual members. He could not – he has a conflict this morning. But he is our – if you could imagine the individual members as being an ALS, he is their representative. So he is the one who gets to vote, or he is the one that collects their interest in order to give a vote.

So this is going to be part of our recruitment effort going forward is targeting people who are interested in Internet policy, want to be involved in ICANN, and who are not members of an existing structure.

Now what we would like to try and do is, if possible, get them involved in an existing structure. If there's an ISOC chapter or another organization in their area, point them in that direction because it's good for them to talk to other people in their area, in their local communities, who are involved in this.

Barring that, individual membership, because we need to have them. And we may find that especially, as we reach out to individuals in North

America are in remote locations. In North America, there are many remote locations.

So, moving on. Our process. We have been discussing quite a bit about developing a web presence and we have started a project – a monthly project – of introducing and reintroducing our ALSs in an ALS spotlight. Our ALSs have been kind enough to supply videos and documents and information to be presented at our monthly calls so we can all have an appreciation of where everybody comes from and the kind of projects people are involved in.

Last month, I believe we had Darlene. Before that, we had Dana from Nova Scotia. And we had Tom, who's one of our newest ALSs from New York the month before that. And I'm going to be looking for a volunteer for the May phone call.

Now, I talked to Glenn and Glenn is interested in doing the June call. He's going to be a little busy for May. So if there's anybody her who is interested in doing the May call, I'd love to hear from you.

And what we would like to do with these videos and this information going forward is make this our front page presence. Rather than have people come to NARALO.org or the wiki page and just see a bunch of text, they should see people because that's what this is all about and they should be able to very easily interact through these videos and see what kind of work we're doing, instead of just a bunch of text which is, because of the volume of text, is very small and can make people very blurry.

In terms of how we're going to target new ALSs and new members, we have been talking about in our outreach and recruitment subcommittee, NARALO subcommittee, an X and Y axis. On one axis, we have geography and on the other axis we have the type of community, the type of involvement.

Then what you have when we have two axes with these two different categories, you have a table. If anybody has ever seen or played bingo, you have this grid and the goal of bingo is to fill in each square as the number is called. Don't ever yell bingo in a room full of old ladies, because they'll beat you over the head.

But what we would like to do is fill out that bingo card as much as possible by targeting on these two axes. What we have done is we have created a list of all the Canadian provinces, of all the U.S. states and all the U.S. holdings in the Pacific. We have also made a second list of different types of communities that would be interested in Internet policy and would benefit from directly participating in the creation of Internet policy.

While we were in Toronto, I gave the NARALO membership a homework assignment to each come up with ten organizations within their own community who would be good candidates, and the folks who participated in this (fund), it was actually very, very easy to find Internet use communities, user groups, within their own community who should be spoken to who would benefit.

Where I live in Boston, there were a large number of groups who could be excellent candidates for membership. These are existing structures that have been discussing network policy sometimes for many years.

Some of these groups existed long before ICANN, existed long before there was a global Internet.

So these are not flighty groups. These are serious people and many of these people have meetings on a regular basis. So I'm going to start reaching out to them and approaching them. I saw many similar organizations listed from other regions who would be excellent candidates too.

One of the areas that we are completely lacking in is recruitment within the disabled community. One of the things that always has occurred to me is I don't see anybody in an ICANN meeting in a wheelchair. I was wondering as I go from meeting to meeting how hard or how easy would it be for somebody in a wheelchair to be able to get to and from all of these meetings, to be able to get from one meeting that takes place until 7:30 to another meeting that starts at 7:30. Evan, please.

EVAN LEIBOVITCH:

Thanks, Garth. I would only caution about that is considering the fact that ICANN (flings) around the world. Not every country has the equivalent of the American ADA. As such, accessibility might be quite a bit more problematic in some locations than others.

So while in the developed world there's a lot of laws in place to try and enforce that kind of accessibility, there are certainly places that ICANN goes to, possibly present company included, where that kind of access would not be quite as easy as in others. So I would just watch about that.

GARTH BRUEN:

Thank you, Evan. This is Garth. I know even I have fallen down stone stairs in Europe trying to get somewhere. This is definitely something that we need to be aware of and we need to test and we need to figure out the best way to do it as we reach out to these communities.

And another thought that always comes up in my head is how do blind people use the Internet? Because everything that we do is visual. Of course there is a growing tendency towards voice, but as I looked at the situation, what I found is that there is actually a rich and diverse adaptability within the blind community for accessing the Internet. We need to hear from these people. We need to have them here at a meeting.

So these are the kinds of groups, in addition to just general user groups, that we want to reach out to and we want to bring to the table.

So if we think first, who is in my community, who can fill in these empty squares, these empty states, empty provinces and then we think what are the types of communities that need to be at the table? Who is missing from this room? And then we can fill in that bingo card. We can really influence the policy in a positive way with those kinds of numbers.

I see that (Joly) has had his hand up for a long time. I apologize. Please, Joly.

JOLY MACFIE:

Okay. Well, (inaudible) put my hand up (inaudible). I don't know. I've got an echo. I'm going to have to (inaudible) about video. (inaudible) every two weeks. We have a wealth of material. I would mention the (inaudible) in the realm of video. Perhaps with a little bit (inaudible)

some kind of sign (inaudible) introduction (inaudible) shoot down there in Beijing and maybe update that (inaudible).

GARTH BRUEN: I'm sorry. Joly, were you volunteering to do the May ALS spotlight?

JOLY MACFIE: Yeah.

GARTH BRUEN: Great. Then Glenn heard his name, but he didn't quite understand what you were referencing.

JOLY MACFIE: I'm saying that Glenn made the video. We had a \$1,000 grant or budget and made a NARALO video (inaudible) about a year ago. It was a general introduction to NARALO, so I'm wondering if that could be purposed for the website.

GARTH BRUEN: This is Garth. We definitely have content and Glenn and I have discussed this. There's a lot of content. Glenn?

GLENN MCKNIGHT: Yeah. There's a lot more than just (inaudible)

JOLY MACFIE: Specifically one video that was paid for by ICANN that truly we can make further use of that.

MATT ASHTIANI: Hi. This is Matt from staff. Just a quick reminder to please say your name before speaking.

JOLY MACFIE: This Joly.

GARTH BRUEN: Go ahead, quickly, and then Glenn.

JOLY MACFIE: Oh, I've said my bit. Glenn, (inaudible)

GLENN MCKNIGHT: Yeah. There is the promotional recruitment video but there's a lot more – and a number of the people in this room were personally interviewed with little tidbits of information about the history of NARALO.

MATT ASHTIANI: That was Glen McKnight speaking.

GLENN MCKNIGHT: Yes. Sorry, it's Glen McKnight for the record. Okay, so there's a lot more...

JOLY MACFIE: Joly again. So, Glenn, are you saying that the (inaudible) we spent all that time making is now out of date and won't – and now has to be replaced by a new one?

GARTH BRUEN: This is Garth. Is it obsolete, the content?

(MATT ASHTIANI): He's saying no. I see that Murray has his hand up. Murray is on the remote. Murray, please. Murray no longer has his hand up. Yes, Glenn, go ahead.

GLENN MCKNIGHT: Glenn McKnight for the record. If we're going to be reaching out to the accessibility committee, I just did a quick W3 check on our website, our ICANN (confluent) site. There is 502 errors. So if we're going to reach out to the disabled community and embrace them, we best have our site W3 compliant.

(GARTH BRUEN): That's an excellent point, and this is the kind of input I would hope to get from a more diverse community, people who have experienced these issues and can present them. I would be very curious how ICANN's web presence in general would fare in that. Yes, Heidi, please.

HEIDI ULLRICH: This is Heidi for the transcript. Just two points. We do have a new person – Chris Gift – who is now vice president for online community.

He has been addressing issues of accessibility for the disabled, so maybe we can bring him onto a NARALO call on that.

And secondly, we do have some ALSs that do focus on disabled people. There's an Armenian association that's an ALS, that's the Pyunic Association. So maybe we can – they'll be here I think for the regional secretariat's meeting tomorrow.

GARTH BRUEN: That's great. This is Garth. I did notice that, and it registered in the back of my brain. I'll have to introduce myself to the folks from Armenia. Yes, Dev, please.

DEV ANAD TEELUCKSINGH: Thank you. Dev Anad Teelucksigh speaking. I spotted the Technology Taskforce. This issue of accessibility of content of ICANN was raised at the Toronto meeting. What the Technology Taskforce, which is a working group for anyone in At Large to join, has been attempting to look at all of the latest technology – what's the word? All of the (latest) technology that At Large uses to do its work from an accessibility standpoint and to make recommendations.

So I would also like to ensure that persons can also join that group and, well, assist with helping all of At Large in terms of accessibility so that it's not just NARALO. I think all the regions have this issue.

GARTH BRUEN: Please, Heidi.

HEIDI ULLRICH: This is Heidi again for the transcript. Technology Taskforce is having a meeting tomorrow morning, 9:30 I believe. And Chris Gift actually will be introducing himself during that meeting, so you're all very welcome to come to that meeting and ask him those kinds of questions.

GARTH BRUEN: Okay. Thank you very much. This is really meaningful dialogue. Murray has posted his question. I don't know if he had a problem connecting. But he did say here that there is a visually-impaired community in Canada – The Canadian National Institute for the Blind – that uses the Internet. So definitely.

These groups are out there. Joly has mentioned (they) have recently joined the ISOC Disabled and Special Needs Chapter. So these groups are out there. And just like any other group or individual who is concerned about Internet policy and the direction of the Internet, these people don't know about At Large and they're only going to know if we talk to them.

So my next question I guess for staff or anybody else is, do we know when the At Large Summit is and which region it's going to be in. Heidi?

HEIDI ULLRICH: This is Heidi again. That's a proposal from ALAC for a summit, so it has not yet been approved. But again, the proposal does request that the summit be held in June 2014 and that would be the ICANN meeting in London.

GARTH BRUEN: Okay. So I think that between now and then we should set a goal of solidifying what our outreach agenda is and to really get some new members on the record and get those new members to this meeting, which looks like it will be at the London meeting in 2012. I'm sorry. We'd need a time machine for that one. This is Garth if I didn't mention it before.

I often get confused what the difference is between pamphlets and brochures. What is the difference between pamphlet and a brochure, Heidi?

(PARTICIPANT): A brochure is English.

GARTH BRUEN: But I think that there is actually – because we have two different types of documents that are handed out. Correct?

HEIDI ULLRICH: Okay. This is Heidi. So we have several. In fact, and they're going to have a larger selection. The Global Stakeholder team and Communications team is working on a lot more information, particularly or the Speaker's Bureau, so there are going to be a lot more documents being produced.

For At Large, some of the material we have are the RALO and the At Large brochures. Maybe someone can just hold up one. Those are those trifold. RALO has one. That's a brochure. Okay. Then we also have a series of beginner's guides, and two of them are particularly for At

Large. One is the Beginner’s Guide to At Large and the other one is the Beginner’s Guide to ICANN, which includes all of the (ACs) and SOs.

GARTH BRUEN: This is Garth. Is that the big blue glossy?

HEIDI ULLRICH: Yes.

GARTH BRUEN: Okay. All right. Yeah. Eduardo is holding some of them up. So I just want to make sure that I’m asking for the right thing. Some of our members have been asking for materials to be able to hand out in their local community and I just want to make sure that they’re getting the right thing.

Yeah. I think that mostly they’re asking for those multi-lingual tri-folds. Yes, Evan.

EVAN LEIBOVITCH: Thank you, Garth. I think the basic difference is one is specific to each region. The other one is a welcome to At Large and the other one is welcome to ICANN. So they all have different functions so it’s pretty easy to distinguish.

GARTH BRUEN: Okay. Matt, what are you trying to signal me about? Okay. Joly has his hand up. Please, Joly, on the remote.

JOLY MACFRIE: When you say you have some for the Speaker's Bureau, (inaudible) speakers (inaudible).

MATT ASHTIANI: Hi, Joly. This is Matt Ashtiani from staff. Can you please repeat the question a little bit more slowly and clearly? I don't think your connection is that good.

GARTH BRUEN: This is Garth. Can we actually have you type it? Because when it's typed, Matt or somebody else can read it very easily. We are having a problem understanding you. Okay. Is Joly typing? Do we see something? What's that? Yeah, please, go ahead. Read it. Somebody else has their hand up. No? Please, Dev.

DEV ANAD TEELUCKSINGH: Thank you. Dev Anad Teelucksingh speaking. Just to mention that we've gone into Speaker's Bureau and so forth. I know that (inaudible) putting up a lot of content on the wiki that's accessible to anybody in the At Large. So you can take a look at the materials already put up there. And this can also be used for internal ALS meetings and presentations and outreach and so forth.

GARTH BRUEN: Thank you. This is Garth. I'm going to just close off this topic in interest of time because we have to get to the other board session soon. Oh yeah, please, read Joly's question, Matt. Thank you.

MATT ASHTIANI: Hi, this is Matt Ashtiani for the record. Joly asked, "I heard Heidi mention a Speaker's Bureau. Is there any chance of speakers coming to address our ALSs?" And Heidi said yes there's a speaker's bureau now.

HEIDI ULLRICH: Let me just add to that. This is Heidi. Yes, I'm in the middle of writing more. There is a Speaker's Bureau and there is a form that anyone can fill out if they would like to have someone from ICANN or a board member come to your event, and I'm going to put the link into the AC chat.

GARTH BRUEN: Thank you very much. So, moving on. In terms of discussing our resources, we have three resources we're looking at. One is people, one is budget, and one is metrics. There's issues with some of them. What we have been able to do is round up some good people, and we have on our subcommittee right now, we have myself, Murray, Glenn, Evan, Eduardo, and Louis and I think to a certain extent we will have Alan, too, in terms of developing a strategy for individual Internet users.

One discussion item that has come up in the last few days is the need to appoint a web master or a web development group. I discussed this with Joly and Glenn before coming to the meeting.

Our web presence is very, very important and it's extremely complicated, and we need to work with staff and I actually need to schedule some time with Matt to sit down and discuss our needs. So I'll talk to you after the meeting and we can figure out a time to sit down and talk about that.

One request that came from Cheryl, who is the chair of the outreach group, is she's looking for more members from NARALO to join that working group. We already have Eduardo and Murray, so I'm going to volunteer. She said she wanted four more people from NARALO. Can I count on anybody else to become a member of the Outreach Working Group? The larger outreach working group. Like I said, Eduardo is already a member. Yes? Please, Annalisa, microphone.

ANNALISA ROGER:

This is Annalisa. What's the meeting schedule for this working group?

GARTH BRUEN:

I don't know. So I just volunteered for something that I don't know. I'll find out and I'll let you know. I'm putting you down on the volunteer list anyway. You shouldn't have spoken. Okay. I understand. I understand.

Okay. In terms of budget, we had a little kerfuffle with the budget process. This is something that I am new to and I didn't know the details. Murray and Glenn were the birds in the cage. I guess they had some difficulty with the actual form, with the actual process. I believe, as it was reviewed, there are some issues with the application itself in terms of the way that Murray filled it out. I'm sorry to put you on the spot, Murray. This is just the feedback that I got. But we want to make

sure that it is correct or corrected and we'll be able to push that forward and we can learn from whatever mistakes there are and we can have recommendations for the process itself.

Don't walk away, Evan. In terms of outside conference budgets, I know that Evan submitted one a while ago and it's being resubmitted. Do we have any update on the status of that?

EVAN LEIBOVITCH:

This is Evan. I don't know the status of that outside of the fact that essentially the same proposal was admitted. Quick recap of it is that for the last couple of years running, on NARALO, usually in concert with EURALO have proposed to have an At Large presence at the three major global consumer trade shows for electronics. That being CES in Las Vegas; CeBIT in Hanover, Germany; and COMPUTEX in Taipei.

GARTH BRUEN:

Thank you. We also need to submit a budget request for the summit, and apparently this is due by April 19th. We're going to make sure that we get this done so we can bring our – yes, please, Heidi.

HEIDI ULLRICH:

This is Heidi. Are you speaking about NARALO has to make the request or the ALAC?

GARTH BRUEN:

As I understand it – NARALO has to make that request or no?

HEIDI ULLRICH: No.

GARTH BRUEN: Okay. I got misinformation.

HEIDI ULLRICH: So, no. Olivier and I have been working on that, and Sebastian, and that process is underway.

GARTH BRUEN: Okay. I can sleep an extra hour then. Thank you. Okay. But we're going to be mindful of that and we're going to keep an eye on it. We've also been discussing the fellowship opportunities. There are opportunities to, within North America – and we've discussed this with staff already and we're working on the details – to bring indigenous peoples from Canada and the United States to distant ICANN meetings and there is funding available for this. Please, Evan.

EVEN LEIBOVITCH: Sorry, Garth. Unfortunately, there's a hard stop for Carlton and to (Jenny) and I. There's a meeting with board members going on in five minutes. I apologize.

GARTH BRUEN: I know. Yeah, I'm trying to wrap up. I realize that we're running out of time, but we are close to the end of our agenda. So I've been talking to Glenn and Glenn's been talking to Heidi. There is a contact within ICANN who is working on this type of fellowship program, and we have many,

many remote and sometimes impoverished peoples in the United States and in Canada – indigenous peoples that could benefit from this project – and we need to reach out to them and we need to make sure it's available.

In terms of metrics, we really don't have any. I just threw together this kind of chart, which is based on the two axes bingo scheme I was talking about earlier, which can show us where regionally we have members and in which type of community we have memberships and where we're lacking. And this is the kind of thing that I want to be able to have out in front on the NARALO homepage, and this is going to be part of our agenda going forward.

Now, yes, Evan? I thought you were leaving.

EVAN LEIBOVITCH:

He is. But I have one comment in parting. And that's that I would make a suggestion that you have a category called Linux User Groups. I would perhaps expand that to be Computer User Groups of all kinds. I don't think it's only Linux people that have (inaudible).

GARTH BRUEN:

This is just a sample for viewing. It was not literal. Thank you. So, this is our agenda going forward. I know we're running out of time, but very quickly I want to open the floor up to anybody who has any questions or issues. No? Thank you. Eduardo?

EDUARDO DIAZ:

No, no. I think (Sala).

PARTICIPANT:

I apologize for crashing your meeting, but I suppose I was invited yesterday. Thank you. I just wanted to use this time to ask NARALO, in terms of you know how the At Large community is working on identifying means and strategies of increasing participation. I'm very, very pleased to see the level of aggression in terms of how you're reaching out to the various communities in NARALO, which is really, really excellent and I think you're setting the pace and I hope that other RALOs can actually literally follow, and I really hope that they would have been here to hear some of the discussions that were going on, and I really hope, Garth, that you can come alongside them and sort of share some of the excellent things you're doing.

What I wanted to do was to ask you guys, what are some of the things close to NARALO in terms of what you want to see going forward in terms of capacity building from the At Large point of view, particularly in terms of bringing them in and immersing them into the policy processes? Is it knowledge management? Is it the way information is consolidated?

I'll just very quickly say that one of our most recent interns within the working group was very, very active. He said that when he first came into the wiki it was like going into a massive forest, and he's someone who's very technically competent, completely conversant with Internet policies and that sort of thing, and that's his reaction. So imagine the ordinary everyday user. I'll stop there.

GARTH BRUEN:

You're absolutely right. Just as part of my personal background, I used to work for a local representative in the legislature a long time ago

when I was in college. On my first day starting to work for him he explained to me that he saw his job as helping his constituents – the citizens – navigate the bureaucracy.

And what I see my role is being is helping the Internet user navigate this bureaucracy. I want to know what their issues are, the Internet users, and then we can figure out a way to make it work better for them, to help them through this maze that is either intentionally or unintentionally placed. That's where we're going to start. We're going to start by hearing what people have to say and hearing what people want see. I hope that answers the question.

All right. Thank you. Then this meeting is closed. Have a good day.