KOBE – NextGen Presentations Session (1 of 2)
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ICANN64 | Kobe, Japan

DEBORAH ESCALERA: Hi, everybody. If you're here for the NextGen presentations, we're going to start in about two minutes. Sorry for the delay.

Okay, everybody. Sorry for the delay. My name is name is Deborah Escalera. I am Program Manager for the NextGen for the Public Responsibility Support Department. We're going to start our presentations now. Our first presenter is Han Bo.

Han, please introduce yourself and then you can begin your presentation.

HAN BO: Hello, everyone. May name is Bo Han. I come from China from Tsinghua University. This is my first time in ICANN. I'm pleasured to do my presentation here.

Today my topic is about how we fight the fake news in China. We talk about the multi-stakeholder model developing in China's [inaudible] news area because, when we talk about the content of the Chinese media, we always think it's kind of mystery and it's kind of a [cozy] environment. But we made some changes into that. Our university, Tsinghua University, also takes part of that

and makes some cooperation with the platform and with the government. We try to fix and to adapt the multi-stakeholder model in China.

Here is my – [connect]. So first I'm going to talk about the problems and the reasons and what we have done right now. The third part is about what we have changed, and fourth part is, what's in the future?

[inaudible] is about the problems and the reasons in the spreading of the online news. So have you ever heard these kinds of situations, where you read the news online? You may see that maybe someone tells you that this is the biggest mistake you have ever made for your future or in your life. Then maybe, "Take the quiz to see which characters you are." These are very popular, especially in Chinese. We chat, your friend circle, and also in Facebook you see these kind of things all the time. But actually, they are trying to get you to buy some stuff or to buy some products at the en of the article.

The second one is about the speculation. It talks about maybe the [norspor] that's going to be [mowed] down. The whole thing [inaudible] beers. They're going to be extinguished. [inaudible] other way [inaudible] says some more about the facts. It's more beyond the facts, but they try to do that in order to catch your [eye set].

[inaudible] is about the stigmatization. For example, we have an organization called The Urban Management and Law Enforcement. These kind of people take charge of the order of the supermarkets. The supermarkets always have a little [machowng] and they have some conflicts with these kind of people.

When we talk about these kinds of people, people have their old ideas about the people who do this job. But actually, some of the opinions are wrong.

The fourth is about image/video to enforce. This is especially in the -- how can I say? – online news because we can use the image to [inaudible], to enforce people, to convince people that we are talking about is the truth. But actually, what I show you is about the tornado happening in China. But that one is a picture taken by NASA. They just use that picture and say that that's the tornado happening in China. So that's fake news.

So why do we do this? The first reason is because the thinking method of "Just in case," because people always think, "I will do it in case it's true, in case it may help my life." So we just spread the news.

The second one is that we trust our friend circle because our friend circle is based on our friendships with people. We trust the people around us, and we trust the information we give us. So

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that's why when my friends are trying to give me some news I will spread it to others.

The third one is that legislation still needs to be followed up in because in the online area we use the old rules to – how can I say? – to manage the content and the policies of the news. But in the online news area, we need new rules.

The second why is, what have we done? We tried to establish the China Internet Joint Rumor Refutation Platform. You may not be able to read the Chinese one, but you can just go to the website and take a look. I can tell you the first part and the second part is about an announcement from the government. The [third] part is about the media, how the media can comment on these kind of things. The media can go to some advisement on the announcement of the government. The fourth and the fifth part is about some [views], some case study about how we can avoid the rumors on line. The last part is about the laws and the rules. We publish all the laws and the rules online so people can see that if [they're] against the law on these kind of things because you firstly need to [lie] to people to know what the rule is, and then you can follow the laws to make that against the fake news.

You may be wondering why there's no people or ordinary citizens getting involved, but on the left side you can see that this kind of area is [about] applying your views online. If you find anything

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that is a rumor, that you think is fake – maybe some policy is wrong – you can just give your ideas. These kind of ideas can be shown on the website immediately, and nobody can delay that. So – how can say that? – that environment we have made.

On the right part, you can see the [inaudible] on the first line. The second part is the local government because people usually do more interactive actions with the local government. How are they going to reply to your idea, to your view? So that's the new part of this platform.

The third one is about what has changed. Actually, we've tried to change our governance model because the rule of law is first. And we change it from the top-down interaction. Usually the Chinese government obviously has the top-down model, from the top to the bottom. We try to have the negotiation with the bottom to the top.

We also focus on the long-term mechanism because if you publish some policies at the top-level of the government, it's very hard to get it to the bottom of the society.

And the fourth is what we should do in the future. The first one is to learn from the existing norms of journalism – professional ethics and communication ethics research – because I'm from academia and we try to combine the norms already existing in the journalism area into the online use area.

The second why is to confirm the ideal communication academic governance because we think that the content should be given to academia, to the people, not only to the government, which we need to have more cooperation.

The point of the online platform is we have a way and we have a method to have the negotiation with the government. It's a connection. So that's the point.

The third one is about the cultivation of the spirit of the citizens and improving the scientific quality of the citizens. You need to tell people that maybe some information they have heard is wrong or, "You need to have this kind of thought: "Maybe it's wrong."" If you take a look at that, if you Google that, you will see that some kinds of them are very old news. They just use the old news with a new title and publish that in order to convince people.

The fourth one is to establish a social co-governance system in the field of online news. So – how can I say? – the change of the whole society is on the way, but we need a beginning of that. it's called the social co-governance. It's between the multi-stakeholder – the amazing point of the multi-stakeholder model is that, first, it needs to give everyone a chance. You [give] everyone a chance to participate in the whole system of the governance. The second one is about making the expertise in

different areas to show their talent in these kinds of organizations or the systems. So we need to build up these kinds of systems in order to make a better future.

So thank you.

DEBORAH ESCALERA: Thank you, Han. Are there any audience questions for Han?

Okay. Thank you very much.

HAN BO: Thank you.

DEBORAH ESCALERA: We're going to go to our next presenter, Ananya Singh from India.

Ananya, is that how you say your first name: Ananya?

ANANYA SINGH: Yes.

DEBORAH SINGH: Okay, great. Thank you so much.

UNIDENTIFIED MALE: Yeah, please.

ANANYA SINGH: Hi, everyone. I am Ananya from India. I'm the odd one out in the room because I'm an economist in making and we are among some of the best experts in the field of cybersecurity and Internet governance here. So many, many thanks to the multi-stakeholder approach of ICANN that I'm here today.

So I'll begin with telling you my story with the Internet. I was in Class 8 when I used to pay less than one dollar to buy 15 MB data, and I used to survive on that 15 MB data for one month. Now, in the year 2019, 1,500 MB is less for me. I need more than 2,500 MB data per day to survive. That's how the Internet has secured the most significant role and position in my life.

So, going further, when I was in Class 8, we used to open Facebook accounts and all kinds of accounts everywhere. You remember [Orchid]? But as a matter of fact, many Indian millennials never opened their first Facebook account with their original names. We used to use fake names, the names of celebrities, the photographs of sports stars, to start with. So you see the level of concern we have for our privacy. We don't want our identities to be revealed. That's our need for privacy.

But recently the Indian government has come with the idea of Aadhaar, which is kind of an identification number – more precisely, a card – which you are supposed to link with everything

that is related to you, be it your name or your PAN card. The PAN card is like the permanent account number in India, which is actually linked to your bank account. So you see how serious it is?

So I'm going to elaborate on this foundation stone thing of the data privacy debate in India, as of a result of which we had a right-to-privacy ruling being passed by the Supreme Court of India.

[inaudible]

UNIDENTIFIED MALE: You need to [inaudible].

ANANYA SINGH: Oh, right. I'll do that. Okay. So Aadhaar is a Hindi word which means foundation. That's how we got [inaudible] to present it to us. So it's kind of a twelve-digit identification number, as I already mentioned. We have had this strong support of the World Bank for Aadhaar, where the former chief economist of the World Bank, Paul Romer, described it as the most sophisticated biometric database of the world. He also thinks that it's the most sophisticated ID program in the world.

Aadhaar is mandatory for every Indian citizen and it should be linked to your income tax returns, to your PAN cards, and to everything you are basically using in India, be it your cellphone,

be it your SIM card. Anything that you buy or you use in India should be linked to Aadhaar.

Okay. So let's find out … Okay. This is what an Aadhaar card actually looks like. So I'll go through a brief … So this is what an Aadhaar card looks like and … here.

So, actually, the Aadhaar thing began in the year 1999. If you're aware of the Kargil War that India and Pakistan had, as a result of which the government of India had this Kargil Review Committee constituted in India. It was suggested that the Board of [Villagers] were required to have cards so that we could identify perpetrators. Then, after, we had three or four more committees which suggested the same thing. The Unique Identification Authority of India (UIDAI), which is currently heading the Aadhaar program, was constituted. And we had the Aadhaar constituted in India is 2010.

Now, since we already have it, there are a lot of benefits that are being [talked] about with Aadhaar, but I will concentrate on the two biggest benefits of Aadhaar with the government claims to have.

First of all, the government thinks that is has removed around 22 million fake beneficiaries of government welfare schemes and projects, which is a good thing.

The second thing is it can be used as a proof of your identity and residence in India. But as a matter of fact, we already hold passports, voter IDs, and ration cards in India. So there wasn't really a need for another identity card.

So there are three myths that I would like to bust about Aadhaar. The first myth: the government claims that the Aadhaar data is fully safe and secure and there has been no data leak or bridge at UIDAI.

Okay. According to a January 3rd, 2018, The Tribune report – The Tribune is a newspaper – there was this anonymous seller on WhatsApp who claimed to and actually hacked into the Aadhaar database in less ten minutes with less than ten dollars by using Paytm. The amount was paid by using Paytm. He also claimed that, for another 300 rupees, which is less than five dollars, you could actually get software which could help you to print all the information in the Aadhaar database. That could be your name, address, PIN, photo, phone number, e-mail, bank account – everything related to you.

So Aadhaar doesn't really seem like it's fully safe and secured. That's a severe breach of privacy.

Okay. The second myth is something which the government responded to in the Supreme Court of India by citing World Bank data. The thing that the government claims is that the Aadhaar

project has the potential to save about $11 billion in subsidies every year.

The government claims that the World Bank has actually published a report where the World Bank claimed that $11 billion could be saved because of Aadhaar, but here, after, we have a few newspapers and investigative journalists who went to the World Bank, questioned the World Bank, after which the World Bank it said admitted that it was an extrapolation, which simply means that it was as assumption on the part of the World Bank. The references used by the World Bank were incompletely and hence the data was inconclusive. So we cannot draw the $11 billion savings to be true. First.

Second thing, the $11 billion wasn't in savings. It was in transfers. As an economist, I can make you understand this. In savings means something else and in transfers means the actual money which has been transferred to people, the actual benefits which have been transferred to people. It does not mean that the government has saved $11 billion. You are not saving money here. You are transferring what people actually well deserve.

The third thing. This was a potential data, which means it was not actual. It has the potential to transfer $11 billion. It did not actually do it. So we can not really take the disguise of saving $11 billion.

Further, in the Lok Sabha, which is the second house or the lower house of the Parliament of India, the government also responded to the LPG savings claim by saying that it was hugely due to the fall in international prices of crude oil, which was further sustained by the Comptroller and Auditor General of India, who said that 92% of these so-called savings due to Aadhaar were because of the fall in international prices of crude oil.

Finally, the third myth is the Supreme Court has upheld the constitutionally of Aadhaar, but it says that linking of Aadhaar is no longer compulsory for the bank accounts. But, when you actually link your Aadhaar to the permanent account number which is the PAN number, you actually link it to a bank account because your PAN number is by default linked to your bank account. So Aadhaar is actually linked to your bank account. That means you have financial information open for people to have surveillance on you, to leak into your data, and to do anything they want.

There has also been this report that an HIV patient went for treatment and he was asked for Aadhaar data, which he could not supply because Aadhaar means you have your identity at risk. HIV is still a social stigma for many people, so people do not like identifying themselves publicly or socially out of fear.

So because of Aadhaar someone was actually denied treatment, was is morally, ethically, and healthwise wrong.

So I think the fundamental objection here is, why do we need to have a system where there is consolidation of every data related to us? It is our name, PIN code, address, date of birth, mobile number, bank information. Every single thing which is related to me is at one place because my mobile operator knows something about me. My bank knows something else about me. My insurance company knows something else about me. When I consolidate that, you know actually a way lot about me. We do not really have good relations with everybody on this earth. There are antisocial elements everywhere.

If a newspaper – if an anonymous WhatsApp user could hack into the system where there are 120 crore Indian enrollments in the system, can you imagine there are barely twelve crores away from hacking the entire Indian citizens' database? Which is not right.

Finally, as per the recommendation of my mentor, I have added this slide. We all have been talking about GDPR a lot likely. I think this has been a hot and debatable topic here at ICANN. I think the basic difference between GDPR and Aadhaar is, first of all – according the to the E.U. governments, they think that they are regulating data use and they're trying to control private companies from misusing data.

In the case of Aadhaar, it is the Indian government which is trying to control citizens' data, which is wrong. Then, in case of GDPR, you are being offered an option. You have to sign an agreement about privacy. In case of Aadhaar, it is mandatory, and there is not strict redressal mechanism in case of Aadhaar.

So there are three basic objections to Aadhaar, and three threats from Aadhaar. First of all, there are chances that states are villains. Plus we have antisocial elements like terrorists who could actually hack into the system. There's right to privacy, where [inaudible]. And finally, we have premature technology in India.

So I don't think at this point in time we really need people to link Aadhaar. We could actually do away with this 2,000-crore-piece program and invest it on something more fruitful.

Thank you.

DEBORAH ESCALERA: Okay. Thank you very much. I want to remind our presenters about our interpreters that are upstairs. So remember, when you're presenting, speak slowly. Just take your time, of course. But also, you have ten minutes. So we might give you a little sign as you're presenting that you have maybe one minute or two minutes left.

Okay. Very well then. Thank you. Very interesting. Are there any questions for Ananya, either from the audience or from the NextGen?

Okay. So we're going onto our next presenter, Wenkai Jin from China.

Wenkai?

WENKAI JIN: Hello, everyone. I'm Wenkai Jin. I'm from China, Tsinghua University in Beijing. So I'd like to share about the ICANN social media communication in China.

Firstly, we know that, in the practice of global Internet governance, ICANN has both the responsibility of governance and advocacy. So its governance is reflected in the special policy formulation, and its advocacy is reflected in the social media communication.

UNIDENTIFIED FEMALE: [inaudible]

WENKAI JIN: Oh, yeah. Sorry. So ICANN positions itself as a model for bottom-up governance, so how does it connect and pass information up?

How can the grassroots community understand the policy and develop the role of the Internet community?

So let's take the ICANN Beijing WeChat official account and the ICANN China Community WeChat Group as research objects. So we note that the ICANN social media in China is mostly about the ICANN Beijing WeChat official account and the ICANN China Community WeChat Group. So WeChat is the mostly used social media in China. So we know that we don't have Twitter or Facebook access in China, so WeChat is the mostly used one.

So in-depth interviews are done with the operator of ICANN Beijing WeChat official account, and the co-members of the ICANN China Community WeChat Group has done some interviews with that.

So we know that, in the Internet age, the power of social media to unite the community and form decision making is beyond questionable, but ICANN social media communication in China presents two major problems.

First, we know that ICANN's main social media accounts, as I've said before, are not accessible in China. Second, the vast amount of information on ICANN's official website and social media out of China is mostly in English. So the Chinese version of ICANN's website has problems, such as delay in updating and limited amounts of information and inaccurate transformation.

So, to facilitate access and [reading] by the China community, the ICANN Engagement Center Beijing relied on WeChat to establish a localized ICANN-Beijing official account. So compared to other ICANN social media with accounts around the world, its social media operation in China imported the characteristics of China's Chinese social media.

So since the establishment of the official account, the number of subscribers has shown a steady upward trend in small fluctuations. Also, the degree of function fit between the contents posted by ICANN Beijing's official account and its self-positioning is high.

So it has its social media communication. In fact we can say it is good. But, however, the ability of ICANN-Beijing official to lead public opinions still needs to be strengthened.

So the communication involving audience outside the community, the articles of certain topics, such as the invalid cases of international top-level domain names, has certain influence but has not yet formed the systematic communication.

Since the domain name field is one of the segmentation fields, its threshold is very high. The topic itself does not have widespread appeal, and its natural attributes make it difficult to spread.

Also, as for the combination of current events and hot spots, related issues can only be linked to Internet security and other important technical advances. So the official account is for a special narrow group and non-popular science and also non-entertainment. So focusing on information and professional knowledge sharing, so it's really not easy to be spread.

What's more, in terms of communication matters, the interactive use of social media is the lack of effectiveness, which is very important. So we all know that social media needs the interactive us.

So the ICANN Beijing official account has very few comments. So this is the problem which we still need to get progress on. Mostly, it's one-way communication. While the ICANN China Community WeChat Group is the main discussion place of the account's contents with a relatively strong interaction.

But it is still inside the community. We know that the WeChat group is only for the members in the WeChat group. So, also, the group members discuss the special contents of posted information in the group chat, reflecting the audience's intuitive response to the actual issues related to Internet governance.

In the WeChat group, the decision on the special topics closely related to the daily operation of the domain names is more enthusiastic.

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So we know that the ICANN Engagement Center-Beijing can seek for the new breakthroughs in the communication on the WeChat platform, open up new areas, make more content closer to the majority of Internet users and our operators in China.

So we know that we need to follow the skills in social media, but what's more, we already have some meetings. And we've seen that, before our meeting, there are short movies, short videos, about the children's, when they are first interacting with and getting into the very first version of computer, reaction. They said very cute, lovely words about. So this very interesting and very useful contents for us to spread on the social media. So we really need to get these short movies onto our social media accounts, maybe in the Chinese version. It's more useful to the communication.

So we have content, but we haven't used it in the right way. So we need to pay attention to this because we know that social media is mostly about the young people. So the children's reaction, the children's interaction with the media, is very interesting.

Also, I think that ICANN's social media in China also needs to broaden its functional positioning, not only timely inform and share information but also to combine China's macropolitical environment on Internet governance issues facing the conflict of Internet governance ideas between Chinese-government-led

mainstream group and ICANN and seek the common ground, while reserving difference in the process of communication.

So it should improve the self-identity of ICANN's China community members in ICANN and their emotional recognition of ICANN and also absorb more Chinese audience as well so as to break through the real dilemma.

So that's all for my presentation.

DEBORAH ESCALERA: Thank you very much. Very interesting. Do you want to take over?

Are there any questions from the audience or from the NextGen?

Okay. Go ahead.

UNIDENTIFIED MALE: I can add some more details about this report because we have done the research together. We also do some research about the content that's supplied on the official account and also do some deep interviews with the ICANN members because they are so involved in the whole procedure. We're going to make more publications in the future. Hope you guys can see our papers in the future. Thank you.

DEBORAH ESCALERA: Thank you. Okay. I'm going to pass it over to my colleague, Meghan Healy, who will continue to introduce our presenters. Thank you.

MEGHAN HEALY: Thank you, Deborah. Our next presenter is Elliot John Mann from Australia. Elliot, over to you.

ELLIOT MANN: Hi, everyone. My name is Elliot Mann. I'm an undergraduate student at Swinburne Law School at Swinburne University of Technology in Melbourne, Australia, studying law and computer science.

Today I'm going to be talking about personal data protection in Indonesia. If I might say, coming here this week, hearing a lot of people talking about GDPR and EPDP, a lot of focus being on Europe, I think from my perspective it's been really interesting maybe to see how there's more of a focus on GDPR but not necessarily around the world. I think it's really good hearing at the start of this week how ICANN is starting a process to be able to talk to governments when they're introducing new privacy legislation and seeing a way forward.

So in this, let me give you an overview of Indonesia's got coming up on the horizon [that] I hope helps inform that in the future.

So I'm going to be talking about three things initially, which is why personal data protection is an issue in Indonesia, why it's important that Indonesia has a robust regime, and what the current laws and regulations in place are in Indonesia, and then what it looks like going forward.

So I'm going to first start off by looking at personal data protection holistically, [likely] within Indonesia, and holistically within the region of southeast Asia.

Oops. So Indonesia is, even without the southeast Asian region, which is historically one of the fastest growing developing regions in the world, the biggest and fastest-growing Internet economy. Here we have a graph from the e-Conomy SEA report from Google and Temasek, which is part of the Singapore Sovereign Wealth Fund, about how Indonesia is growing and growing and growing in terms of the Internet economy.

To give a practical example, as of last year it was still the case that only just over half of Indonesians have a normal bank account that's with a traditional banking institution. It's not so much an issue of itself. Historically, many villagers run their own financial cooperatives, which wouldn't factor into the normal figures. There's still a distrust of financial institutions after the 1997 Asian financial crisis.

However, there's still not many people with bank accounts. So what are people using instead? Well, there's a lot of people using mobile apps for quasi-banking purposes. What we're seeing is apps such as OVO, which is the e-finance platform used by Grab, the Singapore-based ride sharing company, GoPay, which is the e-finance solution for the GO-JEK conglomerate, at this point a ride sharing company based out of Indonesia. These apps work as a digital wallet. There's various methods for you to convert cash and turn it into e-mail money in the wallet. These actually operate outside the regulated banking system. They also operate outside the regular data protection system because these aren't financial apps. These are ride sharing apps which have been coopted as digital wallets.

So as a result, within Indonesia, there is a recognized need that we need some sort of robust data protection law to protect even these edge cases.

Within the region itself, there's an element of international competitiveness here. All these countries here have introduced their own data protection laws, singular data protection laws. In fact, I said Thailand soon, but as of last week, Thailand just implemented their own law. And these laws do vary in terms of content and everything, but what I'm just getting across is that these are southeast Asian states which are introducing their own data protection laws.

Contrary to maybe popular belief, many large e-commerce Internet companies do care about data protection and complying with local laws. In my opinion, these companies are less likely to enter countries where it's unclear what the data protection state of the land is, which is the case in Indonesia and which is what we're going to talk about now.

So it's actually pretty simple as of right now in 2019. There's no single piece of legislation related to personal data protection. This is due to varying reasons, which we'll get into in a second. The closest we get is the Electronic Information and Translation Law which was passed in 2008. That regulates the Internet, which is online content and transactions.

More recently, we've heard of a lot of cases of defamation and that sort of thing. That's under that law. That law has a broad overview of "You should protect personal data." It doesn't say anything about how to do that or any guidelines.

So as a result, much of the law surrounding personal data protection comes in the form of ministerial and government regulations as opposed to legislation passed by the Parliament.

So what does that take the form of? Well, there's three general forms of these regulations. So we have an all-of-government regulation, which is Government #82, regarding the implementation and operation of electronic systems and

transactions, services about all electronic data. In here we see a requirement for all electronic data to be Indonesia alongside a rather interesting requirement that you have your data recovery centers for that data in Indonesia as well.

Overall, as the name suggests, this is about electronic systems and transactions, not about data. So it's about the security of the Internet electronic systems.

So secondly we have Regulation #20 of 2016, which is from the Ministry of Communication and Informatics. So this is the ministry that is most directly involved relating to the Internet. Here we get information about personal data. If you ask any lawyer or academic in Indonesia, this is what they'd point to as the closest thing to an overall personal data regulation.

We have definitions of data controllers. Because this regulation was in 2016, the GDPR was on the horizon. So vocabulary such as data controller was in there. But here we see some regulations and requirements that are good in practice but don't really work in reality.

So if you create an electronic system, you have to get the ministry to certify that you are treating your personal data correctly. However, it's not listed in the regulation how to do this. During my time in Indonesia, I didn't speak to anyone who actually followed this through.

You have to get written consent from the data subject. You have to encrypt and verify all personal data and you have a privacy policy and everything. So this is very run-of-the-mill, but it's still in the regulation and there's still a lot of confusion and ambiguity in the regulation itself.

Briefly, there are sector-specific data protection laws similar to how in a lot of countries around the world health data has to be protected and treated separately. That exists in Indonesia as well for employment, health, and financial industries. But of course, for the financial in fact, those mobile wallet apps I talked about earlier aren't necessarily included.

So that's the current state of the Indonesian law. So there's no big piece of legislation. There's a lot of different regulations. So now we'll see what I believe needs to change in what actually is happening at the moment.

So in general, I think it would be preferred that it's legislation over regulation. So here with legislation we have all of government [common] enforcement. This is in the region I feel is something that people are going towards as opposed to just the ministry having to deal with it. So examples such as Australia, which has the OARC, which is the Office of the Australian Information Commissioner. We have privacy commissioners in Singapore and Malaysia. Singapore doesn't currently have one, although as we'll

get to it, it's maybe in the cards. But the whole of government having an independent body to enforce this sort of thing is something that legislation can directly affect, whereas regulation is very local to the ministry.

Further, with the enforcement, currently you get administrative enforcement which is admittedly common for privacy matters, where you'd find and enforce [inaudible] takings in Australia, for example.

Further, with debate, I think it's very important – and I think it's being discussed here with the multi-stakeholder model – that privacy issues are debated on a wide scale as opposed to local with a small group of people.

So we see that in Indonesia a lot with the ministries. They often create thing without pubic discussion and have to walk things back afterwards, whereas with legislation, while a lot of people don't hold the Indonesia parliament in very high regard they are focused to debate things and there is often a lot of discussion in the public eye about whether or not something is a good idea or not. So bringing something into legislation means it has to be opened up to all.

This is maybe my biggest point. This goes back to the international competitiveness point. There's a single source of truth. In Indonesia by itself it's very difficult to find a source of law.

Having a legislation, having a privacy act, a privacy law, is a single source of truth. It gives certainty for investors and organizations that, yes, Indonesia is a place that cares about this issue, whereas with regulation you have different ministries that can conflict. There's uncertainty from investors and organizations, and they can be hesitant to enter the market.

So just to close off, there is a draft law on personal data protection which lines up very much with what we've been talking about here. A draft law from the Ministry of Communications was released in early 2018. This was a draft law. This was in conjunction with the Ministry of Law and Human Rights. This actually may be a bit too much now, but this came out of a whole of southeast Asia effort to qualify privacy.

The intent was initially for the law to be passed by the end of 2018. This hasn't happened. What actually did happen – and this was a good thing and goes back to my transparency point – is a lot of private enterprises looked at the law and said, "Here's a few things that need to change." So they've gone back and they've redrafted it. The new draft should be out any month now.

So within the law itself we've got some concepts with come from the [E.U.], such as the right to forgotten, harsh financial penalties, which use the exact same wording as from the GDPR, and clear

definitions of personal data. Then they will create a privacy commissioner.

However, this won't be implemented soon. Indonesia is facing general elections next month. This isn't a political issue. This is very much one that's coming from internationally. While once the elections are done, which is presidential and legislative, they've got to form a coalition and then work out the agenda. I fully expect this will kind of fall off the map, but I do remain hopeful that, by the end of this year, Indonesia will have a singular law on personal data protection because it's important internationally, locally, and for the citizens that their data is protected.

Thank you.

MEGHAN HEALY: Thank you very much, Elliot. Does anyone have questions for Elliot, either in the audience of other NexGenners?

Wow. [inaudible]. Our next presenter is Desh Deepak Dwivedi – I apologize for butchering that – from China.

DESH DWIVEDI: Can you pass the remote?

Okay. Hello, everybody. My name is Desh Deepak Dwivedi. Originally I'm from India but because I'm staying in China and studying in China and working in China, I'm presenting on China.

So my presentation is more about the work that I'm currently doing right now in terms of an entrepreneurial venture that I have. I started this very recently, like eight months back, and the work was started a year back. Now we have full-fleshed company that's now fully funded by a French [inaudible] program, so we are really proud of that. I moved to China for this reason as well.

So I'll explain to you how it is related to ICANN's work and openness of the Internet and accessibility and everything.

So, personally, I never understood of the Internet or social media until I was seventeen years of age. When I entered college at 18, I started working with deaf and mute communities and other disabled communities in and around the national capital region of India.

We established for them some physical stores to sell some stuff, the handicraft that they produced and everything. It was doing well. They were earning fine. We were also having commissions and everything. At 18, I was earning $2,000 a month, so it was good.

But then we saw the potential of the Internet by the example of Ali Baba, who was working in China back then. The company was growing exponentially. So we said, "Why not convert all these offline stores into an online platform and create the first marketplace for India for such [inaudible] organizations?"

And we did that. It became in two years one of the largest online marketplace in India for grassroots organizations selling handicraft items. We secured a large amount of funding and later we converted to some corporate clients. So that's a different story.

But that is when I realized the power of the Internet and how the open access [inaudible] and really transform societies.

So it was a year back that I started this venture precisely. So before the Internet came, we all, in India especially, we only had three choices for careers. So either you're a doctor or you're an engineer or you are civil servant. Nobody thought beyond that. There was a reason for that because you never go to know about these opportunities, that they even existed outside of these three.

But then came Google and it opened all the avenues for ourselves. Today we are sitting at ICANN and presenting about all of our great things that we are doing in our countries or the policies we want really changed. My parents never knew about the policies being discussed in Parliament even because they didn't have TV

connection back then. They didn't have Internet. So, yeah, it was really difficult.

But now, it's so easy and we have to make sure that we really utilize the full potential of it.

But have you ever tried searching a term on Google where you get hundreds of pages of information and you are not sure which link is the right one or which you could go for or which information is very legitimate or whatever? Just try searching social fellowships, for that matter, on Google. I'm sure you'll get at least 150 pages of information and you'll never find a relevant one for yourself.

So this is the problem that we started with because, yeah, Google was there. Their information was open, but nobody knew what was relevant for them. Nobody knew where to start from. Nobody knew if I was the right person for this opportunity.

When I say "opportunities" I mean the fellowships, the internships, the jobs, the conferences, the seminars, this meeting of ICANN that we are attending right here.

So at any given point of time and any second, there are more than 10,000+ opportunities just revolving around the Internet, and we never know of them. So if we are in a certain field, we tend to move on the same field. We build connections. We score

opportunities from our friends, fellows. We search sometimes on Google find [whatever] is on the first page and we just go for it.

So we developed this problem. That was a problem and we developed this platform called Precisely. So before the IOS user starts searching it on the app store, I'm telling you that you can't find it in the IOS app store. You can only find it on the Android Play store as of now. So we are developing for IOS as well.

So Precisely is a platform which helps students for now – we are targeting professionals as well – to discover the latest opportunities tailored to their interests and skills sets. So we are making the already open Internet first of all more open and then secondly more accessible.

I'll tell you how we're making it more accessible. So our product is offered in more than 15 languages. You can see some of them on the screen as well. Many of these languages are the regional languages or India, which are only spoken in very remote parts of India. So many of the people in tribal areas, many of the people living in remote areas of India and other countries as well don't even know how to read or pronounce or they're not literal enough in English, or Hindi by that means, so it's really difficult for them to search the same keywords that we find on Google, the same keywords that we use to search for ourselves. ICANN's website is not optimized enough for a person searching [Gosthathi] or

Bangla, which are regional languages of India and spoken by millions of people. So I don't think that a person from that community can ever search about ICANN or know about ICANN or any other such opportunity. So we make sure that we offer – and we are increasing the database for it, so we are right now in 15 languages.

Then we have extensive filters for you to start from. So you can just select your bachelors, masters, science, management – whatever – for the first time, and we have integrated a very powerful AI engine with this application which knows how you interact with the application and develops and personalizes all the opportunities according to the person's interest, actually. Then you get the most tailored opportunities for yourself, which you never find on Google or any other website because we have a database of thousands of websites which is already there, and we have physical partnerships as well, so exclusive opportunities on a website as well.

So you can find all those opportunities only on our platform, and you don't have to search for it. You just open the application, you start swiping, and then you just get the opportunities which you will feel like you resonate with. You should start using that to more, of course.

We have created a small details page of each opportunity so that you don't have to go to the website and then search again and do the hassle. To just save you from the hassle, we have given small information on our application about the website. You can set custom reminders. Then we have hundreds of new features now if you open the app as of now. So we keep pushing new updates every week so that we are up to date with the current digital environment.

So how do we curate opportunities? It's really a unique way that we use. I'm not an expert with a technical background, so I can't give you more information. So I have to contact my technical dean for that, but I can tell you this. We use natural language processing to extract very important information from a curated database website that I already mentioned.

Then we have physical curators, a team of 45 people who are sitting right now in Gurgaon and Delhi in the areas of national [inaudible] regions in India, who are physically curating each of those opportunities. So right now we have 3,000+ active opportunities on this applications, and they are physically curated for you so that you don't get spam.

UNIDENTIFIED FEMALE: [inaudible]

DESH DWIVEDI: Oh, sorry. Okay. I will slow down.

UNIDENTIFIED FEMALE: [inaudible]

DESH DWIVEDI: Okay. Sorry. So sorry about that.

Okay. Then we use an adaptive collaborative filtering model, just like Spotify uses. I know many of you have already Prime Music or YouTube. So they all use collaborative filtering models. So we use the same model but with a different algorithm to do the same thing and to recommend you the best opportunities.

Then we micro-tag these small communities if you're a very secluded in Indonesia or India or Pakistan or any other developing country and you don't have access to all the information and data-specific demographic feature of your community. So we take all that into account and we have right now over 11,000 specified communities with specific demographic information with specific micro-tags on our application. We used those micro-tags to match the micro-tags that are on the opportunities so you can get the real matching thing. It really works out.

So our market size in India alone is 45 million students in schools and 28.5 in colleges and with 300 million people using mobile Internet already. So that makes it very huge.

But we are not so huge as of now because we just launched six months back. So this go-to market strategy is not important for here.

Many of you people are thinking, how are we making money out of this? Or are we even making money or not? So, yes, we are for sure making money. We are providing a guidance in applications. So if you are really interested in an ICANN application or IGF, for you guys, or any other [inaudible], we have partnerships with these agencies who communicate with us, and we are the intermediaries. We ensure that these are the legitimate ones who guide you with the application process, writing your SOP, applying to Oxford or Cambridge, or whatever. Whatever you want to do, we have a guidance system.

And it's in the making right now, so you may not get it for every opportunity as of now. So you'll see a tag of star on the opportunities that already have it.

We don't have ads as of now, but we are thinking of introducing them in the form of videos, which will be very interesting. It will be a game type of thing in which you will be interacting with the application more.

For organizations, if ICANN wants to partner with us, we have right now many international partners of great scale and we have sponsored listings for them. We target students by [inaudible] by location, skills, and qualifications.

These are some of our competitors. We are really different from them just because of the fact that we don't have a static website where we just upload content and let the users find the content for themselves.

So right now we have 23,000 downloads, which is I know not very much, but we are trying very hard. Because only four months of operation? Yeah, again. And 7,000 users on a daily basis and 3,000+ active opportunities. Each user at least stays for seven to eight minutes – that's our average time – on our application, which is the greatest in the industry so far. And our applications is ranked second and third in two different categories in the Google Play store.

Okay. So this is my team, the core team. So I'm heading the business development part, marketing and business development. And we have experts in technology and stuff in there.

The latest acquired partnerships we had was the day before yesterday, so I just added that up, with Future Corps. It's a great initiative in Bangladesh in India and in some other countries. We

are selected for the Udgam Accelerator Program powered by Numa, which is funded by the French government, and we have secured a 700,000 euros of funding for our startup.

Thank you very much.

MEGHAN HEALY: Thank you, Desh. Are there any questions?

DEBORAH ESCALERA: We have plenty of time. We're welcoming audience questions and NextGen [inaudible]

UNIDENTIFIED MALE: As Deborah said, I'm always having a question. Sorry about it.

So my question is, the app all about the online information. Do you have the offline activities? Maybe that can be combined with your online activities.

DESH DWIVEDI: Yeah. So for that, about a month back, we had a partnership with an organization called the Up Network. It's an organization which uses physical places of convergence to hold community meetings about such opportunities. So we partnered with them. I'm the Managing Partner for them for Asia. So we have partnerships in

Brazil and twelve other countries as of now. So we are starting not now but in two or three months that as well: offline events where people can really meet up of the same likings and the same mindset. They can share opportunities or how did they get it or if there are more people attending ICANN from a single country so you can all have a meeting in your desired place in the same country and the shared experience. Or maybe shared experience with you university students who might be willing to attend the same thing. So things like that.

So, yeah, it's in the process, but [not at this time].

UNIDENTIFIED MALE: Okay. Thank you.

DESH DWIVEDI: Thank you.

MEGHAN HEALY: Any other questions?

UNIDENTIFIED FEMALE: Okay. So my question is we have websites such as [All Your Opportunity] and Opportunity Desk which is pretty much the same concept except that's on a website and it's free. This is an app and it's paid. So what sets you apart?

UNIDENTIFIED MALE: [inaudible]

UNIDENTIFIED FEMALE: Oh, it's not paid, but you have to pay for a preview – no? Oh, okay. But, yeah, what really sets the app apart from these websites?

DESH DWIVEDI: If I have my slides, I can show you the slide for that. So you have [inaudible] opportunities, [inaudible] opportunities, Opportunity Hub, [Scol]. There are hundreds of these websites, but none of them, first of all, use AI and gives you personalized content. So all of them I can say by 110% surety are static websites that just use content which is already available on the Internet and just put it up on their website. So if you have visited [All Your Opportunities] or [inaudible] you can see that the content that they have on their website and the content that is originally on the website or the partner is exactly the same. So they don't do anything to curate anything specifically for you.

Secondly, they don't have any micro-tags, so they don't know where you're coming from or what you're looking for. They just have paid, unpaid, fully funded, which I know many of us only search for that: fully-funded ones. But labels they are never using. Right now, we are using more than 100 micro-tags for each of our

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opportunities. So that makes us really pinpoint to that particular thing.

So you may not get a hundred opportunities in a day for yourself because they shall not be resonating with your career plan or kind of activity that you have been doing on the application. But whatever opportunity you get on the application will be directly related to what you want or what you're doing currently. That's for sure on our application.

But it needs time, so as you interact, it builds up. If you know the concept of AI and machine learning, they learn from the interaction of your application. So not the first time. So as soon as you develop and start the habit of using the application, then it learns from you and it gets you the opportunities.

UNIDENTIFIED MALE: One question. You said that these opportunities are you get by crawling the Internet.

DESH DWIVEDI: Not just by crawling the Internet. It's like 60/40 for now. So 40% we do by exclusive partnerships. So those opportunities are only available on our platform and they are not available on the Internet anywhere else. And 60% we do the crawling from our database. These crawlings are also based on contracts. So we

have online contracts with these websites so that we can use their information on our website. So you'll see always that there's an official link on the website where it has been taken from. Content is curated so that we type it along by our content curators. So it's not like any copyright breach of their content being used on our application to earn money.

UNIDENTIFIED MALE: So my question is, if I have a kind of an opportunity that I'm knowing about, can I post it in your application to see others? Maybe ICANN wants to promote this kind of NextGen program or Fellowship program. Can they post it in your application?

DESH DWIVEDI: Really nice point. Actually, for now you can't because we only have a Contact Us option in which you can send us a query and we'll verify the opportunity for you and then post it. So it's a long procedure. It takes about seven days for now because we don't have that much team. But now that we are funded, we are starting this Instagram profile thing where you can follow the sponsored accounts. So if you are posting more than ten opportunities a month, you get a sponsored batch in which there will be a start on your profile and people can follow you or you can be a public figure on our platform and you can post

opportunities individually as well, just like you post for those on Instagram.

UNIDENTIFIED MALE: Thank you.

DESH DWIVEDI: Yeah.

UNIDENTIFIED FEMALE: Desh, I have a quick question. So you said that it's not a paid app but you did say you were making money. Is that from the sponsors?

DESH DWIVEDI: It's not from the sponsors. It's from the partners. Because we give them the sponsored listings, we ask them for the money. So after every five [cars], there will be a sponsored [car] shown if you have sponsors in those categories. We charge money for them. So we give them insights – these many people saw your post today, these many like it, these many saved it, these are the ones who go to the official link – and we give them an entire report for it. That's what they pay for.

UNIDENTIFIED FEMALE: Thank you.

DESH DWIVEDI: Yeah.

MARIKO KOBAYASHI: Hi. This is Mariko from NextGen. I really like the design of this app. I'd like to ask does your company have any partnership or collaboration with the local university in China or Asia-Pacific. I think it can be effective to make the user more [inaudible] if you wanted.

DESH DWIVEDI: Before coming here, I had a meeting with Dean [Ping Hao] of Beijing University, Beijing [inaudible] in Beijing. [inaudible] University, because I am a student of it, they are willing to have a partnership with us. We are looking forward to entering the Chinese market specifically. That's why we have joined the [Zero.AI] Program in Hong Kong if you know that. So it's the artificial intelligence-based accelerator program in Hong Kong and we have a staff of two right now in Hong Kong as well. So we are looking forward to, but it's really difficult to enter the Chinese market, as you would know, because we have to give over 50% of the company share to a Chinese person, which we don't have any contact with as of now. So that's why we're going to Hong Kong.

Then [inaudible] global company you call it in China. I'm not sure about the term, which you can register in Hong Kong and still operate in China and still target the Chinese market. So we'll be doing that. But it's a long [inaudible] and it's not confirmed as of now. But, yeah, the partnership is confirmed with Peking and we are trying [inaudible].

UNIDENTIFIED FEMALE: [Yeah, I got it]. Thank you.

UNIDENTIFIED MALE: I want to add one more point. I hope these apps can be free for the students forever. Thank you.

DESH DWIVEDI: Yeah. I assure of the fact that it will be free, for sure.

UNDENTIFIED FEMALE: Oh, sorry. Okay. Can I have a quick question? Because in the app you have different languages, in the application you have different languages, is the content selected for different speaking languages? So for example, if I'm from Indonesia and the language is Indonesia, is there any specific content for people in that language?

The second one is how you evaluate. How does the team evaluate the quality of the content of the opportunities? So you have team characters. So do they need to confirm the content and the qualities after you and [inaudible] from the web?

DESH DWIVEDI: To answer your first question, it was about the languages part. So if you go to the app, the first screen you'll get is the filter screen, where you have also the option of selecting the Indonesian language. So it asks you if you are right now staying in Indonesia and are looking up opportunities for Indonesia or if you are based remotely and looking for a [inaudible] in Indonesia or you are based in Indonesia and looking up opportunities in the international sector. So it asks you for that filter for the first time when you log in on the screen. So we have that feature as of now.

Then the content is based on basic translation, so any filters you select and where you interact with the application it automatically recommends you those specific opportunities only. So, yeah, we have that feature already.

The second question was about …

UNIDENTIFIED SPEAKER: The quality of the content.

DESH DWIVEDI: The quality of the content, yes. So after the web scraping thing – we have a web data scraper which does that – as I told you, the team of 45 interns we go right now go through each of those content and then only we upload it to the database. Each opportunity is in less than 50 words. So if you go to the application, you'll see that it's not more than 50 words. So if you see an opportunity, read the 50 words, like it, it's okay, you can open it really, and you don't need too much data for yourself. So that's why we have took this in mind before targeting the remote places, where they still use 2G in many places in India as well. So at the lowest speed possible, also you can directly browse it.

For images, some people also have questions about the images. The images, because they are very heavy and stuff, speed also affects that. But, no, in our application we also have done that. So you don't need to have a [inaudible] and you can browse the application on [inaudible] speed, which is really low as well. So less than 50 words. Thank you.

MEGHAN HEALY: Thank you.

UNIDENTIFIED FEMALE: May I ask a question too?

MEGHAN HEALY: Sure. Go for it.

UNIDENTIFIED FEMALE: This might be a delicate question, so if you don't like to answer it, then you don't have to answer. So I was just wondering if your [inaudible] not going for a sponsorship but only for a partnership, I was wondering whether it is enough for you to carry on the company. Usually, which does propose partnership first? Your company or the agencies? And how does this happen? Because I was wondering what will the partner gain in the partnership if it only has the application and that would be the only audience. Then what is the point of the agency to have a partnership with you?

DESH DWIVEDI: Okay. To answer that question, we get that a lot, actually. It was one of the primary questions that was asked in the interview of the Accelerator Program as well. So actually we just don't rely on partnerships because for now just because we have only 25,000 downloads today. We crossed 24,000-something.

So for these less number of downloads, you don't get very premium partnerships for you who can pay you really huge amounts of money. So you need to have at least a million

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downloads to get good partnerships which can pay you money for your startup to sustain.

So we are not relying only on that, but to start with we started with just that because we didn't want to bug our users with all the advertisements that come on the application. So that's why we didn't put ads in the front, because from the ads, you can earn a lot on Google. So for every click, they pay you – it depends on the country. [inaudible] In India, they pay you 0.8 dollars for every click. If you have 7,000 active users each day, that makes a lot. So that's why. But we didn't introduce the ads for now, just not to bug our users.

But we are planning to introduce video ads, which are much more expensive. So if a person watches five seconds of those video ads, you get 3.5 dollars in India. So that will be our major revenue source in the coming months, until we figure out something which maybe can be a very long-term solution or a partnership after we cross one million downloads, which [inaudible].

MEGHAN HEALY: Thank you. Our next presenter is Nisal Dileepa Waduge. I apologize. You can correct me on the pronunciation. Nisal is from Sri Lanka.

NISAL WADUGE: Hi. My name is Nisal Dileepa Waduge [inaudible]. That's my surname. I recently graduated from the University of Moratuwa, Sri Lanka. So I was a fellow for [Ethnic 44] in Taiwan and also I was a fellow of [APACA] 2018. So that's kind of a little bit of experience with me about Internet governance. I'm sorry. This is note should be not Free Your Speech. It should be Freedom of Speech. I'm sorry for that one. I'm going to talk about freedom and hate speech and what should be the government's role for identifying the boundary line between those things.

So if we go into free speech, we can simply see the right to express any opinions without censoring or any restraint. So even not only in the online, even in the real world, actually the free speech concept became before the Internet came.

So it has to be right to express any opinions which incites you to the world, to the other people, the community, without any [inaudible] restraint.

But the problem is this one. When we are doing this, we use this free speech opportunity, we mistakenly or we [inaudible] hate speech. Hate speech is something like speech that attacks a person or a group on the basis of attributes such as race, religion, gender – anything.

So there is a gap between these things. We can [have] free speech without crossing the boundary line and going to the hate speech.

So the problem which I have in my country is that government is trying to control the boundary line between these two [inaudible]: free speech and hate speech. In the name of hate speech contained, also government can reduce the ability or right to free speech.

So, actually, the main point is, should it be the government? I don't think so because we are humans. We all have responsibilities. The problem is that, when someone gets on online, even [inaudible], even most of us, we tend to wear masks. We are not who we are in society when we are online. So we express some things [inaudible] we have names and [accounts] with fake names. With the fake names, we try to inject anger, hate, and religious problems into society.

So I don't think it should be government's responsibility to be involved in this because, as human, we have a responsibility to behave well online and also in society.

So in my university, we have done research on impacts that occur from events. So it seems we needed a [inaudible] output. So we have chosen the stock market. So we have done the impact calculation on the stock market after some events happened in Sri Lanka.

So we used a lot of [inaudible] with [inaudible] because [inaudible]. We used NLP, Natural Language Processing, data

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mining and also I have published a paper on this one on this on [IC[inaudible] Conference, which is [inaudible].

So even after this thing, what we figured out is that after a bad event happened which made some kind of impact into the businesses, there is a reduction of stock prices. So there is a [inaudible] impact. So the communities. So does society also.

The main point I'm going to highlight is that any technical or any legal restriction will be always temporary [inaudible] weapon. It will be that things we won by war. It will be repeated by [inaudible]. So if you find a technical solution to filter the hate content, filter the bad things, someone will find another way. That's how this world is now.

So it should be our attitude to care about others and also how we are behaving online.

So this is a saying. Most people confuse this one with a [inaudible] Voltaire. "I disapprove of what you say, but I will defend to the death your right to say it." It's said by Evelyn Beatrice Hall. Actually, that's the kind of attitude we want [inaudible] in behaving online also. Also, Voltaire hasn't told this one, but this one. He said, "Think for yourselves and let others enjoy the privilege to do so."

So if you are in your country, [you] may be the main religion, the main part, the main community, but as humans, also others [inaudible] community should have these rights and privileges to have those rights and opportunities also.

So in Buddhism, it also discussed a much similar thing to this. It's called [inaudible] in [East Nepali]. It says that all these things are in my perspective and to think what will I feel if I had to face this current situation that he or she is now facing. Will I like it?

So, finally, I'm going to say that. The problem lies within ourselves. There is nothing wrong with the Internet. If you take a pen, you can write, of course. Also, if there's a sharp page, you can stab someone with that one. So it's how we use it. There's no problem with the Internet. It will be always temporary: the solutions found in technical or any legal areas.

So my final thing is please behave online as we behave in civil society. It's not something else now. It's a virtual society now. So everything you say, everything you mentioned, everyone sees and it could be published.

So thank you. This is my presentation. Any questions?

MEGHAN HEALY: Thank you, Nisal. Are there any questions?

Are there any questions for anyone who has presented so far, either from other NextGen or the audience?

I'll pass it back to Deborah.

DEBORAH ESCALERA: Okay. Thank you so much. I want to thank all the audience members who have attended this morning. That concludes Part 1 of the NextGen presentations. We're going to convene back here at 15:15 after lunch for Part 2 of the NextGen presentations. That will go from 15:15 to 16:45 this afternoon. We're going to break for lunch at this time. So NextGen, we are going to go the Diamond Room. That's downstairs near the Wiki Room. But we are not due in there until 1:30. So 13:30. We will meet at the Diamond Room at 13:30. So go ahead and stretch your legs. Take your time getting there because lunch will not be there until 13:30. So I'll see you in the Diamond Room at 13:30. Thank you so much.

UNIDENTIFIED MALE: Deborah, if I can add one [inaudible]?

DEBORAH ESCALERA: Okay.

UNIDENTIFIED MALE: I think our NextGen needs to give a big applause for our interpreters because they work so hard to translate our [inaudible] to the different languages. Thank you so much. Let's give them a big applause.

[END OF TRANSCRIPTION]

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