

**Transcription ICANN Singapore
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On page: <http://gns0.icann.org/en/calendar/#feb>

Rudi Vansnick: So I think it's time that we start our Webinar. It's - my name is Rudi Vansnick, Chair of NPOC and Moderator of this Webinar. I'm welcoming everybody in the remote session.

So if you have questions upfront at the start of this meeting, I would like to ask you for raising your hand or put your question in the chat room so that we can pick it up and give it to our panel members.

This Webinar is the second one of a series of Webinars we are going to organize that is focusing on getting the NGO and not for profit world, the civil society world closer to the Internet ecosystem issues that we all know.

And the title therefore is called What Every Civil Society Organization Should Know About its Use of the Internet and Never Dared to Ask and it is Part 1.

The first one was a few weeks ago in Washington and we have more than 45 remote participants. We had a lot of very active interaction and we were really surprised about the interaction we had during that meeting.

Today we have another set of speakers on this panel and the first topic that is going to be addressed will be presented by Sam Lanfranco who is the Chair of our NPOC Policy Committee and is also the Chair of ISOC Canada Public Policy Committee.

So I could say that he is a policy committee specialist as he is able to share many of them. The topic he is going to address is making it work for you, the merging opportunities and challenges for civil society organizations on the Internet.

So I'm not going to delay anymore and I'm going to hand over the Mike to Sam Lanfranco.

Sam Lanfranco: Okay. Thank you, Rudi. If people have trouble hearing me or other issues put them into the chat room and I can read them from here at the same time as I'm talking.

I'm going to talk about issues confronting civil society, non-governmental organizations, not for profit organizations and I'm going to go in a fairly bullet point fashion.

And I'm not going to touch on a lot of the issues that we normally deal with, they will be dealt with later in this Webinar. Some inside the IP section and others.

But I'm going to try and tease forward some of the issues that can be confronted or not be confronted by civil society and by NGOs and non-profit organizations that will haunt their existence where they are.

This is not so much about what ICANN does and what NPOC does, but the context in which these organizations find themselves and particularly with respect to operational issues of the Internet.

So and I'm going to go fairly fast. If there are questions you comment later or you send me an email or you chase me around the world or wherever. So making it work for you, emerging opportunities and challenges for civil society organizations on the Internet.

If you are a civil society organization you have - for the most part you've been bombarded with what a great opportunity it is but you can't get there from here.

I'm not going to talk about that part as much as some of the challenges and not the standard challenges. Okay. For most NGOs I'll just I'll call it civil society for short. I'm using something different there.

There are challenges, there's a context and there's an urgency. The challenges are limited resources and two other risks that I want to stress. The risks of inaction and the risks of bad action.

Okay and that there's a sense of urgency and you'll understand what I mean by that sense of urgency once I've given you a couple of examples. I've chosen (Goya)'s image of a sleeping person with monsters behind them.

And basically said that his asleep of reason produces monsters, slow motion, slow movement here produces both monsters and it produces problems for civil society.

Things happen around you and you find that your mission and vision have been negatively impacted by what it is you're trying to do. And in NPOC we're particularly sensitive to the fact that the NPOC civil society constituency has its own mission and vision.

Health, education, welfare, justice, gender, whatever and that the organizations key mission is not something about the Internet. The Internet is

part of the environment in which they live and the environment that they use to do what they're going to do.

But unlike other groups within ICANN they are not, their mission and vision are not the Internet. For example, the Internet society of chapters for the most part, their focus on the Internet and plus other issues.

But I recognize that difference in focus and this is where you are and what, you know, your context not where we are and I used to think about this. And I'm using as an example of the need for response speed for knowledge engagement that isn't face-to-face of change a case study.

It's a two slide case study of Myanmar. The first part of it is the changing context. In 2009 the 3G sim card in Myanmar was \$2000 U.S. In December of last year it was \$1.50 U.S.

Myanmar has government policies with respect to the kinds of cell phones that will be imported. You can't bring in something that's not a Smartphone. You can't sell (unintelligible).

You can bring it in but the policies are that they will not be Smartphones. Myanmar has the contract signed to build 8000 cell towers in Myanmar by 2018.

If they put them uniformly across the country, which they won't since a lot of it is there's nobody there, that would be one cell for every ten square - in the middle of every ten square kilometer grid in the whole country.

Okay. So two things are happening there. The presence of the Internet and the transition are taking place at a phenomenal speed, A. And B, Myanmar in its own history is having to build a new civil society base.

So the civil society is trying to construct itself. It's doing so in a tsunami of technological change. Okay. To give you an example, in 2015 Internet use

was not only under 2% it was 2/1000 of 1%. And my prediction is, my conservative one is that by 2020 it will be over 60% and I suspect that it will be over 60% before then.

Do the NGOs inside Myanmar have the capacity to deal with the operational issues that they're going to have to confront with respect to Myanmar's policy not just global policy?

Where do they get their capacity to engage in policy development and implementation in this area, which will be crucial to them in ways I'm point out in a minute without I mean at the same time building their own capacity.

So the real question here is how quickly can they build the capacity? This is true for other more, you know, more mature economies, more mature Internets and so forth.

I've just mentioned the Syria case study here that people could get from me that was done by a German group in Syria and it was the building of civil society in Syria, which is also undergoing a massive transformation from what it was before the fighting started to what they hope it will be after the fighting is over.

But the interesting lessons learned from this case of civil society being built in Syria is that the challenges that they face in that conflict situation are identical to the challenges they faced in Canada or the United States or Europe with respect to in particular how external actors interact with it.

So this capacity building issue is a massive one that we have to pay attention to and it's in addition to the other capacity building challenges of people and the Internet.

What are the issues? Here's one, yesterday the Internet society was funding from a variety of sources and others opened a new IXP, an Internet Exchange Point in Bangkok and they had a celebration about that.

And in my discussions with them I said well there are issues here that we want to discuss, the civil society. And their response was, no this is a technical thing it's got no political dimensions to it at all.

And my point is excuse me - how did that get to there, how did we lose control? There we go, there it is. That one of the issues is that if you're in a regime or in a location where there may be interference in what you do on the part of the government.

As a civil society would you prefer to have the IXPs inside the country or outside the country? I don't know the answer, I don't know the context but is a question and it's not a technical question. I'd just leave it at that.

Okay. Another one is you're an NGO in Africa or you're an NGO in Vienna. Those are the two examples that I'm just referencing here. You're just busy doing what you're going to do. You may not have a domain name now.

When I began doing this analysis I didn't think that was important. It is important for reasons that will come out of this seminar. There is a small passage in proposed European regulations that are being debated now and the decisions are made in a very opaque way, opaque way inside Europe.

There is no public discussion, there's no nothing. And it's to make it to prohibit a domain name that has within the domain name a brand name or trademark name of something else.

So I've given you three examples on this slide. I'm part of the International Federation for Information Technology and Tourism, IFITT. Well, there is a health company that has IFIT, I-F-I-T, as its registered trademark.

Under this new legislation they could come under IFTT the organization if we hadn't already trademarked our acronym. The same I'm a member of the - I'm part of the board of the Society for the Advancement of Science in Africa, we're SASA.

Now that - yes that's okay. There's a company around here inside Singapore and Hong Kong called SASA that sells clothing. They could object to our sasascience.net Web site domain name under this European regulation.

And since its trademark regulation even though our legislation takes place in Europe it might have a global implication.

The third one I had was just this example, if I tried to get the site icannnotnewgtld.com, ICANN under this regulation could object because I'm using ICANN not and ICANN is part of that even though it doesn't say anything about ICANN it just says ICANN not. The implication is there because of the gTLD.

Okay, on social media - I'm an economist. When individuals go on and look at what's available in social media I see in their eyes they go, welcome to the candy store. There's a whole lot of candy here and it's free I don't have to pay for it.

I get a Web page, I get a Twitter account, I get whatever. Okay, well there's no such thing as a free one. An economist will remind you of that over and over again.

So what these next three or four slides are about that I'll go through very quickly is that if you are a civil society organization using social media, you are serving yourself up and all of your clients and those who correspond with you for data mining for commercial purposes.

Data is harvested from you and from visitors. If you're an individual fine if you want to do that do it but there's an ethical issue there. You have no control over what is data mined and you have no control over what is done with it, okay.

And in exchange you're getting free candy, you're getting access. But there are some problems here beyond that. The one is - the major dilemma is that, if that's your prime portal to reach your constituency and your audience, you have not (unintelligible).

Either a budget line to cover that kind of activity nor have you developed any in house expertise about how to make decisions if you actually have to have a Web site. I don't say you have to run the Web site or do the HTML but you don't even have the in house capacity to assess proposals.

So in a way to (knock) off an organization or the civil society organization is trapped like an indentured worker on somebody else's farm having to share both your digital data and then digital data of the entire family that surround you.

There's an ethical issue and there's a tag and there's an operational issue there, is that a good place to be? So the precautionary principle, which is something that a lot of people like to use when assessing a strategy is a social media that social media themselves their survival and revenue risks translate into risks for those of you that are using them.

Is Facebook going to be around forever? Are the terms of access to Facebook going to be what they're going to be? Is Google going to be around forever?

I mean if you look at what's happening, Google disintermediated marketing, Facebook disintermediated marketing, took business away from a whole bunch of people and sits between the consumers and the sellers.

The sellers are in the back room working very hard to figure out how to disintermediate Google and Facebook, you know, and what's going to happen we don't know.

But the less capacity the civil society has to fall back or go forward depends in part on was that the only domain name because my prediction as an economist is what will happen is that - and we'll go to the next slide. That the financial viability risk for the candy store will get greater and they will have to do one of two things.

Either turn to fee for service models or they will have to be more - to get more clever and more extensive or intrusive in their data mining of the data flows that are being generated.

The reintermediation risk is that the sellers, buyers and competitors are seeking ways to reintermediate around the existing social media platforms both for their profits or to protect their positions as sellers or buyers.

And the implication there goes back to if you're a civil society group do you have a domain name. Even if now it's just being used to forward to your Facebook page.

And do you have the budgetary and skills capacities to figure out what to do if on a given day Facebook or Google presents you with a terms of use agreement that you don't like. Are you an indentured laborer with no place to go or are you a free holder who - somewhere.

So the last part to this, are governments, many governments require non-profit organization registration allowing foreigners to receive foreign funding. Okay, it's not a very big jump to say that if you have a complementary Facebook or Gmail account outside the country you are receiving material benefit as an organization.

As an organization you have to register. If you register, they can de-register you. If you're not registered you're breaking the law. So even something as simple as the relationship between having an external account and the registration requirement of the government can be a problem.

So in terms of civil society organization I've put this thing up. If the services are free you are the product, you know. If you are engaged in this and you have options you're like the chicken supplying eggs to breakfast. If you are committed and you don't have options, you're like the pig supplying bacon.

So breakfast the domain name chicken survives but the social media page is eaten. So the two choices, the two things here are to get aware and have a backup strategy.

Okay. That's it thank you very much.

Rudi Vansnick: Thank you very much Sam for a lot of good input on the technical parts of how NGOs are confronted with issues when they want to touch up on Internet and be a part in the Internet ecosystem.

It is not so easy for most of them to understand why they need to be on social media or why they need a domain name or why they need their own Web site, but as we all know it has to do with identity.

And in Facebook you are feeding a big engine and a lot of income for them and your identity is very, very, very small. As an NGO it is better to have your domain name, your own Web site because it's your ID. That's where you can be found, that's where you're distinguishing yourself from other parts of the world.

So I'm looking around and looking to the chat room. If there is any question for Sam I would say raise them now. If you have any comments or ideas you want to share about it please raise your hand.

I see none for the moment. Please state your name before you speak.

(Carlos): (Carlos), Rudi from Nicaragua. Yes I would like to say the comment that I found this really interesting. I mean in my country the fact is that there are not only NGOs but also small businesses that are to have a Facebook page or more Twitter followers than actually domain.

So my question is, based on that reality what could be the strategy? I mean if you have a local representative in a developing country like mine, what could be the strategies to work for in order to have more domains? Thank you.

Sam Lanfranco: There are several parts to that question. Thank you (Carlos). The (unintelligible) for them to have a domain there has to be a business case that they understand and makes sense to them.

Part of that is and with a little more time is looking at what the business case has been for their Facebook page. Has that been paying off and the likes don't translate into sales.

Reviews might translate into for accommodations and restaurants and so forth, that could be different. But for many of those it's helping to figure out who is our client base, how are they talking to them, what's paying off here and what can't pay off?

It's a kind of standard business analysis thing. And one of the weaknesses with a lot of the efforts to help small businesses involves helping getting them started and helping them with financing but don't help them with the capacity to do this kind of market analysis.

So I mean it's really getting on the ground and listening to where they are and then figuring out okay, you're here and that's out there what can you use that will help you move forward instead of showing up with a, you know, with a shopping bag full of stuff and trying to sell them all these solutions.

So yes and have them work together. I mean the people in a single location if it's a set of hotels or B&B's or cafeterias, café's the more they're talking to each other. Because I work in this tourism and information stuff, the more they talk to each other the better the solution is for that community.

Rudi Vansnick: Thank you, Sam. I hope that's giving you an answer to your question. I think it's not so easy to get all the solutions. I see Joan raising her hand, Joan you have the floor.

Joan Kerr: So the whole idea about a lot of not for profits of civil society ought to have a Facebook page because there is no cost i.e. your free lunch analogy actually has a cost because one, they can be dictated to by the social media organizations.

And the issue becomes they built their constituency or community and all of a sudden they're left out in the open. So in terms of what NPOC can do is to maybe give some comparisons on the advantages and disadvantages of having a domain name that is secure and how to keep it secure as opposed to having something free that may not be necessarily secure.

Sam Lanfranco: Just a quick comment on that is, in many cases that we haven't done this yet but in many cases that may just be getting your domain name paying \$10 a year or \$13 a year and having it auto forward to your Web page while you figure out what you're going to do. You've got your backup strategy in place.

But the other is just to sensitize groups and for civil society as opposed to business. Basically getting people to come to your Web page is like inviting somebody to your party and when they get there you say we need your

fingerprints, your weight, your blood type because this might be useful for us. Not that we're trying to help you but this might be useful for us.

And so there's some real ethical issues that come up and my predictions to stop this as an economist is that the business case is going to become more and more demanding for the first movers in these areas because every time there's a first mover, first you get the imitators and then they give up.

Then you get the people that try to disintermediate them. And that crew is out there now. I mean Macy's is trying to figure out how to get rid of Facebook, get them out of the way.

Rudi Vansnick: Thank you, Sam. We also experienced when we were looking into the issues of - I see a question from Eduardo Monge from a remote participant. Sam, can you respond to that question?

Sam Lanfranco: (Unintelligible) Eduardo. The - that's the task before us. A lot of the Internet and civil society discussion quite properly has been around privacy, security, fraud, et cetera.

There's this whole level below that and so that's part of the mission going forward now in NPOC is to build some of that literature, some of those documents very simple.

These are almost like at the level of the religious tracks that religious people go around when they're trying to get you to come to their church. We're not trying to get them to come to our church here.

We're trying to raise their awareness where they are so they sit around in the café or, you know, in the community and say, how do we want to deal with these issues because I suspect that there are very few civil society organizations in the world who had an ethical discussion with their membership over the data mining that takes place within the social networks.

They know it's there, they complain about it but have they had an internal dialogue to decide what they're going to do about it? That's what I'm going to try and promote in terms of the policy outreach.

Rudi Vansnick: Thank you Sam. And I don't see no other questions for this topic. As Sam already highlighted that a domain name is quite important item for an NGO. We also discovered and experienced some issues that NGOs have when they have a domain name, when they got one.

Most of them that we reached out to didn't know that they had to renew the domain name and that's how they lost it. And at the end others are taking advantage of that domain name.

So there is an issue on the rights and the protections that are needed in order to be able to allow them to continue to have their domain name. It's really important.

And then that allows me to shift over to the second topic that we are going to discuss during this Webinar. It's about the civil society online domain names, brand protection and abuse prevention.

And we invited two panel members for this topic. The first one is Renee Xavier the Director from Alpha and Omega. It's law firm in Singapore, so it's a local representative of community that we need to hear from in order to understand what we can do in global.

So I will first hand over the mic to Renee and then we'll then come back to the second panel member, who is Brian Winterfeldt.

Renee Xavier: Hello everyone I am Renee from Singapore and I'm here with my colleague Brian who is from the U.S. So (unintelligible). First I need to just have a disclaimer.

This is my first Webinar presentation so I don't know where to look actually. And I've got quite a few slides so I'm going to skip through quite a few and we'll just focus on a couple of things, which is domain name infringement and then the recovery.

So the infringement bit is quite universal in a sense that it's international how infringement occurs. And the recovery there could be some specific requirements and ways to recovery in Singapore, which is different from other countries.

So to prepare for this I actually did some research so you can understand what is the global Internet use like and I thought I'd just share those 36 online slides. So please take your time to go through them on your own.

And I also prepared this topic on the basis of my opinion that non-profits should be governed, proper governance and budgeting just like for profit. And I believe that the biggest difference between the not for profit and for profit is the credibility. A not for profit cannot afford to lose its credibility and trust amongst its stakeholders.

Just very quickly and Sam has already gone through the difference between having your own domain name and relying completely on social media. Two big differences that we should always remember is that the domain name you own it and you control it and with social media you don't own it and you're not in control.

Coming back to the issue of trust that you need to build and that's really differentiates you from a for profit, just like having a domain name you automatically give yourself a higher level of credibility. You need to invest real money into getting a domain name and also developing a Web site.

And then depending on the type of domain you register the registering is already (unintelligible) certain minimum requirements. So that also gives you

a higher level of credibility. So we advise, you know, work with the country top level domain names.

And in this slide I've provided some minimum requirements required by certain countries in Southeast Asia. Two classic forms of domain name infringement (unintelligible) (14) and (unintelligible) (14).

Okay and here are some samples, just some real examples that have happened after the Tsunami and after the typhoon in the Philippines.

Monetization motivates infringement and what is the effect of this? Consumer confusion, lost Web traffic, lost emails and more importantly law suits from consumers against the (unintelligible) intellectual rights holders.

Domain name recovery, a practical thing to do when you find out your domain name has been infringed immediately try to find out the owner contact of the infringing domain name.

And then save a copy, use your print screen option and save a copy for proof should you need to go to court or take up any proceedings. And then send an email, a friendly email to the party requesting them to transfer or take down the site.

How do you resolve a domain name dispute in Singapore? Worldwide there are really four ways to do it. Try to enter into an agreement with the other party, try a negotiation.

If that doesn't work there is also alternative dispute resolutions where you could go for mediation and arbitration to come to some kind of settlement. And then of course there's court proceedings and the administrative procedures.

Under ICANN it's the uniform domain name resolution policy and in Singapore it's under the Singapore domain name resolution policy. Personally for me with regards to not for profit I would advise private settlement or administration process, it's budget friendly and it's quick.

So I just want to spend a little bit of time looking at the difference between the Singapore dispute resolution and the uniform domain name resolution. Now Singapore has adopted the uniform domain name resolution but there are a couple of significant differences.

One is that Singapore has actually incorporated a mediation process into their sample domain name resolution policy. So you could actually file for administrative process to recover the domain name. You would be actually offered right at the beginning an option to mediate.

And in case that mediation is successful you could choose whether you want to record that as a finding of the administrative process or not. All right so I provided some information on that. Please take some time to read through.

You need to also know that to recover a domain name in Singapore and I think in most countries the disputed domain names needs to be identical or confusingly similar to your name or trademark.

But that's not a difference with Singapore because we have personal domain names as well you could have a disputed domain name that is similar to a name and not just a trademark and you would be able to recover that.

You would also need to show that the infringing domain name, the registrant of the infringing domain name has acknowledged the right to the domain name and that the domain name was registered in (unintelligible).

So some evidence that will work in favor of the complainant include, trademark registration. If you have trademark registration and your domain name is made up of your trademark that would be extremely helpful.

And of course there is also evidence that would work in favor of the registrant of the disputed name in that would be that they had used the domain name in good faith and that you pre-dated the letter or the proceeding that you had initiated.

In Singapore the domain process takes about - the administrative process takes about three months. The cost of it relatively reasonable. If you have a one panel arbitrator you're looking at about 2500 in official fees.

I managed to find one not for profit uniform domain name resolution policy success story and that was Alcoholic Anonymous and they were successful in getting their domain name back and the disputed domain name was alcoholicanonymous.net.

Okay. So Brian I'll hand it over to you for trademarks, thank you.

Rudi Vansnick: So we thank you Renee for this clarification explanation on some of the issues on trying to recovery your domain name when you get it lost or when it is hijacked or when it is just captured and I think it's an important aspect that we need to cover.

So I'm handing over now the mike to the second member of this panel on brand protection and abuse prevention. It's Brian Winterfeldt, he is the Head of the Internet Practice at (Kevinwich & Roseman) in Washington, DC.

Brian Winterfeldt: Thank you so much. So I am going to just cover very briefly at a high level some trademark basics that kind of builds on what we just learned from Renee and why really trademarks are important in general for non-profits.

I think from an ICANN community standpoint I think a lot of times the importance of the intellectual property law to all types of organizations including non-profits has sometimes been lost.

And so I think one of the goals of the pathfinder is to talk about how the intellectual property rights are important to non-profit organizations and also how we can bring resources and tools to deal with some of the challenges that are faced when you have a very tight budget and very limited resources and you're trying to figure out how to build your online presence and protect your brand.

So trademark is really any word, phrase, symbol or design that identifies or serves as a source indicator for your products or services. And obviously non-profit entities and non-government organizations can own trademarks in connection with their public interest and also the charitable services that they offer.

Many non-profits as we've already discussed and NGO acquire domain names of course bond to their trademarks. So a couple examples we have here are unitedway.org or redcross.org. And they leverage their own place marketplace for sharing information and for fundraising purposes.

And as Renee already spoke about, unfortunately online trademark abuse is not limited to for profit entities and unfortunately often non-profits find themselves the victims of this kind of nefarious behavior online and unfortunately don't always have the resources that for profit organizations have to combat these kinds of issues.

And so one example here that we have is a third-party registered americanredcross.info and use the Web site to purportedly solicit donations but were actually defrauding these on waiting donors. So it's just a good example of that, you know, non-profits unfortunately suffer from these types

of schemes as well so need to figure out how to deal with these types of abuses.

Of course we have to be balanced when we're looking at what kinds of cases or domain issues we're going after and there are legitimate uses of other people's brands that we need to be mindful of.

There can be (great) sites or discussion forums where people are talking about an organization evaluating how effective they think it is and so these, you know, these types of uses can be protected.

In the United States for example we have the free speech rights and people have the ability to, you know, have free discussions about what they think about a particular organization.

So when we're kind of evaluating use of our brands by third-parties we need to be mindful of whether or not those uses can be legitimate or whether they really are true infringements.

Acronyms are very popular with NGOs and non-profits as identifiers. Acronyms can be very difficult to protect in the domain system because really only registrant can have them.

And so an example we have here is BRAC, B-R-A-C. It's a commonly used name for Bangladesh Rural Advancement Committee. The Web site is located at brac.net but it's also an acronym for a Breath Alcohol Content, Base Reliant and Closure Commission, Brotherhood of Railway and Airline Clerk and so on and so forth.

And so that makes it very difficult and it's another reason to be mindful about changes in the domain system. For example with the new gTLD program with all these new gTLDs opening up.

If you're a non-profit and you do have an acronym particularly or something that is difficult to protect, you may want to make sure that - or any of the new gTLDs that are launching that maybe have a nexus to your mission or the type of work you do or just to non-profits in general like (dot NGO). You probably want to make sure you try and defensively register your brands and these new ones as they launch.

Very briefly I just wanted to talk about an example of free speech in the DNS and really a balancing of brand owner rights. I think that sometimes that the - in the ICANN space we've seen intellectual property interest discussed in a way that sometimes can be very polarizing frankly, sometimes they aren't supported.

And I think it's important that we have a very balanced approach to trademark rights and again that we acknowledge that there are limitations on how far we can go in protecting our brands.

So this is an example of a new regulation, Article 9, Directive Article 10 about rights conferred by a community trademark. So this is in the EU Trademark Reform that's actually in legislation right now.

And they talked about what rights are conferred by a community trademark registration. And if you'll notice in red at the bottom in addition to other kinds of rights that are outlined, they talk about use of the designer trademark company as domain name or as a part thereof.

And the reason why this is actually extremely broad and potentially problematic is because of the way it's written right now any brand owner could come in and stop someone else from potential legitimate use of their brand within a domain name or URL.

And in the highlighted language you'll see that it's not just identical use of the mark but it could be a component of a domain name that's registered as well.

And so this is an example where, you know, more than likely the folks who wrote the legislation were just not being thoughtful enough about the potential limitations on trademark rights but this is ultimately I think overreaching the way it's written and something that we can really think about with regard to making sure that we strike the right balance in the DNS.

Jean-Jacques: For the record Jean-Jacques from ICANN. If I'm not mistaken the legislation is still being discussed in a difficult dialogue.

Brian Winterfeldt: It is.

Jean-Jacques: And I wonder if you have considered maybe writing to the European commission or commissioner and your (parliament) about this. I think having your voice heard there and those arguments made would be extremely helpful.

I know that some organizations such as (unintelligible) Center have already sent a letter but I think if you made your voice heard it would possibly have really good effects.

Brian Winterfeldt: Yes that's excellent advice thank you. I think there are organizations who are trying to bring this issue forward. Again I think it likely was an oversight and not something that people were intending.

I think they just haven't thought it through and so I think there are efforts being made to bring this to the attention (unintelligible) going on and to try and influence the ultimately language but thank you for that suggestion.

For folks who are interested in knowing more about that you can feel free to reach out to me. Klaus.

Klaus Stoll: I have a question here which might not go directly to your presentation but it's absolutely directly to your presentation is, for me at the moment it's like disconnect.

For us who see this it's absolutely relevant and both of your presentations are most excellent. The problem I have and I need help -for example, I think NPOC need help, how do we find a way to translate that going down to the grassroots better?

That we need to find better ways and what we are doing now here in this Webinar is very, very important because basically you inform us, we learn from you and we're getting better and better at it.

But at the moment it is how we as NPOC after we learn from you and working with you all the time, how can we get that better down into the grassroots?

And that's for me the big question and our challenging hanging in the room? Any ideas?

Brian Winterfeldt: Sure, I think today is really just a start. I think we're trying to raise awareness and sort of build bridges between intellectual property rights and the NPOC and how we can better support you.

I think ultimately we want to probably have dedicated sessions that are really kind of more meant to be sort of primers for members about what steps they need to take and kind of walk them through how they should be thinking about their brands and brand protection and the DNS.

And I think also because resources are very difficult I think we want to maybe try and put together a library of materials or resources that will be available that will help answer questions and provide some basic answers to questions that folks will have.

And then also consider potentially putting together a network of counsel that are willing to be advocates on behalf of NPOC members. Hopefully in a pro bono capacity at no cost so that people can get customized advice and counsel because I think, you know, ultimately they're going to need that.

I think we can, you know, give kind of more education, advice and guidance at a very high level and hopefully help people at least come up with a game plan about how to implement some of the advice but ultimately things need to be really tailored and structured.

And some organizations just lack, you know, the internal resources to answer some of these questions. So those are just some ideas I have. I don't know Renee what you think are a few things to add.

Renee Xavier: One of the things I was thinking as well is if NPOC could actually tie up with the various registries, you know. Let the various registries know in the different countries so that, you know, registrants could then have access to NPOC as well because I think right now it's still an organization that many registrants whether even for profit registrants don't know about.

And so not for profit I'm not sure how else they would come to know about NPOC unless they were very (unintelligible) ICANN as well.

Rudi Vansnick: (Ben) first. I'm extremely grateful and I promise you we will really try to work that out because this is even if it looks a little bit abstract this is in the direct interest in the operational concerns of the not for profit community and that's very, very important. (Sam Gatlin).

(Sam Gatlin): Just a small additional comment following up on what Brian said. The trilog in the European community is a very opaque process you can't see what's going on.

So one part of the strategy should be to get those civil society organizations groups to be carrying on a dialogue inside their own countries with their own representatives to those bodies because NPOC did make submissions, we made them to the individual members of the trilogy.

We get no response, they're not obliged to say anything but it helps if they are hearing from their own constituents in their own backyard.

Rudi Vansnick: Thank you Sam and speaking on the proposals of helping us I think that one of the elements that we for example need to take care of also is that we have to translate the language in the language of NGOs also.

And none of the items that I was mentioning is about the trademarks for NGOs. Most of the NGOs consider that at extremely high cost and a very complex thing.

So it is important that we are giving a good message and the right message and offer them a good platform to step into so that as I said earlier one of the aspects that I discovered in the last five, six years being around the NGOs.

One of the biggest issues that I have seen are, NGOs and representatives of NGOs are so shy that most of them that don't show up so you imagine how they will get the message passing by if it doesn't - if they don't understand it.

So I think it's important that we are translating the messages that are coming from intellectual property level in such a way that an NGO understands what it means, what does that mean in trademark to me I'm not trading. At the end they are trading, they are trading their knowledge, they're trading to their community.

So I think there is a lot of work that needs to be done in order to make an NGO understanding that this is a elementary element to assure that your domain name will not disappear, that it's not going to be hijacked or that we

don't need to have to call on Renee and hey help us get your domain name back because that's the highest value today that an NGO can get.

The price of a domain name is cheap, it is the cheapest thing that an NGO can buy to brand their organization but there is a lot that goes around it. And I am quite happy that in Washington Brian you have been giving this explanation too and again and Renee now today.

You are helping us getting closer to this community and helping them to understand that there is a need to join NPOC, there is a need to step into what ICANN is doing because that's the way they can help ICANN and you too to maybe elaborate other processes, other mechanisms so that they can really take advantage of the system because that's what I'm seeing the business knows how to do. The NGOs then (unintelligible).

Marilyn Cade: Thank you, my name is Marilyn Cade. I'm really pleased to have come in a few minutes early because I'd like to propose an idea that occurred to me. I was on the Director General's Advisory Committee at WIPO for three years.

And one of the things I learned about WIPO is that they are now doing a good deal of work in educational materials. And I wonder Rudi and I would be very happy to raise this with (Francis) directly, I know him very well.

I wonder if we might talk about sitting down with the WIPO staff that focus on the regional engagement and see if it would be possible to even develop some materials that could be suitable for reaching small businesses and NGOs in the developing countries.

I think particularly NGOs should be a high priority to WIPO because at this point they don't have a strong focus on it but they have a strong interest in building the understanding in countries about the importance of intellectual property protection.

That was how I became actually engaged with them in some of the materials they did on educating young people about respecting intellectual property and perhaps that would be something to take up in the future.

Rudi Vansnick: Marilyn thanks a lot. We'll take an agenda and we'll take a (unintelligible) in our meetings this week (unintelligible) this. And I see some hands and then I will proceed with the next step of our session. Klaus and then Joan.

Klaus Stoll: Marilyn you are absolutely right and the thing is you have to understand for example it is one of the problems we have with the non-profit community. You know that 10 years ago or 15 years ago when I did development work we were depending on handouts.

Now an NGO has to be a better business and a business in order to survive. There are no handouts anymore. So that comparison between small business (unintelligible) stay young and (unintelligible) it's the same thing in practice.

The problem is that some fractions on both sides of the table what do we have to do with the others. And the other thing, which was really for me important today with that Webinar and I'm really hoping that that messages goes out is for example what Sam did so brilliantly is explaining the value of that product domain name.

I think we underestimate the value of that real, of that product domain name. And we are thinking we take it for granted and Sam really got it out to show the value of the product.

And then, you know, and Brian basically said this is the way how you protect it, yes. So I think there is a lot of opportunities we just have to go step-by-step and step-by-step (unintelligible).

Rudi Vansnick: Thank you Sam. Joan if you can be brief.

Joan Kerr: Yes I won't repeat - Joan Kerr for the record. I won't repeat everything that I wanted to because some of it is being addressed. But what I would like to propose is to ask all the volunteers the, you know, I have to because these are volunteers are what was bringing trust.

And Marilyn having - and putting together this whole bring trust for not for profit and to add value of what we offer as NPOC to our members because that's one of the things that I was struggling as the membership chair is what other than informing them about, okay here is the problem, is what support and resources do we offer them even if it's initial.

Yes go ahead - I'd like to, you know, I just wanted to put that on the table that I'd like to encourage you to do that.

Brian Winterfeldt: Sure, thank you Joan. This is Brian Winterfeldt. You know, we do a lot of training for all of our clients even our for profits clients, you know, a lot of education in this space and how to put together programs.

And so I'd love to partner with you to put together some very specific programs that really will just focus in IT and really focus on best practices and give tips and really suggestions on how to move forward in putting together an intellectual property program for a not for profit.

Joan Kerr: Okay everybody you heard it.

Man: That is value from the stakeholder.

Rudi Vansnick: ...and with this I would like to go into a special event in this Webinar and is in fact a result of trying to get together with different parts of the ICANN community also and trying to share concerns but also sharing (unintelligible) and appreciation for each other and try to partner like Marilyn Cade is just offering and Brian is offering.

We already have been doing this and I am happy and welcome Fadi Chehade the CEO of ICANN here to assist us and momentum in the work that NPOC has been doing in closing a partnership between two structures that are part of the GNSO community each in a different direction being GKPS being a member of NPOC and NGO working and trying to work on the NGO floor.

And we have at the other side (Victor) presented by (Jimson Alufier). I am sorry for my problem with your name and I think it's due to the fact that I'm really getting tired after so many meetings this week.

And but the result that is coming out of the first Webinar and the discussions that we have ongoing is that we are signing an MOU of collaboration between GKPS and (Victor) to work together on the African region and reach out to NGOs and (Victor) will help GKPS in going in the region, going closer to the communities and put efforts together.

And we will probably count on Brian and Marilyn Cade to join us in doing this effort because I think we have to do it all together. Individually we cannot reach anything except the Mount Everest we can reach alone but we can die alone on top of it also.

So I would like to thank (Jimson) to - willing to join us and partner with us and I think Fadi that this proves that even the youngest and the smallest constituency in ICANN is able to produce stuff that enable ICANN to go in a very deep way in the bottom and bring it back to the top.

I think this is a sample of collaborations that we need to try to repeat and extend as much as we can. So and it tends to you also because you have been supporting us too and energizing us in saying, go for it do it, it's needed.

So we are very happy that we can count on your and Jean-Jacques especially with the vice president for the region of Europe who is sitting with

us very often together with Nigel with all the other vice presidents of the region.

And I think that this is a momentum that we are willing to put in the archive of NPOC as a first milestone of how we can enable more NGOs getting into our community.

So I would like to thank (Jimson) also and we will proceed to the formal and official...

Fadi Chehade: Rudi I just want to say one thing as you are signing because I would like to witness that. I've been accused of being just a runaway train, fast, fast, fast. I must say that if there is someone in the ICANN community who should now get that distinction it's you.

It is remarkable how much energy you have to add to your work, it is really remarkable. And you ask - really - obviously your colleagues here I see it, you send me the reports.

Very gently once in a while you say, "Hey Fadi this is what we've done." Frankly our community is lucky to have you really because you do it from all your heart and all your energy and I think you are the example of a true community leader.

Secondly, I want to say that it's fantastic the global partnership and the (unintelligible) are doing this. I really want to congratulate both of you on a good step of working together.

And I think what is even more powerful is that in that step neither me or you are signing anything. In other words ICANN is the canvas that is enabling various parties to actually join hands and move forward.

This is what ICANN should be. ICANN should be simply enabling, simply the canvas and then the work of the community is really coming through here. I am very proud of this achievement for success and global partnership but also for you as an incoming leader of NPOC.

I want you to know that ICANN is missing the NGO voice. I think we need that voice in ICANN.

Woman: We think so too.

Fadi Chehade: I think and believe me I just left a session where, you know, 100 people were telling me that they are very worried about the multi-stakeholder model, you know, we were seeing that.

There is no better guarantee for this model to move forward than what you're doing to bring the balanced views. So when we have 149 governments today sitting at ICANN and 31 international governmental organizations, how many NGOs? Not yet.

So you are (unintelligible), which is amazing with your call to bring more NGOs to the table is the guarantee that the multi-stakeholder model shall survive. So please keep doing it.

Finally I want - I'm sure you know that Jean-Jacques is not just our vice president for engagement for (unintelligible). He has been asked by (Sally) to take specific leadership in the area of civil society.

So just like (Chris Mondini) focuses on business, he now has been given the mantle to focus on it. So besides his regional role he has a global role. So therefore you tell me, Fadi I'm going to get so many NGOs involved by this day, your goals should be his goals as well.

Rudi Vansnick: It's already started.

Fadi Chehade: Okay. Finally on Africa I'm very, very indebted to Africa we are as a community and my personally I say that. I am delighted to see (Jimson) step into this leadership role.

And you have our support you know that and hopefully I will be in a (unintelligible) as to be with you at the next meeting so we can celebrate that. But we have an Africa strategy and let's make sure that our Africa strategy, which has money and has resources is aligned with what you in global partnership are planning.

So that we are aligned and we're sharing, we're synergized not just stepping on each other, which (unintelligible) addressed. So I'm here to witness this and I'm happy to see it, congratulations.

(Jimson): Thank you, yes if you permit me let me say a few words. Distinguished President and CEO and member of the team, Rudi, Director of the Global Knowledge (unintelligible) Foundation can say one of our great mentors Marilyn Cade (unintelligible) (Chris).

Ladies and gentlemen I really want to welcome you to this very important meeting. I already passed you the issue that you've seen that I've been wearing different hats.

So actually I really wear many caps, you know, (Mosely) is asking and looking at (Victor), (Victor) has a number of caps in not for profit because of his registrar it is a not for profit organization.

At the same there are the same interest of businesses (ICT) associations, small businesses and all those other users of the Internet (unintelligible) Internet in Africa and we've been committed to fulfilling the promise of the (unintelligible) for Africa.

And so with the addition came and the opportunity came for us to collaborate. I want to thank Klaus for that initiative. We also (unintelligible) because it is part of our vision and our commitment for (unintelligible) capacity, for outreaching to many of us in Africa with 1.1 billion people and the huge economy that is yet to be tapped.

And so we see a lot of potential in this relationship and most importantly want to appreciate ICANN for this (unintelligible) conversely to the CEO because (unintelligible) seeing a lot of duties happening, a lot of opportunity enabling the diversity, enabling handshake and reaching out to do that you have to be on board.

So we really have to shake your (unintelligible) to this vision. And so in this regard I want to appreciate to (unintelligible) for collaborating for accepting that we work together, you know, if you don't work together there is no way you can move together.

So we have to agree to work together and I see a lot of benefit coming out of this. So it is my pleasure to also obtain this understanding.

Woman 1: I love it when people...
((Crosstalk))

Rudi Vansnick: So we're fine and...

((Crosstalk))

Woman: ...you know, from this advantage background. So yes and we are a member of the National Council of Social Service. So I was actually interacting with Renee earlier that I could actually connect her to some people from that sector and more could be actually done to reach out and spread the word.

But really I think there are already so many issues that is battling us every day, if we get some materials and information to us, you know, that we can read and understand I think that will bring the work forward a lot more easier.

Rudi Vansnick: Thank you very much and indeed we are going to try. This is the second Webinar and it's - we are improving our way of doing things and we still need to learn and reach out and we are so happy that we are able to have partnerships that allows us because as I said an NGO has not the facilities to come to big meetings.

They don't have the ability to travel and we have to go and reach out to those who are close to these NGOs and that's the goal. So you're welcome, join us as an NPOC member so that we can help you providing all this material and stuff and then you can of course help us having new members coming from your region.

Woman: Yes.

Rudi Vansnick: Thank you very much, yes, thank you very much.

Woman: (Unintelligible).

Rudi Vansnick: So the third part of our Webinar will be presented by Jean-Jacques (unintelligible) as you heard has extended his mission and duties. I hope it earns something also Jean-Jacques. No (unintelligible) I can talk to Fadi.

And he is responsible for as you heard a larger scope of activities reaching out to the civil society and we have Nigel Hickson who is based in Geneva now if I'm not wrong, a longtime friend in ICANN.

They are going to present to you their views and visions of what ICANN can do, can help in the context of civil society.

Jean-Jacques: Thank you very much Rudi and I will try to brief partly because time flies and then I will pass on to Nigel who will cover some of the (unintelligible) Internet governance I think discussions.

I think as we've heard in the first part of this Webinar the domain names and generally digital presence is increasingly crucial for civil society. And, you know, on a very day-to-day basis it's important to know how to run your Web site and how to keep it and protect it.

And that's part of the reasons why getting involved in ICANN can be important. The other reason being that in ICANN there are matters which frankly require civil society to be there.

With the Internet we're faced a technology, with a platform, which is inherently global, cross border. And the way that we - and that range is challenged, that range is questioned and new questions.

And traditional methods of answering questions and governing are just not really fit for purpose in such an environment and that's why in part the governance of the Internet has evolved to be based on what we now call the multi-stakeholder model because you need to have all the relevant stakeholders present.

When you talk about cyber-squatting it's not something that you can just so by enacting a law at national level and that just a government can deal with. You have to be able to have the government talking to industry and making sure that they also understand the voice of the users, the voice of society.

And that's why having that at the international level, having all the relevant stakeholders, the people who have an interest, a stake in these issues and an understanding of these issues and different perspectives is paramount.

That's how ICANN was how it was formed, how it was structured. And so when it comes to the society ICANN is a very unique set up, there's very few mechanisms internationally that are so set up in which, you know, in traditional settings you might see photos still to this day very often including at normal international meetings.

When you see civil society the photo is of them (unintelligible) with posters and placards and shouting trying to get their voice heard above the war in the negotiating room. Maybe sometimes the gate opens and they're allowed to sit and observe.

In even better circumstances (unintelligible) submissions or read a statement. That's how it's done traditionally. But in ICANN it's not like that, in ICANN like today like in this meeting civil society is not even just able to have its voice heard it's able to initiate policy, it's able to be around a table, negotiating policy, negotiate decision and procedures with other stakeholders, with business, with governments, with academia around the table.

And that makes the force stronger for better policies, for better procedures for how the domain system is coordinated within ICANN because we do have those voice from civil society from all over the world from different parts of civil society, different perspectives in civil society.

So it's a unique setup, this unique chance I think with civil society to actually not simply talk about doing the right thing but contribute to doing the right thing. So I really encourage all of you especially those on the line in the (unintelligible) to get involved or if you're already involved already to be more involved in ICANN.

I think we've got a great chance to make this model work within ICANN and maybe more importantly to make it work so well that it inspires other spheres of life and government and society and instill the spirit of multi-stakeholder governance elsewhere so that we can have voice (unintelligible) society in

particular heard and meaningful and impacting in all spheres of economic and social life.

I mean that's our great chance. We're in the middle of a really important transition in ICANN where we've had a traditional, historical link with the U.S. Government because they funded the recent project that became the Internet.

And they announced, the U.S. Government announced their intention to transition that to sever the link and simply let the multi-stakeholder community take the reins and oversee the work that is performed by ICANN.

So it's really this multi-stakeholder model coming of age, really becoming independent. It's a great chance and we've got some great responsibility and the need to be very accountable and transparent.

All those are areas where civil society input and observation will make things only better. So I'll conclude with that to with just another call for action, please join, please get involved, please participate.

We not only welcome you we need you here and I think it's a really exciting development into the 21st Century as to where we should be sitting and driven 21st Century where we can thanks to the Internet have a governance that the user driven.

So thanks for all the work and I look forward to welcoming lots of new people from the Webinar and elsewhere into these groups in the future. Thank you and I'll turn it to Nigel.

Rudi Vansnick: Thank you Jean-Jacques for the remote participants and for those locally. There are three meeting still going on so the Adobe is actually in maintenance phase, which we didn't plan at all.

But the streaming is going on, it's all recorded so there is no issue with that.

Man: Before you start the recording because at the end...

Rudi Vansnick: So it is recorded still so there is no issue everybody will be able to - and we will share the slides anyway. I have one little question Jean-Jacques about the proposal that you or the action that you're requesting is okay come on and join.

Is there today a specific element in which we NPOC and NGOs can step in with regards to NTIA negotiation and NTIA - I'm sorry the IANA transition? Is there something that NGOs have to bring to you to maybe change ideas and (unintelligible) in what I've heard the two proposals and...

Jean-Jacques: Thank you that's a really good question. So personally like any other discussion in ICANN we need to voice our civil society in all the various working groups and that's all looking at its tradition.

But I think perhaps much more useful and importantly where civil society has got a lot of expertise is in the area of accountability and governance, good governance.

So there is a parallel track that has been created to basically make sure that once the U.S. Government has transitioned its current oversight rule, ICANN as an organization is structured in a way where it has all the right checks and balances and can truly be accountable to the wider community and perform its duties well and be upheld for it.

So I would encourage the (oversights) to be in particular following that track, the discussion are open to anyone. You can become a full time participant and you can join remotely and actually contribute or you can simply observe.

You can certainly submit to the mailing list, all that is on I think it's icann.org/ianatransition and but if you could just go to the home page of icann.org you will find everything.

So not only can you follow everything but you can actually post submissions, you can help. It could be just things like by the way are you aware of this best practice about good governance that has been published by X or Y.

So yes I think that would be probably where civil society would be most helpful but again I think its important civil society is there across the board.

Rudi Vansnick: Thank you very much Jean-Jacques I can tell you that personally I am an observer in these working groups because I am overloaded with work and I don't want to engage too far.

But I'm inviting all those also online please join us and you can join these working groups. Raise your voice even if you are not really yet a member of NPOC we need your voice even before you're a member, it's important.

So we are going to proceed with Nigel Hickson, Nigel you have the floor.

Nigel Hickson: Thank you very much and I'll be very brief. My name is Nigel Hickson, I'm the Vice President for IGO engagement in Geneva where I engage through ICANN with the United Nations, other IGO bodies of the various government missions in Geneva.

So you might ask why am I talking to you. Well, apart from the fact that it's always a pleasure to be in a meeting with Rudi and Klaus and others, I just wanted to make a few points following on from what Jean-Jacques has said about the importance of civil society engagement because the multi-stakeholder model, which we if you like we cherish, we work in, we embrace, we curse.

But we shouldn't take it for granted because it's not a given, the multi-stakeholder model is something, which is if you like in terms of Internet governance was bequeathed to ICANN by the U.S. Government.

There was a debate in 2003 and 2005 whether it should be taken away and given to the United Nations and that debate is taking place again this year of the United Nations. In December there will be a summit of all government leaders, 192 government leaders, well Ministers anyway.

And once again there will be a debate on whether Internet governance is something that should be practiced in the multi-stakeholder community by us, by ISOC, by the regional Internet registries and other parties or whether it should be something that should be bequeathed to the United Nations Agency or to the United Nations.

Sorry it might affect the audio. So and I just wanted to highlight the importance of this and I think civil society in the same way as you play and important role in the climate change negotiations, in the negotiations that are going to take place on the millennium development goals of the replacement for the millennium development goals.

The sustainable development goals, the discussions that will take place in September in New York that civil society has also got a role to play in this review of the structure.

Now as Jean-Jacques said it's difficult, the process for discussing the preparation for this review is in development. So not just civil society outside with the placards ICANN is outside with the placards as well trying to get in, it's difficult but we are working with ISOC, we're working with the ITU, we're working with other bodies to ensure that the importance of us all working together on (ICT) issues is recognized by the UN.

So I'll finish there, thank you.

Rudi Vansnick: Thank you Nigel and indeed as I'm also somehow involved in the (unintelligible), which is going to now have important meetings in Geneva. I think it's important that we try to bring the knowledge that we are collecting all together to our NGOs and so that they can pick up topics and items that are interesting for them.

And now I see heads and that I - and people that I have been discussing to you yesterday and this morning even from the fellowship and we have somebody in the room here that is from a country where it is even more difficult than you can imagine to have an open and accessible Internet.

And I think it's important that you are raising your voice also and bring up the difficulties, the questions that you're encountering when you want to do your work as an NGO or as a structure that is in the civil society.

And maybe you can just quickly bring your point as we discussed yesterday. I think it's good that Nigel hears this too also.

(Mairzut Asmandi): My name is (Mairzut Asmandi) from Iran, everybody knows Iran and actually we have as you said we have too many problems in Iran dealing with Internet and facilities, government policies (unintelligible) issues are very important for us.

And unfortunately we tried last year to initiate a Persian IGF opening the governance discussions in community. Unfortunately it was not a successful plan and you may know that due to civil issues the project stopped and ceased sorry.

Regarding this community, this I am a fellow, you know, I am here to learn something and I'm not very familiar with acronyms but what I saw here in this room was very effective for me, very (unintelligible) that it is really should this process between civil societies it is a practical issue that it's happening here.

It's I'm very excited about that. I saw that something is going to happen on the side of civil society. And in continuing that there is an issue of my country I actually started a non-profit organization to continue the Internet governance issues distributing, creating awareness, capacity building because in Iran we don't have an independent NGO actually.

The government is observing anything and of course we have NGOs but many problems we have in our country and that you may know or heard about it. Anyway I am very happy and please of my (preservation) here and thank you, you gentlemen that gave me the chance of speaking thank you very much.

Rudi Vansnick: Thank you very much and I wanted to highlight that because it demonstrates that there is not only there is NGOs that we can individually access, there are also issues of NGOs not able to access us or even we not being able to access them due to regulatory issues. That also we have to take into consideration for the future.

So thank you Nigel and with this I would like to conclude that this has been again the second fruitful Webinar. We have a lot of interaction, a lot of input, lots of thoughts and I think what I have noted is that I have a long list of work on the plane back home to build the next one because I have a lot of new items that I want to discuss with you NGOs.

And for those who are willing to join our next Webinars please send us email you can do it to info@npoc.org and we will handle all of you putting incoming requests and keep you informed as soon as possible.

So many, many thanks for all of you here in the room and those online and I hope to see you again at our next meeting, thank you very much.

END