

**GNSO
Communications CoordinationSub Team (CCTST)
Translation Briefing
26 May at 20:00 UTC**

Note: The following is the output of transcribing from an audio recording of the Operations Steering Committee Community (OSC) Communications Coordination Team (CCTST) Translation Briefing teleconference on 26 May 2009 at 20:00 UTC. Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record. The audio is also available at:

<http://audio.icann.org/gnso/gnso-osc-20090526.mp3> on page
<http://gnso..icann.org/calendar/index.html#may>

(Recordings and transcripts are found on the page above)

Present

Zbynek Loebel
Helen Lavery

Staff

Julie Hedlund
Christina Rodriguez
Gisella Gruber-White

Absent Apologies

Rob Hoggarth

Julie Hedlund So in (Rob)'s absence, he asked me to get the meeting started and then you know I'll turn it over to (Christina) and then (Helen) and (Zbynek) with questions. But I just thought I could quickly go over the suggested agenda and of course, we can add other items if we like.

We will start - I think why don't we start before I do that with the roll call. Gisella, could you do the roll call for us?

Gisella Gruber-White: Absolutely. On the call this evening we have -- and excuse me for the pronunciation -- (Zbynek).

(Zbynek): Yes, very good pronunciation.

Gisella Gruber-White: (Susan), (Helen Laverty), and from staff we have (Julie Hedlund) and (Christina Rodriguez), and myself, Gisella Gruber-White.

Julie Hedlund: Great. Thanks so much Gisella.

Gisella Gruber-White: Thank you.

Julie Hedlund:: So I thought it might be helpful if I talked a little bit about why we are doing this call and of course (Dina) can - (Helen) you know please chime in as well. But just to start out, I am the staff support for the operations steering committee work team that is handling the recommendations concerning improving GNSO communications - the communications work team. And this team is dealing with a number of important recommendations from the board to improve communication, and the team has a number of volunteers. (Helen) and (Zbynek) are volunteering their time on the team.

And what we've done on this team -- (Christina) so you have a little bit of background -- is we've taken the various board recommendations relating to communication and we've split them into categories and these are sort of the categories that relate to each recommendation. And then within those categories, what we've done is assign subteams to sort of you know develop recommendations relating to each of those categories.

And (Zbynek) and (Helen) are on a subteam that is looking at improving the GNSO's ability to solicit meaningful feedback, which has

several aspects to it. One is having to do with advising a process for gathering and addressing public comment and policy issues, another taking into account developments and technology to facilitate community interaction. And the one that relates specifically to this call is preparing a translation plan for documents associated with policy development.

And so what we thought would be very helpful in this call would be to start out by getting a better understanding of the current ICANN translation process so that (Helen) and (Zbynek) can use that as a frame of reference and you know see how that might tie into the particular subtasks that they are working on and of course ask questions concerning the process and you know how it works. (Helen) and (Zbynek), does that seem accurate to you?

(Helen Laverty): I can't think of any changes.

(Zbynek): Yes.

Julie Hedlund: Pardon me.

(Helen Laverty): I can't think of anything to change on it.

Julie Hedlund: Okay, good. Good. (Christina), any questions from you. What I'd hoped to do in the agenda is to give you some time - maybe 20 minutes or so to talk about the current ICANN translation process. But before we do that, do you have any questions about you know what the team is doing and you know anything else about what I just said?

(Christina Rodriguez): No, it's pretty clear to me so far and any additional briefings that you can give me in regards to something else that you think I

should know that the team is doing or any maybe particular signs on the Web site regarding documentation that you can direct me to you are welcome to send them to me through the email so that I can become a little bit more acquainted with it.

Julie Hedlund: Yes, that's an excellent idea, (Christina). Thank you so much. And when we follow up from this call - and I'm taking notes by the way. I'll - and just some very, very brief you know points that we've discussed here. And after the call, I will send around to you (Christina) the links to the work team Wiki and that has links to all the documents that the team is working on as well at this point.

(Christina Rodriguez): That's perfect.

Julie Hedlund: Thank you. So perhaps if we could if you could give us a sense of the ICANN translation process and how it works. (Rob) has sent around you know the policy sort of translation process documents, but I think it would be helpful for all of us to understand a little bit better how things work in ICANN with respect to translation.

(Christina Rodriguez): Sure thing. Sure thing. I was reading through the copy of the policy that you are translation and the policy department that you are putting together. (Robert) sent me that. (Rob Hoggarth) sent me that. Some of the things that he included in it are very outdated, so if you don't mind me doing so, I will very gladly take notes and correct those areas within the document he sent me and send that to you for review and for corrections at the same time.

Julie Hedlund: That would be extremely useful. Thank you very much.

(Christina Rodriguez): Okay, because I noticed that some of the things that he inserted there were abstracts of the policy that was put together - the translation policy that was together some time ago, and some things have changed you know. So I would be very happy to do that and send it to your team.

Julie Hedlund: Thank you very much.

(Christina Rodriguez): You are very welcome. You are very welcome. As a matter of fact, I am working right now on the translation program document. The translation program was something that was written some time around February of 2008. I was not with ICANN back then. So this documentation was given to me sometime around this past December and I am reviewing everything and you know pointing out some things that need to be pointed out and making some changes. And as soon as that is all put together, I will send it to - you know to the head of my team of public affairs for review and also I will feed down. As you may know, I have - and (Rob) is actually one of the people that seats on the translation committee. I will share the changes with the translation committee and then we publish you know the new translation program so that everybody is clear of what we are looking for and to doing and what are the changes that we are you know foreseeing for the time - for a few months from now.

And in regards of our work today, most translations are taken into the six languages. And I'm saying six because I'm including the English here. We working you know with the UN languages - the first six languages that are Arabic, Chinese, French, Russian, and Spanish, and English of course. And in some cases you know with some types of documentation sometimes what is required is that we do an

(unintelligible), which actually will be 11 if we count also English. And these will be - in addition to the first ones that I just mentioned, Arabic, Chinese, French, Russian, and Spanish, is German, Italian, Japanese, Korean, and Portuguese.

Also these are actually - and this is you know sort of a - I'm giving you my thoughts here. We have a very large Japanese audience and I've been seeing this because we've been testing something with (Karen McCarthy) to see you know what was the request of the community and the public in regards to what documents and what parts of the site and in which way you know the languages are more - which languages actually are more in demand.

One of the largest demands is with Chinese, and second on the list is Spanish. But also comes very close to these too, Japanese, and Japanese is actually on the second group of the languages that we always translate to. So we might need at some point you know to add Japanese even before you know German, Italian, Korean, and Portuguese. Portuguese is a language that is not really requested a lot. Let me know if what I'm letting you know - information at any point please. The information that I'm giving you is useful or you prefer for me to give you some other particular information.

Julie Hedlund: No, I think it's very useful. And what we particularly do want to know is what languages are being used. And actually, you answered one of my questions because I wondered why Japanese was not on the list.

(Christina Rodriguez): Oh, I see.

Julie Hedlund: So that's very useful. Thank you.

(Christina Rodriguez): Thank you. The most useful as I said before are the first five UN. And we should actually as I said before at some point add Japanese to that group. Or let's say if we prioritized the group, we should prioritize Japanese at some point too.

In preparing for Seoul, maybe we even should you know pay a little bit more attention of all of the Asian languages you know like Chinese, Korean, Japanese, to make sure that we you know have enough information for a broader audience since we are having the opportunity to go to Seoul. It should be you know something to take into consideration.

In regards to the way the translation program works or the process I should say, how the translation works right now is we are working with several different providers. Before I came into ICANN, mostly there was - the work was being done by just one single provider. This didn't allow ICANN you know to have savings and to have you know the ability to produce as much - as many translations as we are doing right now.

I'm pretty sure you have access to the iDashboard where you can see the translations that have been produced every month for the last year or so. And if you take a look at that, you will see that it's a great difference between what is being produced the last half of - the second half of last year and the first half of this one so far. I mean not even the first half yet. As a matter of fact, if my memory doesn't betray me right now, more or less to give you an idea of the amount of translations that we have been able to produce with working with the several vendors is

just as much in three months as we did in six months only and for almost half of the price.

So there has been a lot of improvement in that and the quality of the translations, although at the beginning we had a couple of issues. Not many, just a couple of issues when the first round of translations with a different translator started had to do mostly because of the language that we work with you know and the many acronyms that ICANN works with. And they had to get acquainted you know and used to it to be able to produce you know a greater - translation of a worthy quality.

Right now, they are doing a great job. I believe you know everybody in the organization is pretty happy with what they see so far, and...

Julie Hedlund: Can you share the list of vendors that the account uses?

(Christina Rodriguez): Sure. Well you've seen vendors like (unintelligible). For some translations when the translations are not really, really great in volume and I mean by work count, I send them out to independent providers. The independent providers are sort of like translators. They have work, you know for many, many years in the industry and they are very capable and very serious. You know working with private independent providers - the advantage of it is the turnaround time is really good - faster than any company can you know offer. Also, the cost is a lot lower than any company because they don't have as you know the overhead.

And then they tend to be - you know when you give them plenty of work, they tend to be very loyal. So they really you know work very hard and they really are you know on call for anything that you need.

So it's a good thing to have them for the smaller translations or for anything that is around 20,000 to 25,000 words and under. That's when I use the private or the independent provider.

When we have translations that you know are greater than that or even when we have translations that for example need to be translated into the ten different languages and it's one single document, I'd rather - instead of sending them all to the different independent providers, I'd rather send them to one same provider to make sure you know that we get everything at the same time and that all of the translation memory is kept at one same place.

And this is something that is going to improve though so in the next month because what I have acquired right now - I signed a contract with one of our companies - one of the companies that we were using, which is called Welocalize. This is a very good company. It's a very large company with offices in many, many places around the world. They have a very big office I believe in Asia - I believe it's China. I'm not 100% sure right now off the top of my head, but I believe it's China at the moment. But they have a very big office in Asia. They also have offices in Ireland, in the United States of course, and then a couple of offices and some agencies in Europe.

Julie Hedlund Could you spell the company name please?

(Christina Rodriguez): Sure. It's Welocalize, W-E-L-O-C-A-L-I-Z-E.

Julie Hedlund: Thank you.

(Helen Lavery): (Christina), can I ask you it may be helpful and you probably are doing this already to develop sort of a multilingual vocabulary of the different

terms used in most of the ICANN documents just to ensure consistency of the translations. Have you been thinking of doing something like that?

(Christina Rodriguez): Excuse me. Can you ask me again? I'm so sorry.

(Zbynek): Yes, sorry. No, I have managed a multilingual platform, which is using more than 20 languages. And for us, it works (unintelligible) in fact to develop language of the mostly used terms in the documents. So that in the different translations, if you are using different translators and not just a single team of translators, certain terms are localized in the different languages always in the same way.

(Christina Rodriguez): Okay, I know where you are going. I got your question now. I understand what you're trying to ask me.

Yes, we do keep the terminology let's say match and also a glossary, which all translators in all companies that we work with respect. This is called the translation memory - TMs. Most - all of the translators that we work with whether they are independent contractors or companies, I request that they use the product so that we can produce the translation memory and use the translation memory that we have.

I'm - maybe you are acquainted with these that I'm talking about.

(Zbynek): I'm not familiar with these terms, but this is what I had in mind.

(Christina Rodriguez): Okay.

(Zbynek): That should ensure that no matter which translator is working on the document that the terms are always consistent.

(Christina Rodriguez): Yes, yes, yes.

(Zbynek): So this is very good, yeah.

(Christina Rodriguez): Yes, consistency is one of my main concerns. I think one of my main concerns when I first started with ICANN because what I've seen after you know all of my assessments - through you know all of the documentation and everything that had been done so far was that - you know there was a lack of consistency.

And something that's more or less back - at the beginning you know whoever here might find it a little awkward, but the first thing that needs to be done -- and I would be making a point to this -- is to make sure that the documentation that is written in English is consistent.

(Zbynek): Yeah. Yes, this is good, yeah.

(Christina Rodriguez): Yeah, if we pull that documentation, they are very consistent where we use the same terminology. Because what I have - one thing too that I have seen is sometimes - and this (unintelligible) a couple of times. It's that for example the term dot com was in one same document written in three different ways in English.

So if we send that to a translator, it really sets up - we're setting the translator - we're dealing with confusion there. Because to the translation saying, "Okay they wanted to say dot com in three different ways for a reason. So I'm going to find three different ways to say it."

Instead, if we have a glossary and we have terminology management or a system that can make sure - where we can run the documentation and make sure that everything in English is consistent and that is - you know the whole organization is using the same terms for whatever different terms we have you know.

And that always the acronym for example when we translate and we keep the acronym and then the translation is set in parentheses so that we can make the public or the community aware of the acronym. And the acronym becomes something that they are accustomed to see. At some point, it doesn't need to be - you know they don't need to read the whole translation of the acronym right, because they know what they're seeing already.

So we keep the acronym in English in that case and we set the translation in parentheses what the acronym means but in the language that we translate it in.

So all these little things in regards to terminology, glossary and translation memory allows us to keep consistency in the documents that are being translated and produced in other languages.

With this company that I mentioned to you just a few minutes ago, Welocalize, what we are doing is we are - they have acquired through the years - and because they are prior - another company that was trans wear, when they - around, I think it was 2003, they acquired trans wear which was another language service provider of the industry.

They acquired also translational management systems called global site. This is an open source system. (Unintelligible) what I am installing right now, we are installing right now on the server.

Then we will be deploying it in the next couple of months. And this will take a couple of months because of the meetings, you know, going on and now with (unintelligible) so everybody wants their - and, you know, all the energy is put into that.

So we have to, you know, sort out things the best way. So it gets delayed a little bit because of that and similar (unintelligible) because it requires training before they use it.

But once we have that we'll be housed in that particular translational management system of the translation memories that are produced by the different companies and the different independent translators.

So every time we send out now to any translator, so that is deployed and set, and warning properly every time we send out a translation to the - a document to be translation the person, the linguist that will be working on that translation will be accessing also the translation memory on that particular language that that person is dealing with.

So that will actually help us to have more consistency, you know, to really, really become, you know, very organized when it comes to a translation and having the ability to keep the consistency almost to 99%.

Man: Okay, this is - it sounds perfect, yes?

Man: Good.

Man: Can I ask you one more question?

Man: Sure thing.

Man: I understand that at the moment practically all of the documents are created in English as the opportune language. Do you have also documents created in other languages than in English?

Man: No we don't. Very few times I have received requests for translation for - from other language into English. We do have the capability 100% to do it with no problem whatsoever.

The language service providers that we work with all have the capability of doing that. And in...

((Crosstalk))

Man: I - yeah, yeah - sorry. Please go ahead.

Man: No, no. Go ahead, please.

Man: Oh sorry. I was thinking that - and again, this is based on my experience that if there is a theoretical possibility to have languages which are originated in other languages than in English then it may be a good policy or good policy for consideration that these documents actually contain a short English thematic; again, just so that if they can be understandable to a writer or the ends.

Man: Exactly. I agree with you. I am a linguist myself and I've been for many, many years; almost 17 right now.

So you can imagine, I am very inclined to producing documentation and allowing, you know, a broader audience to be able, you know, to retell documentation and to see whatever we are producing in every language, and to be able to communicate with us in their own language.

And then we're having to translate it then into English to, you know, provide it to the English speaking audience.

Man: Okay.

Man: If I could just back up for a second, you said global size was purchased by localize - by Welocalize?

Man: Yes.

Man: Okay. Is it still open source?

Man: Yes it is an open source.

Man: So it will say open source then after the acquisition?

Man: Yes, it will say open source. It will be - the fact that it's open source it doesn't mean that anybody from outside ICANN will be able to go into our system or anything like that.

Open source is actually something that's - it's - that you don't have to pay, that is free of use and that is in constant development...

((Crosstalk))

Man: Yeah. No, I actually very much approve of open source...

Man: (Unintelligible).

Man: One of the reasons I like...

((Crosstalk))

Man: (Unintelligible).

Man: ...open resource apart from the fact that price is very good is it tends to be much better maintained. I guess everybody connected - can program, can participate and improve. So I'm very much in favor of something like that.

Man: And I think there's more of a fan base; actually the best route for ICANN to go because ICANN, you know, is about free - the Internet, you know, and, you know, we - the freedom of the Internet.

And, you know, it's so public and all that that it - having, you know, a program that is open source and it's - at some point us also within the same program we'll be able to allow, you know, when we have public comment periods to have people within the community that - because we have been approached many times.

And this is some information that (Karen MacArthur) was able to share with me. This - we have been approached - ICANN has been approached various times in regards to - from the public.

And the public wants to participate on the translation and help, and all that. Of course we cannot keep the public and just anybody - documentation, you know, and things that come from ICANN to be translated because we need to make certain that the translations are accurate, to make sure that, you know, the message that we're sending is exactly the same message that is being written or produced in English.

However, when we have public comment periods and things that can be shared in a different manner, we will be able to allow some people from the community itself to participate on the translation on an ongoing basis off the public comment periods.

And I think that it's something that is going to make the public - you know, the community feel a little more brought into what the ICANN organization is doing.

Man: Sure, that's great actually.

Man: Any other - if I'm - (unintelligible) something, any other questions that you might have?

Man: Well I understand to which - I think it's, you know, good that that is a policy which documents are being localized. And I can understand that you cannot localize everything, that it's extremely complex and extremely extensive.

I know that very well. So I think that it's simply good to have a policy which - so that it's very clear that you have been thinking of it - which documents should be localized and that these documents are localized.

Then I was (unintelligible) the translation policy document and I understand that this is not a very current document.

But, you know, one thing which sort of surprised me was, you know, that it was our recommendation that, if for example parts of (unintelligible) of public consultation is that actually - that it is recommended that the public's consultation should begin only then of the language fashions are ready.

Actually, this may - I am not - well, I - the only thing which I can say is that this may bring very substantial delays to process of public consultations.

And that may be - it would be better to try to consider also other variants like having just (unintelligible) of the document in other languages and so on. So...

Man: Yes, I understand your point. Most likely it'll be something that we try, you know, to sort of quench the thirst of the public in regards to participating in that.

And I agree with you that it might be - it might bring delay to providing the type of - that type of document, the public consultation document -

not document, the public consultation period, the comments, you know, that the public puts up on the web and they send.

It might bring a delay into translating all that into the different languages. So this is something that we probably are going to try with something small to begin with and see how it works.

It's not something by all means definite. And I had that into my notes. So that - you know, it might bring delays at the long run.

So, it's a possibility but it's not a for sure thing that we'll be doing. It's something that we would like to try.

Man: Okay. Well it certainly looks very nice but in fact it may lead to big problems.

Man: Yeah, yeah. I agree with you. I agree with you. Right now the documents that are being translated have to do with the outreach information, you know, like ICANN fact sheets.

Man: Yes.

Man: And information for first time visitors, and that's glossaries and, you know, printed brochures, and (unintelligible) information. And also we are translating strategic documents like (unintelligible)...

((Crosstalk))

Man: Yes.

Man: ...plan or the operating plan, budget, annual reports. They're (unintelligible) and transparency framework as well.

And from the public - from the policy department the documents that we have been translating right now so far have been a list since I am on, issue papers, you know.

Some - and in some cases, preliminary and then of course a final report, the SSAAC papers, and some independent reviews. And of course, nominating committee documentations (unintelligible) install and at large.

Man: Okay.

Man: I - yes, go ahead.

Man: Yes. No, I think that this is perfect. I no - I have no question to that.

Man: Oh okay. What I'm looking into also, getting a little bit more aggressive about it, translating more pages within the website.

We have received an enormous amount of requests for the ICANN website to be translated into the different languages.

Right now the problem that we face after an assessment that we conducted with (Jerry McCarthy) and (Marisol Vatera) from our web team, it's - that some of the documents that are translated are buried within the website in such a way where - to access them you have to go through so many English pages and so many English indicators that

the person that doesn't speak very well the English language, you know, might not get to the document itself.

So one of the things that I am correcting per se on the translation program is that - the need of providing and of developing, you know - it's not mirror pages because that would be, you know, an enormous amount of work and a very expensive one because the ICANN website, although it might seem very simple, it has so much - so, so much information in it that it'll be actually, you know, probably a project that would take a year to translate absolutely everything that is in it in all the languages. And...

Man: Well I actually find ICANN quite hard to find anyway. Most of the time if I'm looking for something on the ICANN site I use Google.

Man: Oh, I see.

Man: (Unintelligible) English is my primary language and I'm going through with English if I'm looking for something, if I don't know what it is.

And I did this as a test with one of our people in our office who is less familiar with - they don't even know what GNSO is or anything like that.

And I said look for this and look for this. And she couldn't find any of the stuff on the ICANN site, so she just Googled it.

Man: And so we are...

Man: At the same time as you do an improvement for multiple languages, probably not a bad idea to streamline the whole process...

Man: Exactly.

Man: ...starting with English. And once you've got a nice streamline process, then you translate all those links to other languages for consistency as well. It's - it would make life a lot easier for people to find things in any language, I think.

Man: Exactly. I agree with you and that is something that we're definitely working on.

We actually are conducting also an assessment for the website, you know, for the - you may remember well what is called this - the - not a disability, but the way that you can navigate through the website, you know, how friendly it is and how comfortable it can be, you know, or difficult.

And so that we can better that. And with that also, with regards to the translated website that I am planning to present to the TPC, you know, and to the different departments, a project, you know, in which we could create some - not as large as ICANN but, you know, a smaller website so that they are in the different languages; maybe even all in one same type of format.

This - it will actually maintain the ICANN format, of course. But I will not include absolutely everything that is in the ICANN website. But if it does, you know, it will - we will populate in each different language website (unintelligible).

But at least, you know, a person that speaks in Chinese or that speaks in Portuguese or French, they can direct themselves to that particular website and they know that (unintelligible) they find there would be all the material that is in French.

And for anybody that wants to see it in Korean, they know that whatever they find - all the material that they want to find, if it's been translated into Korean, it will be in that small page.

So I think that's a project, you know, that is being presented - I'm putting together and it's being presented this year so that we can see - so that we can, you know, get a broader outreach, you know, to the people - to the different members of a community that, you know, that manage all the languages.

Man: Yeah, that does sound like a very good idea. Very often just simply finding it for the general public or having (unintelligible) simply find that idea for the general publics, it's a good idea...

Man: Exactly.

Man: ...because there is a lot of stuff in there and it's more like - but the simpler stuff and the more complicated stuff can find it a bit easier, but finding the simple information is, as I found this morning with my own test, is actually quite difficult.

Man: (Unintelligible).

Man: Maybe I'm just not cognizant of it. Something else I wanted to bring up, and I assume you do that - in the case of policy, do you think

somewhere in the case of a misunderstanding, one particular language is the prevailing legal language for...

Man: Excuse me?

Man: Well, in the case of policy where you have a policy statement, it can be misinterpreted when you translate it into different languages, too.

So do you have one particular language that serves in the case of misunderstanding the wording of this particular language is the way we're doing it?

Man: Yes. When we translate, and any document that is translated within the ICANN, we make sure that we add a little note at the bottom, you know, that the original document that was produced was produced in English.

And then we make it - a qualification, let's say you know, and it would state there that for, you know, for accuracy the English version is actually the - say the version that governs over all the versions of the other languages to make sure that, you know, if a word or anything is not understood correctly, that the English one is, you know, what all it said. Does that answer your question?

Man: Yeah, yeah, that's it. I actually haven't seen it but then I don't - can't really look in different languages than English which is my (unintelligible) I guess, but yeah. Thank you.

Man: You're very welcome.

Julie Hedlund Are there any other questions for (Christina)?

Man: Not for me, actually.

Man: I can't think of any offhand. I'm sure I've got more, but if (Christina) doesn't mind if I can email it.

Man: Oh please, I (unintelligible)...

((Crosstalk))

Man: Questions I've thought about afterwards, that would be wonderful.

Man: At all times, please.

Man: Thank you.

Man: Feel free to email me with any questions and even to, you know, ring up - give me a quick call. I'm available at all times unless I'm traveling.

And when I'm traveling I divert my phone to my cell phone. So I'll be happy to answer any questions.

Julie Hedlund And...

Man: Do we have your phone number (Christina)?

Man: It is listed on the ICANN website, but if you want I can send to everybody a quick email with all my information so that you have it handy.

Man: That would be wonderful. Thank you.

Man: No problem at all.

Man: Because it's just often nicer to call if you can. And I do have the advantage that I'm Pacific Time so it works very well for me.

Man: Okay, no problem. I don't...

Julie Hedlund (Christina), did you have anything else you wanted to add?

Man: No, I don't think so. Probably I think it was pretty informative. If you think I missed something, please feel free to let me know.

Julie Hedlund And I have taken some brief notes, and I will send them around to everyone. And there won't, by any means, be comprehensive minutes. But just to, you know, talk about some of the topics that we have covered.

And (Christina), I will send you separately also the information concerning the work teams with the - and the link documents there. And if there's anything else that you think would be helpful too, I will send that as well.

Man: Perfect. That's awesome. Also, you know, if you'd - let me - one more comment I would like to say is that - not to worry because I sometimes understand that people might think, you know, okay we're translating so much material that it has the technicality of the Internet, you know, when talking about ICANN.

And not everything is about policy, so policy, it's more - you know, they have the legal terminology and sometimes it's not a - you know, like if we're in conversations it's just a whole different - it's a whole language in itself if you think about it because, you know, policy has - there's very strong terminology that needs to be followed.

In that case and after it's done with - from every other company and every different language service provide we use on that case are linguists that have the knowledge in that particular subject matter, that it's something that I've spoken with all the vendors that we work with which I haven't actually finished getting the names of the vendors that we're working with.

And which actually - if you prefer, I can send them also in an email - on the same email that I'll send you all my information I'll send you a quick one on the different translators and companies that we are using, and even some information on the global site open source system that we are installing so that you get a little bit more acquainted with it.

Julie Hedlund That would be very helpful, (Christine).

Man: Sure thing, so I'll do that.

Julie Hedlund Great, thank you. Thank you everybody. And I'm sorry, I mean (Christina). I didn't mean to change your name to (Christine). But thank you everyone. Are there any other questions at all about anything from anyone?

Man: No it was extremely interesting for me. Thanks.

Julie Hedlund Good, good.

Man: Yes, it was most helpful. Thank you so much for setting this up and thank you so much for (Christine). We'll be waiting for you with bated breath.

Julie Hedlund No, this is good.

Man: Thank you.

Julie Hedlund Thank you so much (Christina) for taking the time to let us know what the process is. It's been really helpful and I'm, you know, sure we'll all be in touch as there are further questions.

And if there's nothing else, then I guess we can all sign off of the call.

Man: Yeah, okay. Thank you. Thank you so much.

Julie Hedlund Thank you everyone.

Man: Thank you.

Julie Hedlund Thank you everyone.

Man: Thanks. Bye.

Julie Hedlund Bye.

Woman: Bye.

Man: Bye.

END