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DURBAN – Newcomer Welcome and Info Session  
Sunday, July 14, 2013 – 10:00 to 17:00  
ICANN – Durban, South Africa

JANICE DOUMA LANGE: Good morning. [FRENCH 0:01:04 – 0:06:20] ... to represent them for the first time, whether you are an end user. Whether you are just someone that has heard something about this ICANN experience and thought, “They’ve come close enough to where I live, and I’m going to into the free registration and see what it is about.”

And for you to not feel welcome, for you to not feel like you can get the special decoder ring to figure out what everyone else is talking about, is not the way that we want you to feel. We need every single person who walks in the door of an ICANN meeting.

Though the staff has grown about 200 strong over the almost seven years that I’ve been part of ICANN, and the community has grown to a record number coming to the Beijing meeting of about 2,200, we’re still not enough.

There is still not enough people to carry the workload of the ICANN experience. And so everyone of you who is listening remotely, every one of you who is in the room here with me, and the other community members and staff members who will be coming to you today, we all need you. We’re exhausted [laughs].

There is just a lot to do. So I want you to know that you aren’t the only one. When you walk the hallways and everyone seems to know

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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everybody else, I'm telling you, the last meeting in Beijing, or the meeting before in Toronto, they were here for the first time too.

They had the same look of bewilderment on their face that you're going to have today. So don't feel like they have the special secret code. They don't. They just got here one meeting ahead of you. So we're going to break you in slowly today, make you understand that you are not alone.

We have a way to bring you into this experience. Our first step is to make you aware of who we are, and that is being accomplished a little bit because you are here. We want you to be aware of the opportunities that exist within ICANN.

We want you to be aware of the actual work that we do. People are confused about the work of ICANN. People often think that we're doing things within the internet space that actually we have no mandate to do. So we want to make you aware of what we truly do do. Then we want you to build a base for participation.

We want you to feel like there is some place that you belong, whether you want to blog about ICANN, you want to write about ICANN, you want to publically comment about policies that we're building. Maybe you want to join a working group, start on a smaller scale, a more intimate experience, working with people from grassroots.

Maybe you want to jump right in, you'll find a community group; maybe it's a non-for-profit or the business constituency; maybe it's the At-Large, who welcome all end users; maybe you're working with a government and you want to step in and kind of listen to want the governments are talking about during this week.

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Whatever way you want to participate, is up to you. But there is a variety of ways, you don't have to feel burdened to take on a roll here, front row center in the spotlight immediately. There is so many ways to participate and get your voice and your message heard.

Then we want you to be able to engage. Truly engage in the experience. That means being in your region. That means talking to people about what you experienced here, and engaging them along with yourselves, to do something about internet service provider in your region.

To do something about policies that make sense for where you live. Engage with other community members. Engage with the staff. Engage with us to make things happen. Because that's the only way it does happen. Our staff is here to implement what the community tells us is important them.

What's important to Africa is not what's important to Asia. In Asia, what's important to Australia, is not important to Mongolia. So you're here to be the voice and engage in behalf of people who perhaps don't yet understand. Then we're going to talk about the ICANN meeting week, that will kind of be at the end of the day, where you are totally dazed and confused, I'm going to pull you out of it and kind of walk you through the week.

At the very end of this, we're going to talk about how to stay engaged. And again, we're kind of talked, you don't have to take on the whole load. Our goal here today, is to do in one day what we do in one week with the ICANN fellowship program.

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So take a breath right now [laughs] because turning a week into a day is no small undertaking. The ICANN fellowship program is an application based program for developing nations, individuals in those nations to apply for travel funding, for support to come to the ICANN meeting.

Once they get here, we go through a full week experience of ICANN staff and community members talking to us in a small room atmosphere. One on one almost. And we talk about breaking... We break it down to the community groups and exactly what they do. We break it down into kind of policies and things that we're doing.

But you're in a room of 30 people, and you have Fadi Chohade, you have Leslie [? 0:12:32] from the ccNSO, or chair of the ccNSO, and you're right there with them. Not in a large room with everyone else who is acting like they know what they know. But right there with them to talk and ask the questions you may not want to ask on a big stage or a big auditorium.

The fellowship week takes you slowly down the path...

JANICE DOUMA LANGE:

...at least part of the next step of your experience. What I would like to do right now, because I can talk up here and share with you all my experiences, but I brought with me today, two of our alumni of the fellowship program. Siranush Vardanyan and I'm going to ask them each to just talk for a couple quick minutes about their feeling and their experience when they first entered the doors of ICANN.

To share with you a little bit, that you are truly not alone in your feelings. [? 0:15:23]

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**SIRANUSH VARDANYAN:** Thank you Janice. Hello everyone, my name is Siranush Vardanyan from Republic of Armenia. Many of you may not have even heard about this country, but it's in the Caucasus, it's one of the former Soviet Union republics.

I started my development life with ICANN since 2008. And my first fellowship meeting was New Delhi. When I came there, this was the place where... Starting with that, I had no technical background, so when I came there I had no idea what these people are talking about.

And... But actually I was so lucky that this was the place where there were alumni, fellowship alumni, people whom you can go and ask questions. So I was happy to start the life with fellowship. Actually, I didn't know that time that I was so lucky, but the...

And it took almost several, two or three years for me to come to the point, what is ICANN really means. So to find out what different constituencies are there and where I want to be. I was just internet user simply, just without any technical background, just an user who tried to find how to use this to – this tool in my professional work, meaning in education.

So as an internet user, I started to be involved with At-Large constituency, the constituency which is dealing with internet users, and tried to go to their meetings to find out what they were talking about. One of my challenges which I had at that time, was Armenia, it belongs neither to Europe nor to Asia.

So I was somehow in the middle of nowhere. And within ICANN, Armenia belongs to Asia Pacific, but we, [location wise] are close to

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Europe, more to Europe. So I was frustrated which region I belonged to. And I started to participate in At-Large European part of the discussions and with Asia-Pacific simultaneously, to find out where I exactly have to go.

This is... At-Large is divided into different regions: North America, Latin American and Caribbean, Asia-Pacific, Africa, and Europe. So according to ICANN, as a representative from Armenia, I belong to Asia Pacific. So that's the way how I started being involved in those discussions.

I started... It's usually not as during the meeting, during face to face, it is the continuation after the meetings, we have monthly gatherings, online conference calls, and I started to participate on those conference calls as much as possible of course.

And for the last two years, I was nominated to represent Asia Pacific in ICANN nomination committee. This is the committee which selects ICANN leadership, and every year their announcement for leadership positions. And I was lucky to have that experience, to be involved in that group to find out more bottom up development in ICANN.

What it really means to the world, to the community, to internet users. Just recently, I was... Last year, I became a certified At-Large Structure representative from Armenia within this constituency, and represent Armenia Association for the Disabled [PU NIC 0:20:06], which means phoenix, the bird, phoenix.

So this is also another way, how to get involved as a certified At-Large structure, so you can represent an organization there. You can just an independent – individual internet user. But now as a certified At-Large

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structure, I just recently was selected as APRALO, Asia Pacific Region vice-chair for At-Large.

So this is another step for it. But I want to go back to 2008 when I was, for the first time as a fellow there. I just ask myself, “What am I doing here?” Probably this is wrong place for me to be. And what I did, I just after the meeting, I decided that I would go for the next meeting for sure.

And I went there without any fellowship, without any support. I just went to Paris to find out more, what these people are talking about because even at that time I didn’t know all these abbreviations these people were talking: ccNSO, GNSO, Registry, Registrar, it doesn’t mean anything to me.

But I... The first thing and tip I got, don’t feel ashamed to ask questions. There are no stupid questions. And if you think this is stupid question, I for myself got the lesson that if I don’t ask, I will stay stupid. So I need to ask in order to learn.

And I assure you every ICANN meeting you feel like a newcomer, because it’s developing rapidly. So many discussions at the same time, and you just got lost. But the question is that, you try to find yourself with smaller community, and then get more and more information. And not to stop your mind for learning.

This is the important tip for us to move forward with ICANN. And it depends on us. If you come to the meeting and go back to your community, and just stop doing anything, you will not move forward with that. This depends on us. If you don’t participate to the

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conference calls, if you don't participate in public discussions, if you don't participate just remotely to know what's going on, you will not – there is no development.

So we need to ask ourselves as well, we are not going only to expect from others. We are also are going to put ourselves into that process. So try to find yourself wherever you feel comfortable, in which constituency you feel comfortable, and try to get involved as much as possible by asking questions, by approaching people.

As Fadi said, just stop every person you think you might hear his opinion or her opinion, just stop this person and ask him. Fellowship morning sessions are exactly the place where you can do this with the key players, key – those who are playing an important role in each constituency and in ICANN development in general.

This is the place where you can come, and you can see that person very close, because otherwise these people are always somewhere on the stage or running around all the time. So come to the sessions in the morning, though it is early in the morning, but I assure you, it's really refreshing mornings, so come there.

Because during those four days, morning sessions, every constituency will come there and present specifics of what they are doing exactly. And you may come and by the end of the week, you will find out exactly where you want to be.

This will help also for your next plants, future plans, and also this will you back in your community. Just in my experience, after my being



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involved in ICANN, I also was involved in ISOC as an ISOC IGF ambassador, ISOC returning ambassador.

Last year I was selected as ISOC Armenia Board Member. So back in my country, back in my local community, I also found a way how I can bring this knowledge back to my country. It's not only me coming to those meetings, it's also me bringing back from those meetings.

So please wherever you feel comfortable, feel comfortable to ask questions and if see us, wherever we can be helpful, just stop us and ask your questions. Thank you and welcome to ICANN.

JANICE DOUMA LANGE:

[Applause] Okay, she's after my job and I think I'm going to have to give it to her [laughs]. Siranush and I have known each other since 2008, and I couldn't think of another way for you to really understand the experience than to have someone like Siranush talk.

I told Eddie, I said, "Eddie you have about two minutes." I think I forgot to tell Siranush [laughs]. No, there is no time, I really appreciate it. Eddie? Do you want to share a little bit?

EDDIE KAYIHURA:

Thank you Janice. My name is Eddie Kayihura and I come from Rwanda. My first meeting was in 2011, in October, in Dakar. And I remember the first day when Janice was telling us, you need to participate, you need to be involved in it. And as understanding, as Siranush said, nothing. I look at these people, what are they after?

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But for me, I have one goal. Because in my country we had a problem with our ccTLD which was managed by someone out of the country, and we had failed to get an agreement. So I come to ICANN trying to find a way to find a solution to our problem. And I remember one time, I went to a meeting of GNS SEC, that's a [ticky 0:27:12] thing, and because we've told, "Ask question, ask question," I just stood up and asked a question.

It was a stupid question. Now the problem is, the one I asked, it also was not a stupid question, and though I had the newbie stuck on my – it was not nice. It really made it very clear that it was a stupid question, and seriously I felt like I melted inside. And I'm like, "Maybe I should not ask anymore question. This place is not for me, and I should not talk anymore."

And in the next session, they were talking about GNS SEC, and I got a question, should I ask? Should I ask? And I got the courage to ask question, and actually they even discussed about it on the panel. And at the end, I walked towards someone who kind of get some ideas and I wanted to go deeper.

And he was talking to someone else, and when I spoke a bit with them and I told them my problem, the guy who he was speaking to is the one that said that, he knows someone that can help me in the meeting. So it was just like an accident, but that accident would have never happened, if I had never walked to them, if I never spoke to them.

And he introduced me to someone who help me, and today as we speak, the ccTLD back in Rwanda, everything went on smoothly, and I

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can say it was because I dared asked another question after stupid question that got slammed down.

And yes, this is my I would say, second and half meeting because I went to another meeting in Prague, and it was not very well. And I hope to know more, and understand more, and find... And I can tell you honestly, I still don't understand everything that is happening here. And I hope to get more. Thank you. I hope I didn't go over.

JANICE DOUMA LANGE:

No [applause]. You hit it perfectly. And as you can guess, I... It was very difficult for me to choose just two of my fellowship family to sit up here and speak. And this is the first time in the newcomer program that I've asked the alumni in the fellowship program to join me here at the table and speak, but truly, from two very different perspectives.

And to look as an end user, an everyday person like you or me, when I came to ICANN in 2007, I had worked for the Disney Company for 20 years. I had taught school before that. I couldn't have been further away from anything to do with ICANN. I had to look it up when I was asked to interview there.

I literally had to look it up, I had no idea. I am in a state of learning in 2013. From a country perspective, what Eddie experienced – and when I first met Eddie in Dakar, that opened yet another window for me. An experience that I could never understand. I have no way in grasping what people of other countries and other cultures are struggling through, are experiencing.

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Their experiences are not mine. All I can do as a part of ICANN staff, realize that I have an opportunity to, through the management of the program, to offer people like Eddie the door that he can open, that he can find the people that are going to solve his problems because I can't do it.

I'm not supposed to. But Eddie, your experience was so unique and I was so impressed with you, which is why I, in the end, did ask you to come up here. He was way too tall for me. You know, the first date just really didn't go that well, but he just struck me as a person who did not let the confusion of the ICANN meeting derail him from the challenges that Rwanda faced.

And that he, as one individual, came to the meeting to try to find a solution to. I couldn't have been more impressed. Siranush, I couldn't be more impressed by an individual who did not let the New Delhi experience thwart her from overcoming the challenges of the post-Russian experience.

I could never understand that if anyone asked me to. How could I? But within ICANN, she was able to ask the questions and find the people in her route, through At-Large, that could answer her questions because they had similar experiences. Someone in there has similar experience that I couldn't afford.

So this program, being here today, the whole idea is that you get to look around at the faces around you, realize that they are all going through the same thing that you're going through. Their challenges may be slightly different because of where they're coming from, because of

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coming from a government or a country, code representation that they're coming from an academic or a business point of view.

That the challenges in their region are not yours, but look around those faces are still the same, new to this experience face. And it is your challenge, through the meeting week, to not be afraid to extend your hand to anyone in the hallways.

But now you have two more faces, that you know, that you can extend your hand to find anywhere, who can help you through this experience, and that's why I wanted you to meet them. I want to point out that throughout this day, we have microphones for you to speak back to us and ask your question.

There is no stupid question, question. So if at any point during today, you would like to just ask any one of us to just stop and clarify what we're saying, or ask a question, please do so. Put up your hand. We have some wonderful individuals here that are helping with the microphones and they will bring a mic to you.

But I want you to start today and not be afraid of the experience of getting on a mic and asking a question. The one thing that I'll ask is that you state your name for the record, we are live streaming out to everybody else, so do state your name for the record. If you are here on your own behalf, this is your first tip about ICANN, say that you're here on your own behalf.

If you are here because you are representing the opinion of a voice you've been told that you are to represent the opinion or voice or an entity, you can say that. But my tip is, most likely, as a newcomer, your

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best to just state your name and you're here in your own personal capacity, as a learner.

So it's a very careful step you have to make when you're on a microphone at ICANN, to make sure that you're not misrepresenting, or speaking on behalf of an entity that has not told you to speak on their behalf, to put it very simply.

So anytime that you get on a microphone for our transcript, please just do state your name and it's great to always know where you are from. My fellows always say they're a fellow, I make them, and I do pay them as well. So starting right from here, I do want you to feel very free to just raise your hand, and we will come around with a mic so that you can ask your question.

EDDIE KAYIHURA:

Once a fellow, always a fellow.

JANICE DOUMA LANGE:

Once a fellow, always a fellow. So the next part we're talking about this morning – and again, thank you Eddie and Siranush very, very much. The next part about where we're going to go this morning, I'm going to hand the microphone over to a couple of folks who are going to introduce themselves, and their experience, and then talk to you about the ICANN – the internet ecosystem, and how ICANN fits into that system.

This graphic that we have up is a little daunting. You'll find this graphic on the ICANN homepage. We also have handouts of this at the ICANN

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booth in Exhibition Hall 3AB. With all the other sponsors, you'll find the ICANN booth. It's also the newcomer booth.

It's your welcome area, your place to find people like Siranush, Bridget who is helping with the microphone here, who is part of our ICANN staff. It's your place all week to come and ask questions, or find direction, or get some assistance on what sessions to go to.

There is 220, so a lot to choose from. So we're there to kind of break it down a little bit for you further, and I'll talk about that further later this afternoon as well. But I'm going to turn the microphone over to Mohammed, Kim, and Nigel. I'll ask the three of you, one by one, just – say who you are and just how you represent yourselves here so everybody is familiar.

There is staff, community, etcetera. And then Mohammed is going to talk a little bit about this diagram and kind of what it means. Not specifically, of course, but from his experience. We really want this to be, again, an exchange. So the gentlemen may even interrupt each other throughout this to kind of share this. But Mohammed, if you wouldn't mind.

MOHAMMED DIOP:

Thank you Janice. Good morning everybody. My name is Mohammed Diop, I'm from Senegal. I'm a newcomer. I have been in ICANN for many years, but as the previous speakers have said, Siranush and Eddie, all of them have confessed that every single ICANN meeting, we are all newcomers.

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So don't feel shy. We are all learning, everything coming new to everybody because this environment, where we are, is just shifting and moving every single second. It's just amazing. So I have many lives in ICANN. We can say that because I have been involved in the IP addressing environment since '95, '96.

I have been a member of [Alan 0:38:27], using for the National Telecom Company, '97. In '98, I've become a member of RIPE. For those that don't know what [Alan] means or RIPE means, it means the distribution of IP address worldwide have been managed, over the past years, by four – by three international organizations.

One was called for RIPE, for European. One was called [Alan] for the American country and Latin America. And the third one was APNIC. When I joined this environment, I was managing routers and switches in the telecommunication environment, I joined in order to get my global IP address, it was '96, '97.

And some African folks like you, come here and say, "Why don't we have our own in Africa?" Because if we need IP blocks, we need to talk to the European organization, or to the US organization. And some of us that are fighting to setup what we now call AfriNIC and everybody here heard about AfriNIC, so AfriNIC has been setup seven years after some [? 0:39:45] saying that we need to have our own.

And the same movement happened in Latin America. And today, we've got five regions, five regional internet registries. One for Africa, one for Europe, one for America/US, and one for Latin America, and one for APNIC, that is for the Asian Pacific.



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This is just to give you an idea about the first background that was really technical, growing networks, and trying to make things move. So, after that I... Some people trust me and pushed me to become part of the [? 0:40:27] of ICANN, from 2001 to 2005.

And I start listening, and learning more stuff, that I have never heard previously because I was on the routing side trying to make packets reaching in and out. But for me, it doesn't mean anything. I mean, a domain name...

I mean, all of this stuff, for me, it was not my environment. In the year 2006, I just realized that there was a lot of things missing in Africa because we sort of build networks, that's fine. Okay. And what about the domain name business? Where are the Africans? Where are you?

And I realized that out of the business of registrars, so we're more than 1,000 organizations and none of them was in Africa in 2006. I said, "Wow. What does it mean?" Where Africans? [Are] they sleeping? Or [are] they... Do we need to shake them up saying, "Hey guys, there is business here. Why don't you come and join?"

It showed that there was more opportunity that this environment is creating for everybody here. And I start this new business of registrar, and I create a company called [Halo 0:41:43] dot com. But between my life of IP business and registrar business, there was something very important happening.

It was what we called the IGF, the Internet Governance Forum. And we had a chance to be part of registry holder model even inside of my country because we create a group where we put private sectors. It's a

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society and government together in order to represent our country, and this discussion about the Internet Governance Forum.

How are we going to manage the internet, what is the part and the portion of private sectors, civil society, and all the others. I mean, how are you going to participate? How are we going to balance in order to give voice to all of the stakeholders. I mean, it become really tough and we get this summit in Geneva, and Tunis.

And this show you that between, we move from one issue on IP addresses, to another on the internet governance, to who is going to manage the ccTLDs and so forth. So what all this means to you is what? We're part of an environment that is very complex, with many actors trying to be part of it.

The member that we get some language barrier, and ICANN has been struggling over 10 years for a set of standards for the internet to become internationalized, that's what we call the IDN. I was part of that working group since the beginning until 2010, when the standards of have been issued.

And now IDN is a reality and they've got many countries who get their own script available on the internet where their community can share their knowledge, and their passion, and everything that they want to share on the internet. So this means, if you ask the question, who runs the internet?

We'll say, "It's everybody, it's nobody." It means, what does it mean to you, newcomers? It means that you will define your path into that environment. Nobody is going to do that for you. If you heard about

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Eddie, and you heard about Siranush, you will understand that there is no two other members who've got the same path, and who do exactly the same things.

It doesn't exist. Some of us are more security oriented. We care more about cyber security. You will find enough room and space in ICANN to discuss. We want to discuss participation, fellowship is an example. You get many other ways that you can help people try to understand and be part of all of these things.

You want to discuss standards, you want to discuss protocols, you're right there. I mean, you have all of these institutions that are sister institutions, that are partners to ICANN, work closely to them. You've got ITF. You've got AIB. You've got...

I mean, all of these environments where people are talking about standards, they are talking [? 0:45:02] of the internet. So it seems like ICANN has tried to be like a herd of a model, where the only thing that we're trying to make up, the value of this group, is to give a chance to all of the stakeholders to feel themselves as the owner, the participate, and people who commit themselves to make things move.

If I have to just summarize this as a slogan, ICANN is all about learn, understand, participate, and change. You can first, you need to learn. Don't be shy to learn. Everybody has got to learn. Even now, every single meeting I'm learning. I'm following the works in different working group, which I have interest and time to follow.

And when I try to learn, I try to understand. And if I understand, I can ask question or I can give such suggestion. This is not the Bible, this is

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not the Koran. It means people think, and when they think they can give proposal on the table that can change things.

You are able to make things change. You are able to make things change in your country. You're able to make things change in the global policy in which you might be involved. This is the message. I mean, everybody has something specific because we've got minds, we've got brains, and we use them in order to better process.

This is all about ICANN. You're a lawyer. That's your place. You are technical people, that's your place. You're a business entrepreneur, and think about making new opportunities for Africa, or for any other part of the world, here is a new area of business. Let me give you an example.

One of the biggest investors worldwide, that we call Warren Buffet, and you know him, he is one of the top 10 fortune in the US. He invests last year, and it was the first time that he invests in this IT world for over \$600 million in various, getting started in it. It means what?

This guy, who is just the most conservative investors in the US, who invests all of his money in structured business like Coco Cola and all the others because he said, "I'm not putting money in things I did not understand really, and I'm not sure that these things are going to last."

So this guy, start investing in our environment, in our businesses. What does it mean? You will be able to convince all the other previous investors in your environment, in Europe, in US, in Africa, in Asia, that digital economy, the DNS industry, represent a lot of [? 0:48:06] of opportunity for investors.

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It means what for you young entrepreneurs and young fellows? You can find ways to have more interest people, following you in your passion, to showing them that it's not only about technical stuff. It's business.

It's real business. It's opportunities. You have the chance to help make change in your country, and you also have the chance to make this [search engine 0:48:38] worldwide. This all about ICANN. So we don't say that we are alone to do this. No. We can be individuals. We can be organizations, international organization.

We can be... I mean, it's really up to you to decide, your role in that ecosystem. I don't know Janice, if this summarizes a little bit what all of this is about. But I mean, no matter what your background is, but you can make it.

I mean, you can learn. You can understand what we are talking about, and you can make some change, this is all about ICANN. [Applause]

JANICE DOUMA LANGE:

I feel like we have a whole day in front of us here and we're all going to just sit and listen to Mohamed. I really appreciate... And this is why I wanted Mohamed to sit here. I had the pleasure to meet him several years ago, and he currently is a selection committee member for the fellowship program.

Because he can see individuals and applicants, from his experience, and can understand what they need, and why they need to be a part of this ICANN, and this internet ecosystem experience. So Mohammed has really kind of taken you on a bit of a journey.

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His own personal journey. Also has alluded to a lot of the other players, or actors, that are in the internet ecosystem and in the space that ICANN lives within. We're only one actor in this space. We have to partner with others. Kim Davies, on our ICANN staff, has to partner – not has to, actually, I think enjoys partnering with different organizations outside of ICANN.

And I'm going to ask him just to let you know about what he does in the ICANN space, because I'll just flip over here, in the domain name system space, a little bit about within ICANN, but then who – from a partnership stand point, how that makes sense in the rest of the ecosystem. Kim?

KIM DAVIES:

Thanks Janice. Since we went on a journey [laughs] in terms of background, it's probably useful to explain how I ended up at ICANN as well. Today, I'm the director of technical services at ICANN, which primarily means running a lot of the technical systems that underpin the domain name system within ICANN.

But I didn't start off at ICANN in the beginning as well. I in fact started as a community member. I was involved in the internet service provision industry in Australia in the early to mid-1990's. And around that time, dot AU, the Australian domain wasn't being run in a way that me as an individual thought was optimal. It was very expensive to register domains.

I think they were around 150, 200 dollars per domain per year. It was quite inefficient. It was basically being run in a run that I thought,

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personally, could be improved. So there was a nascent group of people in the internet industry that thought it could be done better.

We came together and had a few working groups. We ultimately created a new organization to run dot AU. That organization failed, but a couple of years later we tried again, and we created what became known as auDA, the Australian Domain Registration. And this organization had buy in from the government of the country, had buy in from internet providers in the country, had buy in from the registrar at the time, and we created an organization.

So we were ready to take control and manage the dot AU domain around 1999, which was coincidentally just when ICANN had been created. So we approached ICANN and asked ICANN for what's called a re-delegation, we wanted to transfer operation of dot AU from the previous administration to this new organization.

We were successful and the rest was history. But that, I guess, was my first taste of ICANN back in its early years, being involved with this community, much smaller back then. I went on to do other things, but I came back to the community a few years later, and then ultimately got hired as staff.

So I've been working for ICANN for a number of years now, on the other side of the fence, but I certainly have an appreciation for what it's like to enter the ICANN community, what's it's like to come from a country that previously really hadn't had a lot of international involvement in these kind of things, to go through the ICANN processes, to get involved in things, and to understand how it all works.

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So everyone, as we heard earlier, has a story to tell and my unique story is that I wanted to accomplish something, and I needed to come to ICANN as a forum, and that's how we got what we needed to get in our country done.

So that's a bit of background on how I got to be where I am now. And in my current position, I get to basically be on the other side of the fence. I'm fairly heavily involved in delegation and re-delegation of top level domains.

Eddie, who was up on the stage earlier, I spoke to him at length over the course of several years about how to manage the domain for Rwanda. And it's one of the most interesting parts of my job, I get to understand what's happening in different countries, talk to relevant people within the country, and workout ways in which we can facilitate improvements to their local infrastructure.

So with that said, why are we all here? You can go back a slide. So ICANN exists for a really fundamental reason. We all say that the internet lacks central coordination, and in a sense that's true. The internet is made up of a lot of different organizations that just agree to talk to one another over a network.

And the internet that we have today is really the result of that. But in order for it to work, the technical underpinnings of the internet really have to speak the same language, and this means that computers need to communicate in the same way.

And some of that central coordination that is fundamental to that is what ICANN really exists to do. The first concept is that every computer



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on the internet conceptually has its own unique number, something we call an IP number. Now, for them to be unique, there needs to be some kind of central coordination of how IP addresses are assigned, otherwise there is a very good chance that different people around the world could be issued with the exact same number, and then the technology simply wouldn't work.

So ICANN's role is to in part, oversee the global distribution of these numbers. We heard that there is five organizations, regional internet registries. We assign large groups of IP numbers to these organizations. They, in turn, give smaller groups of IP numbers to internet service providers. And in turn, they assign individual numbers to their customers.

So that global coordination that everyone here, everyone around the world can get an unique number for their computer, and that, in turn, allows the technology to function. Now these numbers are not very useful in and of themselves, they are quite long, they are not very memorable.

So in the early 1980's, there was a recognition that IP numbers, in and of themselves, needed to be expanded upon. The result was a new technology called the domain name system, it's what we all know and love, here at the ICANN meeting, which is a system of names to map to those numbers.

The names are much more memorable, they're easier to use, and they really facilitate using the internet in a much more convenient way. So domain name system, much like IP addresses, also needs to be globally

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coordinated. If you type in Google dot com into your computer, you expect it to go to the same place no matter where you are.

It wouldn't make very much sense if you typed in the address in one place, and you got the company Google, and you went to a different place and you went to an entirely different company. It's important that domain names are allocated to one entity, that they work globally, that they interoperate correctly.

So this global coordination of the domain name system is also very important to having the internet work as we expect it to work today. And ICANN was formed at a crucial time in the internet's expansion where there is a recognition that there needed to be this global, multi-stakeholder organization that kind of managed how the DNS, how IP address allocation, and how all the other technologies I haven't mentioned yet, evolved.

ICANN was created as a forum to discuss these kind of global issues about how these resources should be allocated. So. Let's break it down a little bit in terms of what this really comprises of. So slipping out of order a little, this domain name system as a whole, we can break that down into a few key areas.

Firstly, I think a big topic of discussion at this meeting and certainly for the last few years at ICANN, is what we call generic top level domains. There is 22 of these right now, these are the dot COM, dot NET, dot INFO. These are top level domains that are not tied to a specific country, but rather tied to, I guess, more like a specific concept.

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Some of these are what we call sponsored TLDs, they have a fairly narrow mandate to serve a particular area of interest. Others are essentially open to whoever wants to register a domain name. Right now, we're in the midst of a rapid expansion of a number of GTLDs.

I'm sure you'll hear a lot more about that later in the day. But GTLD policy is one of the key aspects of what ICANN coordinates globally. Another area is country code top level domains. So every country in the world has at least one top level domain of its own, a two letter SP code.

For South Africa, that's dot [SA 1:00:04]. In the case of Australia, it's dot AU. We also have IDN ccTLDs. What that means is that for countries that don't use Latin script as their native script, they also are able to apply for a rendition of their country name in something that's more useful for them.

So a lot of the Arabic countries, for example, have applied and received their country name written in Arabic as a top level domain. In Russia, they have RF written in Cyrillic. Chinese speaking countries have also obtained their country names written in Chinese script. And this really helps facilitate usage of the internet in those regions because typing with the letters A through Z is not really easy for them to do.

So the new benefits of IDN technology, of these kind of top level domains, is allows everyone around the world to write domain names in a way that is intuitive to them. Another aspect of the coordination is what we call the root zone.

Now what the root zone really is, is the registry of the TLDs. It's the official list of what TLDs have been allocated and who they've been

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allocated to. This is one of the functions that my team specifically works on, and that involves receiving requests to assigned TLDs, evaluating them, making sure that they are operational, and performing a lot of the day to day maintenance to ensure those top level domains work.

Doing this, we work very closely with the registries that work with those TLDs. And we implement certain policies to make sure that everything works correctly. I mentioned IP address allocation before, one of ICANN's functions here is to allocate those peak groups of IP addresses to regional registries, who in turn, assign them in smaller batches to others.

This global allocation function is really sort of key to ensure that the internet technically functions. One thing I haven't mentioned, and I don't intend to go into too much detail on, is what we refer broadly to as protocol parameter registries. This is a part of ICANN that you probably won't hear much about at all this week, but it is really core to how the internet works.

A lot of the politics, and a lot of the challenges to managing the internet, really revolve around IP address allocation and domain names. But there is a whole broad range of other allocations that ICANN makes that keeps the internet working that you don't really see.

Internally within your computer, there is a lot of different names and numbers that are used to facilitate communication. For example, when you're sending a transmission from your computer, whether it's an email or a web communication, the way that your computer determines that this is an email versus this is a web page, is using a technology called port numbers.

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These port numbers need to be allocated, they need to be globally coordinated, that's something that ICANN does. And we do that relatively quietly because it's not very controversial. Every time someone creates a new protocol on the internet, they need to get one of these unique numbers assigned, and it's one of the functions that ICANN does.

Similarly, there is a raft of other different allocations that ICANN makes that don't make the newspaper, but are important to ensuring that the internet functions successfully. There is a few other minor functions that we do as well in terms of our technical coordination. One that's interesting that we recently started doing about a year ago, is what's called the time zone database.

The fact that your computer knows what time zone you're in right now is really a reflection of this database. It's a record of all the different time zones around the world. Every time a country changes the rules about when there are going to start Daylight Saving and Daylight Saving and so on, needs to be reflected in a way that computers around the world understand.

So we maintain a database of all those different time zones around the world. That's built into your phone, it's built into your operating system, and we work with the community that manages that. We work with entities like operating system vendors and so on to make sure that up to date time zones are located in all of your computers.

So that's just a taste of, I guess, the coordination function but you know I think we covered some of the key areas of coordination that we do.

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And obviously we do it in a very complex way. I don't know if you want me to talk to this, but [CROSSTALK 1:04:50] [laughter].

JANICE DOUMA LANGE:

You can just keep talking. Honestly, I mean, you see me sitting here just staring down at Kim, and it's the same thing I was doing with Mohamed, I have to be honest with you. I do this at each meeting now, and I learn something every single meeting.

You get into your function, you do this in your own job, you get into your function at your desk, and you're doing what you do. Light bulbs go off for me every single time I sit here and listen, and I really... Even yesterday, I said, "Kim, I know your days are really busy but it's just really cool when you talk. I would really like it if you can be here and talk."

And I'm not blowing smoke up, as the saying would go. It really is... It's important that all of us, when we're working on staff, because we are a voice for ICANN when we open our mouths and try to impress our friends with the fact that we work in this place, what we do and what we don't do is a message that's just essential to get out at this meeting.

And when Kim is really getting down to the technical, "This is what ICANN does," we're not exactly saying, "This is what ICANN doesn't do," and I think one of the things that we – that I had to learn, was that ICANN doesn't control content on the internet.

And that's really surprising to people. People come to ICANN and say, "You've got to do something about X, Y, or Z." Well we can't. That's not our mandate. That's not what we do. But the functions that Kim was

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just talking about, is just so important for you as a voice, and for you to understand, what exactly do we do?

And then that we do actually evolve and take on other responsibilities. And it was interesting because Kim kind of said, we do this and it's kind of on the quiet, and it's an interesting thing because some people think we are doing things kind of out here so that everybody is not watching what one hand's doing, like quickly we're doing this over here.

ICANN is accountable and transparent. All the functions that we coordinate and that we do, be then kind of in the background, kind of technical, that really don't affect us as an end user, we still need to be able to publish that on our website.

We need for everyone to understand what it is that we do transparently and be accountable for it. So it's just always interesting for me to just sit here and refresh myself once again through Kim's eyes and his voices, about what it is that we do in the internet space, and kind of coming down from the place Mohamed had kind of brought us in the journey of all the players.

And then you get down and say, "Hey, we're one player, and here is what we do." And we try to do it to the best of our ability but again, we depend on the community to tell us when we're doing it well, when we need a little help.

Kim came into ICANN to say, "We need to kick this can a little bit because it's not working for us in Australia." So we develop policies here... We implement policies that humanity, bottom up, creates. We're going to talk about how that happens this afternoon with one of

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our policy directors, but I just again, I just find this so interesting to me to kind of refresh and remind myself where we are in the whole internet space.

What we're looking at here, again, it's a graphic that you'll find on the ICANN website, it's a graphic that I can get you a picture of at the newcomer ICANN booth, but what we're leading into... And I'm going to have Nigel, one of our regional vice presidents, go into the next slide and kind of talk about is, the tool that ICANN, as one actor in the internet ecosystem, uses to get their work done.

And it's the multi-stakeholder model, and so Nigel I'm just going to have you introduce your fine self to this wonderful crowd and talk a little bit about the multi-stakeholder model and the players in that. And how you use it as a regional vice president.

NIGEL HICKSON:

Yes. Thank you very much. And good morning again to everyone here. I'm not going to talk a great deal about myself because it's not particularly interesting. I come from London, which is a small little village in a place called England. [Coughs] I worked for the UK government for 40 years, which was a long time.

So I started as a boy with the UK government, and after 30 years they discovered who I was and sacked me, so I came to ICANN. [Laughter] So I've only been in ICANN 18 months, and it's quite a change from working with a government.

In the UK government, I worked mainly on internet related issues, and telecommunication related issues. And I think from the early days of



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the internet, one got a passion about the internet. I was involved in advising ministers what the internet was, government ministers, what the internet was in the early 1990s.

At that stage, the word internet wasn't on everyone's lips. Occasionally featured in the papers, in the news media, someone would talk about the internet and it could be useful for the future. And people asked us was the internet going to go anywhere? Was it going to be like a craze like skateboarding or something like that? It would just go away.

And it was quite difficult in convincing opinion formers in Europe at that time that the internet was going to be something that affected everyone's lives. It's been a journey of discovery for many of us, the internet and certainly the ICANN world is all important.

Now I'm not going to speak for long, because I think it would be good to have a discussion. The internet is complex, clearly. And we talk about the multi-stakeholder approach. Now what is the multi-stakeholder approach?

Let's look at it very simply indeed. There are some issues in life which governments decide on. Generally speaking, governments, and we're all – we either a citizen of a government, we're a business in a particular government, or some of us work for governments, and some of you work for governments.

If a government decides to impose a tax, if a government decides to impose some form of levy or regulation to do with money, then generally speaking, they'll impose it. They might speak to the bankers.

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They might speak to various parts of the international community, but they impose a tax.

Why is the internet any different from that? And I think what it comes down to, is that in the early days of the internet we realized in governments, that the internet is going to be something that governments alone, governments have a clear roll, that governments alone wouldn't really have the local song.

So for instance, that the development of the internet was best discussed, was best developed, by a multitude of people. Now to you, this sounds obvious. It sounds obvious that if a group of you meet in a room and all share your ideas together, then the outcome of that discussion is going to be better than if you went into that room, and just one person had all the ideas and the other people didn't speak at all.

Collectively, our ideas, our experiences, our knowledge, our skills go to make up this multi-stakeholder approach. And that's all the multi-stakeholder approach is. And the multi-stakeholder approach happens within the ICANN community. It happens within the ICANN community in terms of the different organizations that make up ICANN, and you'll hear a lot more about that this week.

The actors within the ICANN community, the staff of course – we've got a slide you see. What makes up the multi-stakeholder model? Well this is the internal ICANN structure. We have the Board of Directors, they are very important. I have to say that as a staff member, I have to say that the Board are important.

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Of course the Board are important. So we have the Board of Directors, we have the president, the CEO, Fadi Chehade, you'll hear from him later. And then we have these different parts of the community. Now I'm not going to discuss these parts in great detail, but just look at...

And the acronyms, as many people have told you already, don't be afraid of the acronyms, just use them. Just go into the corridors and use the acronyms. And it doesn't matter which one you use, it really doesn't matter. You can use any acronym in any situation and people will be impressed by you.

Oh yes, yes. They might give you a peculiar answer, but they will be impressed. So don't get head up by the acronyms at all. But just going down this side, the ASO is what you've been hearing a bit about. The...

In terms of the numbering, in terms of the guts of the internet, the people that actually control the regional internet registries that give out the IP addresses. You've heard about that and those are these organizations there, that come together in the ASO grouping.

There is then the generic number support organization. Now this is a peculiar name, isn't it? I mean, when I came to ICANN 18 months ago, I said, "Whoever thought of such a stupid name?" The GNSO. And then I went to a GNSO meeting and they said, "If you ever say that again, you're out."

So I would never say that the GNSO is a stupid name. Never, ever. But the GNSO is made up of the generic people. The generic people, as you've heard, are the people that run the generic top level domains, the

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dot COM, the dot NET, the dot ORG, the 22 that you've heard at the moment.

And how many are we going to have in the future? We're going to have thousands of top level, generic top level domains. So the GNSO, no doubt, is going to be a big organization in the future. And the GNSO just doesn't consist of registrars and registries, but it consists of internet service providers, business, non-commercial actors, non for profit organizations.

So it's a big, important part of the ICANN structure. We then have in the middle, the At-Large, the nominating committee is a committee that deals with nominations to the Board. We then have the At-Large community, which is the users, which is the user groups, the ISOC chapters, the consumer groups, other groups which are the users of the internet.

And the At-Large community, and now no doubt will talk to a very important community because they're our soul, they're our conscience. I mean, it's no point having generic top level domains. There is no point having country code domains. There is no point having ICANN unless there are internet users. Unless there are people that are willing to engage in the debate and actually use the domain names on offer.

And therefore the At-Large community is all important. The country code number support organization, the country codes. The country codes that Kim has described, if you like, were the fundamental bedrock of the internet in terms of the sovereignty of the internet. In terms of the international global reach of the internet, the country code domains are all important.

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And then on the right hand side, we have some of the technical community that perhaps are unsung to an extent, that do this vital job in bringing forward the internet standards which underpin the work we do in terms of international domain names, in terms of IPV6, in terms of the security of the internet.

And then at the bottom there on the right, we have the government advisory committee. The government advisory committee is the group of governments. They meet here at every ICANN meeting. There is 124 governments in the government advisory committee plus various observers.

So that is the multi-stakeholder approach. And I'm going to finish on the multi-stakeholder approach for ICANN. But if we can go to the next stage, I'm not going to say a lot about what regional staff do because Pierre is here, and Pierre Dandjinou is the regional vice president for Africa.

And although sometimes, in Europe, I say, "Well Europe is near enough to Africa and therefore it doesn't matter," but he is the real expert in Africa. But let me finish by just saying a bit about the multi-stakeholder approach globally on the internet governance, because it's important that you understand the context in which we're working.

Because ICANN, as has been said, is just one of the many bodies involved in terms of the structure of the governance of the internet. We have the ISOC. We have the RIRs. We have other international governmental organizations, the OECD. The economic organizations.

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The world trade organizations. The world intellectual property organization. The international telecommunications union. The United Nations. There is lots of bodies that have a locus on the internet in one way or another.

We have to work, as ICANN with all of those bodies. But our main focus in working with those bodies is to try and spare it, try and champion the value of the multi-stakeholder approach in terms of the governance of the internet.

But the governance of the internet should be something that comes up from the users, from the businesses, from the academics, and the governments, it should be a complete multi-stakeholder approach that involves everyone in the governance and use of this valuable tool to us all.

So I'll stop there. But I mean, no doubt we might have a discussion on some of these issues I hope.

JANICE DOUMA LANGE:

Thank you Nigel. If you need a motivational speaker, just get with me I'm going to be his agent from this point on [laughs]. Nigel has been a kick in the pants for ICANN, and that's for sure.

And we're really happy to have him and his perspective and his energy, because our regional vice presidents and our regional managers, trust me, they need all the energy they can get. The work that they do, the fact that they have to be aware of all of the changes that are happening in ICANN, the concerns of the community, keep themselves updated on

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everything happening and being able to speak spontaneously on it at a conference, at – in a phone conference.

Everywhere that they go, I'm continually impressed in my years here of what they can do. I'm going to step back for just a second before I let Pierre introduce himself. In the multi-stakeholder model, it's important to realize that that's an evolving model in that if there is a voice that feels that they are not represented yet, you see all the different – and I'll just go back really quickly.

You see all the different themes and the different voices that are now represented. Well, it was maybe a year and a half ago, I may have my timing wrong here, a year and a half ago, two years ago, that the not for profit constituency did not exist.

So we had to have community members petition in and say, "Wait a minute, we really don't think specifically within the generic name supporting organization with the ICANN multi-stakeholder model, that addresses the concerns for the not for profit."

And so they had to come in and petition to become part of this multi-stakeholder model. This is happening continually that individual forums, communities and forum organizations that come to ICANN say, "We don't think, quite, our voice is being heard." And it's a process to go through, and it's happening right now with several different organizations.

So I do think that it's important to understand that, this is not a static model. This is an evolving model in the sense of the voice of the

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internet users and what they feel that they need out of ICANN. The ICANN is community and staff.

When you say ICANN, it is community and staff. So we have to work together, and if it's not working for one or the other, we need to make the change. And so I think it's really important to note that...

Pierre, really happy that you can join us. Again, the folks here throughout the day, they're going to be here, they're trying to juggle their work schedule because we all come here with an agenda. You've come with an agenda. The staff comes with an agenda and demands.

And so I really always appreciate the time that any of the staff can give. And quite honestly, they always tell me, "Janice, this is really important. I'll make the time." And poor Pierre came in here and said, Fadi had kind of grabbed him a little bit longer than he had thought, so we're really happy to have you.

So if you will just let everybody know kind of how you got here to ICANN, and talk a little bit about the work you do in Africa.

PIERRE DANDJINOU:

Thank you very much Janice. Good morning to all of you and I brought this for the... It was not showing up earlier on. And as Janice had just said, of course, coming to ICANN meeting is also about a host of different other meetings, and even... But that's what makes ICANN really move.

And Nigel has also [? 1:23:21] the multi-stakeholder model that ICANN is using. So I would like to briefly... Have you talked about the... I



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mean, how the original staff, especially the regional vice president fit in this model? And specifically what we do in Africa, and ultimately how or why I would like you guys to also be involved in what you are doing.

As [? 1:23:50] also said, ICANN is about staff but it's also about the community, and community harmony. Many, many people that are volunteering in order to do the job and be in those advisory committees and all of those things.

Originally, VPs actually has to be somehow presenting the CEO in their part of the world, but they mostly have to spread the word about ICANN in their region. And also be able to contribute to solving some of the issues that pop up in the region. So you will see that not...

I mean, original they are sharing the same issues. So one thing that happened in the last 12 years, sorry 12 month, is that there was a call for internationalization for ICANN. We don't have time to go into this, but there was some progress since 1998 to today, the way ICANN is now becoming, more and more internationalized with having staff all over the world which they are trying to do.

So many things in terms of internet governance for instance. And I remember those days happened to be, in fact, actually before actually being staff, ICANN staff member, happen to be – in fact, at the very moment that ICANN was set up, meaning the white paper of ICANN, I was part of the meetings.

So 1997, so I can see the progress. Now, as far as Africa is concerned, in terms of what we are calling kind of renewed engagement, if ICANN with the community... One of the tools that was developed under, I

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would say, the suggestion of CEO Fadi, was this Africa Strategy that we developed.

A group of African, we call it, African Study Working Group, selected and then they really make sure that the correct – or one of the requirements or the expectations from the African community, that ICANN will have to solve. And they come up with this strategy that was presented in Toronto, and then later on, we are, right now, in the implementation of phase of this strategy.

This strategy has key strategy objectives actually. And as far as Africa is concerned, the whole thing boils down to capacity development. Capacity development in so many areas, for instance one of the things that we noticed is that, how come Africa is not seen as a market? Why is Africa just consuming whatever is coming through there?

So how do we make sure that Africa actually also possess an industry, a business around internet? So when you know that most of those who would be assessing the internet from Africa, they will be using their mobile so telephone.

What are you guys doing on that? So the African strategy is about developing this market, definitely. So it's about DNS. It's about registrar. It's about registries. One of the things that trigger the whole process as well, was you certainly might have heard about this new GTLD program that ICANN launched.

And out of the 1,930, I think, applications that were received, only 17 were coming from Africa. But in fact, even those 17 was actually coming from only one country. And Africa, let's not just talk about one

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Africa, Africa is 54 countries. So only 17, but coming from in particular one country means that we have a problem here, that something is going on.

Either people were not properly informed about the program, they were not educated enough, but also admittedly the financial barrier was also there, because you can also go in for new domain name, you should have some financial presence and some of those, they don't have it.

And also, out of well, maybe more than 1,000 registrar, ICANN registered registrar, Africa only have five of them, five registrar. And even the five are really striving to... So there is something to be done. So we came up with a few priority projects to be far below this environment.

And we started six month ago with fuel flagship project. I'll be talking more about all of this on Monday starting from 1:00 where we are having a set of sessions. And one of the things that we want to do is have the sort of global roundtable of registrar/registries to actually go deep into the issues pertaining to Africa.

But see how we could be some strategy partnership, to be found in registrar/registries. The other thing that we are launching is what we are calling the African Domain Name Award. So we really want to recognize those registries that are performing well, so that we should push this thing.

And then security is important from Africa. So the security of DNS, we have this DNSSEC roadshow, and that started with eight countries and

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we would really like to increase the number of countries benefitting from that.

Now, basically that's the African environment. But I also think that we do as VP and personally I was not really aware of the importance of that until I got into this position, which is the regulation and delegation of issues in Africa. We have close to 10 countries today in Africa that are actually requesting for re-delegation of the ccTLD.

It's not simple. What you hear, many registrars will send you letters, okay, I want my domain name back. And then you have to explain to them it's not just about asking back, it's about a set of procedures. It's about your own local way of governing those things, because [? 1:30:47] ... it doesn't really belong to you.

And Kim is here to actually talk about those issues. But I found out that in most places, the lack of education on what that ccTLD is about. So when government discovered those things, they really want to just grab it. So how do you grab this thing while the other communities, they are already managing those things?

So it has to be kind of consensus, but you have to demonstrate that consensus. You have also to demonstrate that the thing will evolve because it's also about the technical management of those things. These are some of the things that really take your time, but they're important to be [dead 1:31:30] because there [is] frustration everywhere.

Yesterday I was invited in one of the meetings of the GAC. GAC being the Government Advisory Committee. And to introduce what we are

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doing in Africa. And this question came up again, why is not ICANN giving out our ccTLD to manage? They have to say, okay, it requires a few steps. It requires some work that you do in country.

I think one of the... And then I would like to finish on that. This engagement that ICANN has started is not only about ICANN engaging with Africa. It's also about Africa finding ways in better participating into ICANN. One of the ways to do this is to contribute to the advisory committee.

We do have working groups. You have to take responsibilities as well. So of course, the other stuff I told you. You have to go about those many acronyms, it's important to get over these acronyms. But you have to contribute, you have to participate.

We need participation, at least from Africa, so many levers of it. But request some education, that you go to their website and ICANN is doing good job now with this My ICANN and also many other tools that are happening and going to use. Social networks to have you contribute much more.

Well, I think that I would like to stop here and maybe see question, if you have any, and thank you for your attention.

JANICE DOUMA LANGE:

Thank you Pierre. I mean that's exactly what we want to hear. Leaving here, again, what we want to do all day today is to continue to just share you with experiences, start to share and have you start to build a base, a better base, of understand where you belong.

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How you can help yourself, help your region. How you can help us. I think what we're trying to do as ICANN is break it down regionally now more and more, and really – I think you heard that theme a little bit this morning, really get to the understanding of what is the specifics.

So Pierre is getting into the nitty-gritty of what is it that the African people need? And what can ICANN do to help support that? But I'll go back and say again, ICANN is community and staff. You can't just look at staff and say, "Get this done."

That would be really great if we could. The fact that we've grown from, my entry in 2007 to now, from about 50 to 200, it sounds like, well, if we're good thanks, you've got all of these other people, can't you get this done?

But again, we're here to implement what you need. We're here to help and guide and mentor. We're... There is just one man for the continent of Africa, that's a hell of a lot of work [laughs].

And that's a lot of space. So the expertise that is sitting in this room, I have no question that it's there. I have no question that you all coming from a different aspect, a different place. And so Pierre will gladly shake every hand in the room that he needs to, to say, "Welcome to my world and help me to help you."

So the regional staff are absolutely key. To find them is not a mystery. That is, their first name, their last name, at ICANN dot ORG, as it is with all staff. We don't hide under any rocks, you can find us very easily by looking up the staff on the website, and our names are spelled, and you put a dot in between and ICANN dot ORG at the end, and you find us.

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So the regional vice presidents and the regional managers that the staff is being built up more and more to get out there to speak with you and let you speak with them. So with that, I would like to also say, are there any questions of the folks that are out here?

Just raise your hand and we'll let you in turn... So Bridget, one up here and Burt, there is another here where you can get a microphone for. Just put your hand up and keep it up for just a minute so that the microphones can get you, and then we'll get you in order.

Burt, if you want to just grab the gentleman there. If you are remote, and you do have a question, Mia has been, I know, talking with you here virtually. And so she will be your voice for that. So if you give a question, Mia will let me know and she'll ask that on the microphone for you. Go ahead.

ALEJANDRO COSTA:

Hello. Alejandro Costa from Venezuela. I'm a fellow. Well, I'm going to make this a question because you said there is not a stupid question. And... About two years ago, I was invited to write a policy, which – sorry. I also a LACNIC member, and I have written a couple of policies for our region.

And one of those policies got up to as a global policy. It goes through all the [rears 1:36:55], through [Adiene, Irene 1:36:59] to [? 1:36:59], to AfriNIC, to APNIC of course. It was approved in all of these places, and eventually it reached ICANN and the IANA.

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My question was that part, and I got a couple and lost, how in which moment ICANN received the policy, and after you received the policy, how does it go through all your PDP, blah, blah, blah? Thank you.

KIM DAVIES:

I guess I'm the volunteer for answering this. I think with respect to IP address policy, because there is such a well establish community of the five RARs, there is not a lot of discussion about that kind of policy at ICANN because that discussion exactly happens within the RARs first.

So by the time the policies come to ICANN, they mature, there is not really a need for a lot of discussion. So ICANN formally has an obligation to adopt these global policies, but I think by the time it reaches ICANN, it's more or less a formality at that point.

So we receive an agreed global policy that's been agreed by all five RARs. ICANN reviews it, but essentially adopts it and then implements it. It's quite different from the policy making mechanisms you'll see for domain names, for example, where the bulk of the discussion about what the policy should be does happen in this forum.

Does that answer your question?

PIERRE DANDJINO:

I can add just one, like Kim has said, is true in the IP addressing site because I've been involved for a couple of years in it. The place where this policy become global, is the addressing support organization. Because they have a first organization that is called [In-a-row 1:39:02], that compose all the existing registry – the regional internal registry.



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But before it have been submit to the addressing support organization as a global policy, it has to pass individually in each registry, regional internet registry, as a policy already adopted. When it is adopted, and the same one, now it become a global policy adopted through the addressing support organization.

But usually, you can find policy which are slightly different from one region to the others, and this one cannot be a global policy, so it's just a regional. So they have this coordination running through the NRO, and then they have the AC, the addressing support organization, and it's where the decision has been made and adopted.

So this is how the policy works.

UNIDENTIFIED: Thank you so much.

CAROL DOUGLAS: Hello. My name is Carol Douglas from Trinidad and Tobago. And firstly thank you very much to all the panelists for the description and explanation. One question though that I did have, and I hope it's not a question that is stupid or that maybe treated with later, concerns the funding.

Because the description so far, ICANN is doing all the work, and I did hear that there is offices being setup and a lot of work is being done. So the question that came to me, was how is ICANN funded? Or how does it source the funds to operate in such a manner and carry out the different initiatives and work that it wants to do?

NIGEL HICKSON:

Yeah. How is ICANN funded? Well, we aren't telling jokes here. ICANN is funded through the generic top level domain scenario. So as you know, there is a structure through generic top level domains where we have registries that are responsible for generic top level domains like dot COM, dot NET, dot ORG.

And then we have registrars, which issue domain names to users. And that model funds ICANN, the contribution that people make to have generic top level domains, domain names with generic endings funds the ICANN model. And there is a formula that is on the ICANN side about how the registrars and the registries contribute to the funding of ICANN.

Now it is true that country code top level domains, so country code top level domains, dot EU, dot FR, dot SA, whatever, they also contribute to the ICANN model, or many of them do contribute to ICANN, but not in the same formulistic way.

There are individual arrangements worked out between country code domains and ICANN. And indeed, there is no obligation on country code domains to have any funding model for ICANN at all. But country code domains have to use the services of ICANN as explained in terms of the IANA structure.

I mean, I think it's just two... It's worth adding just two things to that. One is, of course, the new generic top level domain program, and you'll be hearing about that I think in another session, so you needn't talk about new generic top level domains, but of course there is a whole funding issue there, and separate funding arrangements, separate funds, are being put in place for the monies raised in that there.

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PIERRE DANDJINOU: I think that Nigel, you forget to talk about the participation of the regional internet registry in the budget as well. They also participate, not in the same moment, as you said, but also for the cc. But a global part of the budget is coming from the GTLDs space.

JANICE DOUMA LANGE: Just a second. Sébastien, do you want us to grab a microphone up to you? Could we just borrow a mic very quickly for a response and then we'll put it right back in order again.

SÉBASTIEN BACHOLLET: Sébastien Bachollet, Board Member coming about through the end user, and from ALAC. I just wanted to add yes, you're right [? 1:43:58] it's very important to say that there is also financing, even if it is a small amount, but it is an important amount still, from the ICANN budget to the cc and from the IRRs.

And that's because we are three feet in this organization. We are just... We are not a GTLD organization. And the second point is that you have to remember that all this money that is coming through ICANN, is because you buy domain names. You are the customer, or you are the user, or you are whatever the name you want to give, you give this money to registrar, or to reseller, and this registrar give part to ICANN and give part to registry.

And the registry give part to ICANN. It's all this money is coming from our pocket. Thank you.

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UNIDENTIFIED:

Hello. My name is [? 1:44:51] from ATLAS. I have a question for Mister Pierre. First I would like to say, happy to see you again here in Durban. But I have to say I'm quite impressed with the [? 1:45:06] strategy program and the African Strategy Program, and with everything you are doing in that aspect.

But I want to point out that I would like to know how we can engage more into this program. And if there are any information, how can we have regional RIRs involved in that process? And enlarge the contribution of African states and African industries and stakeholders in the entire multi-stakeholder model? Thank you.

PIERRE DANDJINOU:

Thank you very much. I think this is quite a good question. I think there... What I would like to say is that this Africa Strategy is only kind of two-fold engagement, you know, of ICANN. And what we've been seeing is that we can't really succeed in implementation with – or implementing this Africa Strategy, if we don't have partners.

And also, ICANN is here only to kind of give a kind of support to this... ICANN really does not own these thing, it has to be owned by Africans themselves. That's why we actually talking with different partners in Africa and outside.

And one of them are the policy makers, the African Union and the rest should be part of this. We don't want this to be seen as kind of yet another dollar agency thing. I work for close to 18 years in the UN, and I know that support can be there but that's not really what matters at the end of the day.

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What matters is the ability of the population to really own the process and chip in their own efforts. So on that ground, I think definitely there are ways for you to engage. What we've established so far is that we have a website on this that will like to – I mean, pushing for more information on progress on that.

We would like also to be involving [low 1:47:25] members of the community in expertise. For instance, the DNSSEC roadshow is being done by Alan [? 1:47:34] which is from the continent, who is one of the experts on this. And we would like to be engaging with more and more people.

And if you express your interest, we can't really discuss about this, we are going to have certainly more staff. So that they really make sure that we do have kind of implementation plan and the whole way of involving people, partnership.

And we're actually discussing this partnership tomorrow at 1:00. So yes, there is room for engagement for you guys, and information will be available as well on the website. Thank you.

JANICE DOUMA LANGE:

And it's important to note that each of the regions, Nigel I believe each of the regions, have been working on a – doing some kind of working strategy. Again, that theme that we're trying to reach out in that way, region by region.

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NIGEL HICKSON:

Yes. I mean, sorry. It is worth noting that Africa was first. So – in having a regional strategy, but then of course said, “Well, if Africa has a strategy, then we ought to have a strategy as well.” So to be serious, there are strategies in the Middle East.

There is a strategy that is being developed for the Middle East, Rodrigo de la Parra, our colleague as regional vice president, has worked with the community in Latin America on that. There is a strategy in Middle – did I say?

I’m getting quite confused here. In Latin America. Rodrigo... There is a strategy in the Middle East that Baher Esmat has developed with the community there. Asia is embarking on a strategy under the new vice president there. And in Europe, not to be forgotten, of course, is we are also consulting here in Durban this week by having a session at 8:00 on Thursday morning, a sort of breakfast session to discuss the needs for the European community to have a strategy.

We haven’t decided on whether we want one yet, or the community wants one, but we’re quite happy to work on that.

UNIDENTIFIED:

I would just ask... Add one word on that comment that both Pierre and Nigel have made. I think that ICANN have shift from an environment where the organization was trying to define its own business plan, its own strategy plan, its own approach, to open up more and getting more input from the region.

And this is something that create more opportunity for you, and for the others, from the ground, to think about what should be the best

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relationship and interaction that our region, that our space, can have with ICANN. Because ICANN is just asking, how this organization can better serve the community.

And the... What the African group have made, was just a strong signal to say, okay, you let us think from our African perspective what we think that is going to be better for us, and what really we need in order to catch up in order to have a better interaction with that organization.

And we find ICANN very supportive in listening to that initiative, and that's what Nigel was say, that this things have been replicated. What does it mean to you? It means if you are from the Asian Pacific region, if you are from the American region, if you are from the US region, from Africa, you can organize yourself and try to bring what you think are going to be the best perspective that the organization can commit with and try to do something with you.

And this exactly what is happening with African Strategy Working Group. We ask ICANN to be more present in the region, and hey, we got a [? 1:51:38] that is Pierre Dandjinou here. We told that we need a more active DNS industry in Africa, and here we go. We've got the first meeting in [? 1:51:48] in March where all the African actors come together and talk and try to see how they can make our DNS sector more strong.

And this two days before ICANN meeting start, we have also another African DNS forum, where all the actors, ccTLD, registry, registrars, and all the actors who think that Africa is important for them, they come and talk to us.

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And then the conclusion of this meeting will be used by ICANN to see, “Wow. We need to understand you better. We need to see how we can be more productive. We need to understand what your needs are. And it’s not us who are going to tell you what to do, but you tell us how we can better interact with you in order to better serve the community.”

So this is also ICANN.

UNIDENTIFIED: [? 1:52:37] ... a fellow. My question is with regards to the root, I know that caching really help with DNS [? 1:52:50], but in places where the internet connectivity is very slow, how does the root really work on the high density, low [? 1:53:02] networks?

KIM DAVIES: So the question was how the roots are in [CROSSTALK 1:53:13]...

UNIDENTIFIED: ...yeah, in the [? 1:53:16]

KIM DAVIES: So the DNS is actually a very sort of resilient technology. I think it was well ahead of its time when it was designed in the 1980s. It has different levels of caching built into it. And without going into too much technical detail here, internet providers around the world run what is known as caching resolvers.



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And the idea is there is that they receive an answer by the DNS and then they store a local copy, so that in the future lookups for the DNS are a lot quicker. The result is that we have this distributed DNS system where there is servers all around the world that every time you type in a web address into your web browser, it doesn't need to go talk to the root servers to look it up.

It doesn't need to go talk to all these remote servers. It just needs to do it once. And then from then on, this caching up the structure just takes over. So to play it out, as a scenario, within this conference center, the first time someone in this conference center goes and visits a website, a DNS look up is performed.

But every time someone else at this conference wants to go to that same website, it doesn't need to go talk to the root servers, the [? 1:54:35] infrastructure at this location already knows the location, it's cached it, and it doesn't need to look it up again.

UNIDENTIFIED:

Like I said, I mean I know that [this thing work 1:54:45] on it, but is there a special mechanism behind the root DNS servers where things are replicated among the other root, for things to be more faster in terms of response?

KIM DAVIES:

There is nothing special about the root zones in that respect. The root zones carried very little information, so there is not a lot of information that the root servers are giving that needs to be cached.

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Because all the root servers do is to give pointers to the TLD operators. The bulk of the information in the DNS system that needs to be looked up, is actually stored lower in the DNS tree. So no there is nothing special about the root in that respect. What is special about the root, is that the root receives a lot of traffic by the nature of being the root zone.

So there has been a lot of effort in the last 10 years or so to really broadly distribute the root servers around the world, and as a result, there is something, I think at least 200 different locations around the world, where root servers are located. There has been a real push to ensure that they are widely distributed.

This is primarily to guide against things like denial of service attacks, but also gives a benefit of reducing some of that latency that you might see particularly in Africa, reaching them. But there is nothing particularly different about the root zone that you wouldn't see in any other zone on the internet.

UNIDENTIFIED:

Thank you...

JANICE DOUMA LANGE:

...we can, I'm sorry, we're going to pass to someone else. I love you already, I mean it, but we're going to pass you... This has to be our last question to wrap up for the morning.

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WAYNE DIAMOND: Hi. I'm Wayne Diamond from [Die-metrics 1:56:34]. Janice, you welcoming everyone here from ICANN to South Africa, as the only operating registrar in South Africa, I would like to welcome you all to South Africa [applause].

Pierre this question is more for you. Knowing the [four x 1:56:57] issues within African countries, knowing how African countries have issues with currency conversions, what is ICANN doing to promote or making it easier for foreign exchange and dealing with those issues?

PIERRE DANDJINOU: You are Wayne, so I have been writing to you so many times and then we've never met, so I'm glad to meet you finally. It's a good question. I mean, registrars in Africa, like I said, have this issue of the financial issue, and the whole issues surrounding issue for you guys.

And now you're also talking about the conversion of currency conversion. What ICANN decided as of the At-Large meeting in March, was to really work with you guys to see exactly how one could approach for instance the bank.

The banking system in different places, they know nothing about the registrar business. And also the insurance know. And the level of expectation requirement for you to be ensured, if you be operating from Africa, no insurance system is going to cover you.

So question now is to maybe to go those banking systems, educate them on this new sort of business, and see how it goes. So what the CEO Fadi has initiated and Tara has been following up is for instance, discussing with the African development bank, for instance.

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And to see how far they could really understand this business that is also about the what you are calling the digital economy for Africa, and how that would be part of it. We receive good feedback from them that they would definitely think about this, and then revert to us.

We also trying to see with the insurance company, even here in South Africa, the idea is to see how we could approach some of them. So we've invited the business constituency for instance, in this country. And I think Chris is dealing with that.

The Chamber of Commerce people. The idea is to really expose them to this new realities that you guys are impressing in terms of business so that they could understand and see how they could kind of accompany you guys.

But I have to say that their game is not about ICANN doing it with you guys. It's also about you guys engaging and telling us exactly what you think we should be doing, and how you think we should do that. For instance, to go to the bank, I would like to have – it's a case.

I would like to have documents saying that, okay, if you want to do business in Africa, here are the things that you need to consider. And if you need to get into the naming business in Africa, here are the things that really consists of your business plan.

And bank, you're not going to the bank and ask for them to just donate money to you. At the end of the day, they would like to get that money back with profit. So we need to demonstrate all of this to them. So maybe we need, recommend to engage with those people.

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And you primarily should help us look at this sort of document. So it's possible, but we need to do some work around this.

JANICE DOUMA LANGE: Thank you. And we did overlook someone who had wanted to ask a question, so just one more.

UNIDENTIFIED: Thank you Janice. Thank you everyone. My question first is about the fellowship project. I know that you are supporting each one here and paying money to let's say build our capacity and engaging us.

Well, I would like to know, why are you doing this? Because, you know, it's logical that each country, or whoever is using the internet, or making money out of the internet services, be interested in knowing what you are doing and participate.

This is not what I'm seeing. I'm seeing you going to others and to governments even, I just say because I'm seeing some government that – who are not doing any efforts, and they are participating in GAC and in the decision.

And some countries are doing efforts, lobbying, should take this or that decision, while this government not doing anything for the internet, or for its development, or for whatever security of the internet, has the right to vote, to influence the decision.

I don't know what level, but what is the system? I'm confused. I'm sorry. But you know, we have our work to say when we are not really active and contributing to develop the internet and the services.

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At the same time, you are carrying to us. Thank you for this, it's been a [? 2:02:37] for me, but why? What are you expecting? It's important for me to understand this, and it's because whenever I'm talking about ICANN and its function, I have some questions that I cannot understand or answer as you. Thank you.

JANICE DOUMA LANGE:

That's a lot. Let me go here first. What is the fellowship program? The fellowship program is an opportunity through funding from this non for profit organization ICANN, for individuals from developing nations who cannot otherwise afford through their organization, university, or individual effort, to travel and participate in an ICANN meeting.

Since 2007, we have all – over 600 successful candidates, who have gone through the program. Through that, we have 17 of those who are now sitting or continue to have a seat, in the government advisory committee. I'll just pick that one out specifically.

That's a success. That is doing the, let's make people aware, let's give them the ability to face to face participate and engage, gain a better understanding of the work of ICANN, of what they can do, of their voice. And then it's up to them to go back to their region or organization, their university, and do what's needed.

Secondly, to your thoughts about what is happening in the governments. For me, I can't answer that question, that's not for me to answer. If one of the 17 fellows who are currently engaged in the government advisory committee are or are not providing the right voice from the government, I can't control that.

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All we do from the fellowship program is provide the opportunity to get the face to face, and to gain a better awareness and participate and engage. I have no control over the rest of that. So I'll stop there for my statement. And I don't know if anybody else in the panel would like to go and stick their toe in.

But you're with me all week, and I know we're going to have much time to engage and I think it is a great discussion for us to have in the fellowship room even, with some of the community leaders that are going to come in.

But I can't go any further with that. I wouldn't know what else to say about that because I can't control what happens after people get the experience.

PIERRE DANDJINOU:

Thank you. As a fellow put in such great questions. But I think fellowship is just an opportunity that ICANN is offering for you guys. But I think we need to see this in larger capacity. At some point I think ICANN is giving back to the community by bringing people here.

But ICANN needs participation from the community, but I will tell you why. There is a big debate about what we are calling the internet governance. I mean, question since the web summit on information society has been, who is really governing the internet?

And some would say, who should govern the internet? ICANN is about coordination of those critical resources, names and numbers and money. But as of 1998, nobody was really seeing the importance of

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internet governance issue. The issue came up, and at some point, ICANN, of course, was forced to be part of these debates.

Now if you come to ICANN, of course, you have an opportunity to really understand which portion – which part, you know, ICANN is playing in the whole internet governing system. Because the internet governance ecosystem is cut off.

So many institutions doing their own part of the job. For instance, to be crude, people will tell you well, why is [ITU in 2:07:27] in ICANN kind of hiding about these things? These are questions you might here. Meaning, who is going to govern the management of the physical resources?

And at some point, you really have to understand there is some sort of [? 2:07:44] endorsements, but there is also the issue of the internet becoming more and more important to everyone, that we need to find the ways in which we do have one internet but working for all.

We don't want to have different internet. We don't want to have different DNS system. So how do you keep that one? That's the real issue. So if you guys are around, it's also because you need to understand this issue.

And as far as ICANN is concerned, we said is about policy development process which come from the basis of decision made by the Board. But faced with that, we do have other way of a governing. For instance, the UN system, the ITU, you have to be a member.

Nobody is really the questioning you to be a member of ICANN per se, you see. Because internet is a different model, okay? And the modesty



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for the model, the way it functions within ICANN, is okay it really matters with internet.

But how do you explain this to other institutions outside that if you don't understand yourself? So come in here as a fellow, it's an opportunity to really grasp the issues that are at stake, and being in fact able to discuss them earlier...

Even in your countries... In a few places, for instance, you will see the [? 2:09:08], okay, I will manage your country code domain name. They say, okay, by decree, by the government, I should be the one to do it. You should be in a position to say, "Yes." But this is also, you need to consider the global issue of this thing.

And that you have to manage this according to a few rules, not just because you want to block people from assessing, for instance, the internet at some point. So there are big issues surrounding this, and so ICANN being kind of technical sort of coordination, still has some policy, a roll to play.

And you come to understand and then to be able to contribute further on. So that's my take on that.

JANICE DOUMA LANGE:

Thank you very much Pierre. This is great discussion, all the reason we are here. So there is no question that we won't take to try and communicate and do it. But I want to get everybody to lunch, it's also important to get energy for the rest of the day.

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I encourage you and engage you to come back with us this afternoon, we'll start again at 1:30. We'll have a new set of players up here. We'll have our senior policy director, Rob Hoggarth, he'll talk about the work of ICANN policy.

We will have our DNS operations team here. The new GTLD register director, Chris [? 2:10:31] will be here to talk about the registry within ICANN. Christine [Willet 2:10:38] about the new GTLDs. Maggie [Surrod 2:10:43] about compliance. Mike Zubkie, a little bit about the registrar.

They'll just give you some highlights, an opportunity again to ask a question of any of them. We'll also have Richard Lamb and Patrick Jones from our security team will be here this afternoon to talk a little bit about that. And then really will just kind of take you through the maze of ICANN meeting week and trying to give you some tips and tools and better directions for getting through it.

So have a great lunch and we'll see you back here around 1:30. Thank you to everyone here on the panel. Thank you.

UNIDENTIFIED:

This is the recording for the afternoon session of ICANN 47 fellowship, or newcomer welcome and info session, afternoon.

JANICE DOUMA LANGE:

Hi everybody. Good afternoon. For those that are rejoining us, thank you. We appreciate the repeat participants. And for those of you who

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are just joining us for the afternoon session. My name is Janice Douma Lange.

I am the ICANN manager for outreach and engagement, the fellowship program, and the newcomer program. And I have the most wonderful job of welcoming all of you at each and every ICANN meeting. And it really is a pleasure.

I tell everybody I really do have the best job in ICANN, and I'm rather proud of that. This afternoon, we are switched out. We have different players here from the ICANN staff. This morning, we did the building blocks basically.

We looked at ICANN within the internet ecosystem. We looked at the tool that ICANN uses to do their work, the multi-stakeholder model. And so this afternoon, we're going to share with you kind of the major components of ICANN's work.

We're going to talk about the work of policy. We're going to talk about the work of DNS operations. And we're going to talk about security and stability. And after that, we'll guide you a bit through the maze of the ICANN week, and that's kind of the fun part.

We are here to help you figure that out. So as each of the individuals here on the panel speaks, let me remind you that this is an engaged conversation. And so at any point in time that you would like to ask a question, please don't feel like you have to wait to the end as this is a normal presentation.

If you have a question, please put your hand up. Denis is here, and he will bring a mic to you. So please don't be shy about that. These

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individuals are really sharing what ICANN does, they do it every day. So if you interrupt them, they won't have to go back to their notes and figure out where they left off.

The other thing I forgot to mention this morning is that we do have interpretation, so at each – up at the front, you can find the headsets, and please be aware that I think in four of the meeting rooms, we do have offer the headsets and simultaneous interpretation.

So always be taking a look to see if it is available in the meeting room that you're in, and we do try to make this comfortable for you, for your experience. So I'm going to start off with saying that – I'm sorry, it's a little bit not fitting on the screen on here, this diagram is again, on the ICANN website.

If you come to the newcomer ICANN booth in the exhibition 3A and B, we are more than happy to walk you through it, give you a copy of it, whatever you'd like. And we're going to base our conversation off of this model basically for the afternoon. So with that, I'm going to introduce to you Rob Hoggarth, Senior Director of the Community Driven Policy.

I'm starting to really like saying that, I don't know that. And Rob will share a little bit about himself and a little bit about the policy here at ICANN.

ROB HOGGARTH:

Good afternoon everyone. Again, my name is Rob Hoggarth, I'm one of ICANN's senior policy directors. Can everybody hear me okay? Great.

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And I'm ensuring my interpreters that I will speak slowly so that they can keep up.

What I wanted to talk with you about this afternoon was, as Janice says, the policy team and what our role and job is at ICANN, what policy development looks like. Basically talking to you about the how, the why, the who, and the what.

I've only got about 30 minutes so I think I can squeeze a lot of that in. As Janice said, if you have any questions, any comments that you would like to make even during the middle of my comments, please speak right up.

We start with a slide that highlights really the four main principles of how we conduct policy at ICANN. ICANN, as you've heard from Janice and others, is a unique organization that we are structured, in the way that we are setup, but we like to follow it from a policy perspective a lot of the standard approaches that you would expect any large organization to have that's really trying to work strongly within the community among various players.

And the four major pieces of our community driven policy principles, if you will, are, as you see on the screen, multi-stakeholder, bottom up, open and transparent. And I'll touch on each of those very briefly. First the multi-stakeholder component.

From an ICANN perspective, what we mean by multi-stakeholder is having participation from all members of the community who are affected by ICANN, by its policies, by its activities. And that means not

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just where you happen to be in a particular industry, but your various interests.

Later on, I'll show you a slide, and will probably repeat some of the information from this morning, that talks about some of the major organizations. But the critical element from ICANN's perspective is that everybody plays. Everyone has an opportunity to participate and comment from the supporting organizations who are responsible for recommending policy to the ICANN Board, to the advisory committees who play very critical roles representing governments, technical people, internet users, making sure that everyone is represented and has an opportunity to participate in the policy efforts.

And those efforts include not just evaluating current things that are going on in the industry, that are going on in the community, but also trying to look forward to see where their DNS issues, or other issues involving ICANN's work, that need to have attention paid to them.

So multi-stakeholder, that concept is a critical component of our work. The other major piece that you'll hear about from ICANN's perspective is that the concept of bottom up. And I recall several months ago, right around the Beijing meeting in preparation for a presentation like this, I just did a couple of quick Google searches, checking on various search engines, Yahoo and others.

And when you look up bottom up or multi-stakeholder, you see somewhere on the magnitude of 30,000, 100,000 different search results, just by using those terms. Again, ICANN has an unique way of looking at this. And the focus is that the Board of Directors does not create the policy at ICANN.

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Look to the person next to you, look to the person behind you or in front of you. From ICANN's perspective, you are the ones who create policy at ICANN. That's really the concept that the community gets together through a variety of processes and mechanisms, and the community creates the policy.

The community identifies the issues. The community works through collaboratively, among themselves, among different groups, between different groups, in making the decisions and setting the course, the strategy, and the specific policy aspects of ICANN's work.

A critical element, it's from the bottom up, not from the top down. The third component is openness. And what we mean by that perspective is, the ability for all who want to participate to participate. A number of the supporting organization working groups and processes basically invite everyone and anyone to participate in development.

For example, the generic name supporting organization, the GNSO, every one of its working groups is open to anyone who is interested in participating, either because they have just an internet, or because they have a technical capability, or because they have a particular policy expertise.

And so the concept of openness is very important to our work. You'll see that in the meeting coming up this week, there are the opportunity with very few exceptions to just walk into a meeting room, to begin to understand what's going on, to interact with others, and to learn about areas you're either interested in or that you're trying to learn about for the first time.

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Now the fourth component is an important aspect as well, it's called transparency. The critical aspect of that is making sure that the work that we do is available for people to see. To get a sense that ICANN is not only accountable to its community, but the individual community members are accountable to each other.

And the way that we manifest that transparency is by publishing as much information as possible, in as an effective way as possible about the policy work that is being done. And we do that through a number of different ways. There is obviously the website, and having the capability there to see in general what ICANN is doing.

But then through our various collaborative spaces, through email lists, through other subscription services that we provide, we share basically all the information that goes on in the various meetings. Working groups efforts are recorded in many instances, transcribed in many instances, most email lists are archived.

So if you wanted to right now, you can go click on the GNSO website and look and see what a working group is doing three, four, five years ago, because that information is collected and transcribed and through various search engines and the rest, you can pretty quickly narrow down or drill down to find out what somebody say, what someone was thinking, what the ideas or principles are that were behind a particular activity.

So transparency is an important part of our work. The next thing I would like to share with you is sort of the why. Why do we do this and how do we do this? And what I want to do is take this a little bit more from a staff perspective. Our job, as members of the policy team – and



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there are about 22 of us who are located geographically throughout the world.

I think we're in nine different time zones now and my colleagues and I speak a total of, somewhere around 13 or 14 different languages. And so we're very spread out. And our job is really three-fold. It's to help. It's to support. And it's to manage.

The critical element, and you'll hear this many times from folks certainly on the policy team, is again, we don't set the policy. It's not our responsibility or our job to sit in a room someplace and come up with some agreements and decide what's going to be accomplished.

The community of ICANN develops the policy. The staff's job is to help. It's to make sure that the tools are there, that the processes are in place and followed, to make sure that all of you have the tools, the resources, the capabilities, to focus, to work on, and to have the time quite frankly to do the work, to have the conversations, to learn about the issues.

So that help aspect is really primary in terms of our attitude, our approach we take to policy development in ICANN. The other things, the support element is really making sure that the resources exist in the form of telephone conference capabilities, the Adobe Connect, the remote participation capability that Wendy and Janice are running for a meeting like this.

Meetings like public ICANN meetings we're having here this week. Giving members of the community the opportunity to come together. That support for many also extends to giving you the capability to

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actually travel to an ICANN meeting, to participate in the work face to face.

But it also includes the ability to participate remotely, to participate via email lists, to participate by telephone connections and conference calls. The other critical aspect is to manage the processes, and that's another critical job that we have. The way that we're setup as a policy team, is that specific members of the team are responsible for coordinating, managing, or supporting various supporting organizations and advisory committees.

And so for example, there will be a team that helps support the ccNSO and its activities. There is a team that supports the GNSO, the At-Large Advisory Committee, and the other advisory committees at ICANN. A number of us, like me, tend to jump between the various groups or sort of float where more work is appropriate.

And one of the reasons why we try to have dedicated teams for each community is that each community has its own culture, its own perspective, its own traditions, its own way of doing work. And you'll see a little bit later with a couple of the slides I have to compare, the ccNSO process is different than the GNSO process.

And those processes are different from the way that the At-Large advisory committee or the governmental advisory committee developed their statements, and their work. And so it's very important to provide that base line of support, but also recognize that different communities operate in different ways, simply because how they're structured or the skillsets or the capabilities of those communities.

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Thanks. Next slide. Here is the slide I promised on the who. Many of you are members of one or more of these communities already. I think one of the aspects of preparing for a session like this is a recognition that while many of you are new to your first ICANN meeting perhaps, you're not new to the ICANN community, or not new to the DNS or some of the work that we do.

And so some of you will look up and say, "Yes, I already know. I'm here on behalf of a ccTLD, or a registrar, or a registry, or a community of likeminded people who are supporting internet users." And it's these primary seven organizations that have the responsibility in a relatively formal way for helping to get the various policy pieces, the various recommendations and advice to the Board flowing in a consistent manner.

As you can see, there is three supporting organizations who have the responsibility to, through their processes, make recommendations to the Board. Then the advisory committees themselves are responsible for commenting at various points in the process to share their perspectives.

The ICANN system is setup in many respects to give the advisory committees even an opportunity to identify policy issues, problems that might come up in the industry, and through coordination with the Board, actually shoot or direct questions to the supporting organizations, and to let them basically set the agenda that will require the supporting organizations to do some additional work.

So it's a very dynamic sort of exchange that can take place. I could spend 45 minutes or an hour, and I know you don't want me to do this,

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on literally each one of those groups working through the various processes, the way they conduct their work and their business, and that would be a short firm presentation. Each one of these groups, again, has its own unique culture and way of doing things that requires its own separate presentation.

JANICE DOUMA LANGE:

And Rob, if I can, I could listen to you for 45 minutes, truly, I've done it before. But to save Rob from that, if you come to the fellowship programs in the morning, and we do start early, sincere apologies, but we do start at 7AM but that's so we can get you all out by nine to all the other sessions.

But we have the chair in most cases, or a delegate, but in most cases we have the chair of each of these organizations come and present at the fellowship meeting room. So we will have tomorrow morning, the chair of the At-Large, and now I'm going to fail myself on who we have.

The chair of the Internet Service Provider, and the chair of the Business Constituency for instance. So those are three that will be there tomorrow, they can explain in more detail because again, they're looking for volunteers.

They're looking for people to understand what they do, and they're looking for some assistance in getting the work done in their region. And so each day, Monday through Thursday, we are in room – hall 4AB, and you're more than welcome to join us. We'd love to have you and you can get some more detail.

ROB HOGGARTH:

I think you'll find that literally to a person within the ICANN community, whether it's in the hallways or in the various meeting rooms, everyone is very accessible. And particularly if you have a question, or if you have an area of concern, or just are curious about something, you shouldn't feel shy about just approaching someone and leaning over and asking a question.

As Janice points out, one of the reasons why the various chairs want to come and share information with folks like you or the folks in the fellows program, is to quite frankly talk to you about the opportunities that might exist to recruit you, or to at least give you an opportunity to learn more about their work.

It's really a two-way street. It's an excellent opportunity for you to learn more. It's also a great opportunity for them to begin to familiarize you with some of the work that they do. Again, each of us has our own unique interests, areas of expertise, and there is a place for you in every one of these different supporting organizations, either through a committee, or a working group, or a drafting team.

And I think one of the continuing aspects of our work that is so interesting is that constant effort to bring in new ideas, new brains, new pairs of hands to do some of the work. Because as you can imagine like most organizations, you end up with that classic 80/20 rule where 20% of the people are doing 80% of the work.

And it would be nicer if we can get that to maybe 30/70 or 40/60. Next set of slides, and I'm not going to into that – into our Z or our snake with you, but it's just to illustrate for you, from a supporting organization

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standpoint, an example of a process. In this case, it's the process of the GNSO.

Policy development is very important to ICANN, and so for the perspective of the GNSO, the ccNSO, and the ASO, many of their processes are written in the ICANN by-laws. In the case of the GNSO, very specific procedures sit in the by-laws, NXA, of the by-laws.

And those are then subsequently informed by processes and procedures that the supporting organization has developed over the years, and then as you might expect, there are additional best practices, guide lines, and processes that then govern the work of the working groups and the drafting teams that get together to do really the nuts and bolts of the bottom up policy development work.

And the general reason why I wanted to share this slide with you is not so much the pretty colors, but to give you a sense that there is a continuum. And the sense is that a policy development process begins with a concept or an idea with a concern, with a problem, with a new advancement within the industry, or within the infrastructure of the internet.

And then there is a continuum that features one key critical element, and that is public comment opportunities. You will recall from my first slide, I noted the importance of being open and being transparent. Well, not all of you are going to be in a position at any point in time to devote three hours a week for ten straight weeks to a working group, or to a particular committee.

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But through various key milestones, and this is true for about every supporting organization, there will be opportunities where the group reaches a benchmark or a milestone that produces a specific report and they will say we would like some comments.

You may not have been able to participate, but here is now an opportunity for you as an individual, or for you as a representative of a community of similar interests, to write comments, to submit your opinion, your point of view on a particular topic.

And we're working very hard on not only improving our current public comment process, but also offering new opportunities. We're getting quite out of the box in terms of our thinking, trying to blend formal, 20 page, written comments that individual communities might put together, all the way up to well, what would it look like if someone wanted to comment via a Tweet, via a Twitter stream, or something like that.

So the concept is to work hard to give all of you as many opportunities to participate in as many different venues, in as many different forms as possible. And throughout this process, there are not only opportunities to provide input into the working groups, but into the counsel work, and ultimately most of these processes results in the Board of Directors saying, "Thank you for the recommendation GNSO, now let us put this out for public comment."

Again the concept being that if you miss one public comment opportunity, you would have another that might come into play.

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JANICE DOUMA LANGE:

Rob, I was just going to say too, I think it's a good time to point out, we get criticism sometimes and some is warranted, but we get sometimes about the laboriousness of policy process and how long it takes.

The new top level domain names, the new generic top level domain is a good example. I mean, members of the community who had business models and were ready to make money, after having invested money, have had to wait for, you know, in many people's minds, way too many years.

And that's part of the bottom up, community driven policy. And it's part of this public comment process, because it takes that long to have all of the different players, all the different actors within the internet space to take the opportunity to have comment.

And when things don't go well, well sometimes you have to go back to the drawing board. And so, things can take years. Policy can take years to go through. And I appreciate what Rob is saying because really we take it to heart that it does, and to find different ways to make it available to everyone as well.

You have Africa, who we heard this morning, is kind of mobile based. So to have an opportunity to be able to Tweet or put a text message out in public comment, would be beneficial to a region or a community that's living off their phone and not off the computer. But I think it's important to note, this policy process can go at different speeds, and it just depends on how well the community is receiving what the work is and how long it takes to bring it to fruition.



ROB HOGGARTH:

That's very true, thanks Janice. Just by the way, don't start looking to Tweet anything about policy development process right now. That's just something we're thinking about. Some folks might have a heart attack if they thought that was what we're doing today.

Another important aspect, and Janice has moved on just to show you an example of how the ccNSO graphically demonstrates its process, is that public comments, that openness to give people an opportunity to comment, extends beyond some of the policy work that we do. What I'm talking about is a very specific area of ICANN's work, and that's the PDP, developing policy, finding out ways to engage all of you in dialogue about important issues that are critical to the community, to the infrastructure of the DNS.

One of the ways that we also ask about things like the ICANN strategic plan, ICANN operating policy, other matters that may not involve policy but involve implementation of policies, are also, in many respects, subject to public comment periods. Again, it's part of ICANN's culture to err on the side of asking for more comments.

And as Janice pointed out, sometimes that presents a challenge because what it means is something can't be resolved immediately. It can't be resolved very quickly. In some cases, these supporting organizations and advisory committees are made up of sub-structures, or sub-groups of stakeholders or constituencies.

They want to have an opportunity to discuss a particular idea, to discuss the implications of a new policy. And so they want to have time to develop their work and their discussions. The work that's happening

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sort of up at the top level that you see at an ICANN meeting, is also happening at many other layers underneath.

Some of you may already have participated in some of that work by not coming to an ICANN meeting. There are many opportunities to do that. But what's critical about that information flow is that it does take time, as Janice says, you can't have that dialogue in a weekend, or over the course of two weeks in some cases.

Particularly if your group is only meeting for an hour every two weeks. And so part of the frustration that people have, and yet what is some of the stability of the ICANN process, is that it takes time to put a policy into place, to develop a policy position, to make a recommendation to the Board. And that's a constant discussion that members of the community, members of the staff and dialogue supporting them have.

It's what's better to do a policy development process very quickly, and then not have people happy with the results and have folks feel like they really didn't have an opportunity to provide input? Or is it better to say, "No, we're going to give you three, four opportunities. The process is going to take 12 months, 18 months." It will take longer, but it will give us more input and we will know at that point that things are more reliable.

One of the things that you may have observed already, and that you'll constantly here at ICANN meetings is, is the challenge of that balance. Results versus process. And many people have told me over the years, I've been with ICANN now for just over five years, that in some respects, the process is as important as the final results, because while the goal is to achieve consensus, and sometimes that takes time, it's knowing that

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you had an opportunity to speak, that the process was fair, that you clearly understand where somebody else was coming from.

You were able to have a dialogue with them, really take the time to understand the issue. All of those pieces are very important. And there are things that we as staff really work hard with the volunteer leaders in the community to bring to fruition.

Like I said, I could probably talk for much, much longer. I'm going to stop now. Thank you Janice for interjecting some observations and questions. If any of you have any questions either now or later in the week, my general area of expertise is GNSO activities, but please feel free to reach out to me if you see me in the halls if you have questions about any aspect of policy development or community engagement.

And I will be happy, if I can't answer your questions, to point you in the right direction, introduce you to another member of the team by email or through some other mechanism. So thanks for the opportunity to make some comments to you today. I appreciate it. Thank you Janice.  
[Applause]

JANICE DOUMA LANGE:

This is a great crowd. I love these people. Can we keep them all week?  
[Laughs] So we'll go ahead and move on if we don't have any questions right away, but again, feel free if you think of something. Rob is going to be able to stick around for just a little bit longer, so if something does pop up, please feel free to do so.

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We're going to move on and to my right is Mike Zubke. And Mike is here on behalf of DNS operations. And I'm going to go ahead and give the mic over to him.

MIKE ZUPKE:

Great. Thank you Janice. I'm Mike Zubke. I'm the director for registrar programs for ICANN. And I'm going to be speaking about sort of the way registrars interact in the ICANN world a little bit. And I'm going to speak a little bit outside my area of expertise and talk about how registries interact in the ICANN world.

So I'll do my best. Feel free to interrupt with questions or corrections. I'm [laughs] I'm happy either way. Could we go back to that slide with the Z on it? Okay. Thank you. So yeah [laughs].

This is probably an impossible slide for anyone to read, but the very last step here there is a red box that says implementation. And so that's usually where my job begins. You've got all of this policy development work that the community has done and that people like Rob and others on staff have sort of help to shepherd through the process.

And when it finally gets to a policy that needs to get implemented, that's my job [laughs]. And even though it sounds like it's strictly a staff thing, it's really also just another beginning of a new cycle of community participation and input for the most part.

So anyway, that's sort of my job and I'll maybe talk a little more in detail about that, but that's – at least, that's the part I like the most. I like getting ideas and projects from the community and trying to turn that into some sort of a reality. So that's really my background, I'd be happy

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to talk about that either here if you've got questions or I'm happy to talk to you outside here.

Grab me in the hallway or at the bar or whatever. So let me just get back on the script here [laughs] and tell you a little bit about sort of the ICANN universe and how we fit into the domain name space kind of a more technical level instead of the policy level. And a little bit about how registrars and registries fit into that model.

So I hate when I'm in an audience and people ask for a show of hands, but I'm going to do it anyway [laughs]. Are there any registrars or registries represented in the room? A few. Okay. Excellent. So this is a pretty advanced crowd, I'll try not to be too simplistic. So in the domain name space world, I'm sure you're all aware that there are ccTLDs and there are GTLDs, and ICANN's role with regard to each is a little bit different.

We have a pretty direct oversight role with regard to the GTLDs. With the ccTLDs, it's much more of a coordination role, supporting the ccNSO and supporting the Government Advisory Committee. We also got letters of accountability and other sort of structures allow ICANN to have some participation in that without really being the controlling interest, it's more, as I said, a supporting role.

My area within staff is really more about working with GTLDs. So I work most closely with registrars, but also with the GTLD registries. And so, really in the beginning of ICANN there was, at least in my mind, there were two really strong calls for ICANN's purpose. Maybe, yeah.

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So I think one is to create a competitive environment so that there was not just a monopoly of just one registry/registrar running the entire generic top level domain name space, at least the commercially available part of it. And the other part of it was ensuring that there was mechanisms for protections of registrants, and also internet users at large.

So we've got things, very early policies such as the uniformed domain name dispute resolution policy, and others that are really generally about protection of registrants. So the ICANN model is really very much based on this idea of there being a registrar and a registry. And I think that for a lot of ccTLDs that's either become the model or it seems to be evolving that way.

And so, I'll admit, I'm not real familiar with some of the more local ccTLDs to know whether they're typically integrated where it's one registry/registrar or whether it's a registrar model, but we found that it has been a very successful notion for not only introducing competition but also innovation in the marketplace.

So once again, I'm off script here, I'm supposed to be talking about registries but I'm talking about the thing that is most near and dear to me. So in general, we've got this space, we've got as you see on the slide, you've got a registrant who is really the center of this picture, at least in my mind, this is really ICANN's true customer is the registrant.

And so in the GTLD space, they tend to be served by registrars or resellers of registrars, and then of course, those registrars work with registries to put domain names in the registry. So I've heard different analogies for how this works, some people will say the registrar or the

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reseller is like the retailer of domain names, and the registry is the whole seller.

I've also heard people liken it to a phone book where they said registry operator is basically managing a phone book and the registrars are allowed to put things in the phone book. Probably neither is especially accurate, but I think they are both sort of helpful, at least in terms of imagery.

So in this relationship that you see on the screen, you've got the registrant has an agreement with the registrar to register a domain name, and at least in ICANN speak we would – we generally don't say you can purchase a domain name, we would say you can license it or you can purchase a license to a domain name.

And that's because a domain name, when you register it, you have the right to a certain finite amount of time to use it. They're typically registered in one year terms up to 10 years in the GTLD space. So the registrant has an agreement with the registrar, the registrar will then have an agreement with the registry, and with ICANN.

And if there is a reseller involved, then it would be the registrant having an agreement usually with the reseller and the registrar who would then, of course, has the relationships with the registries and ICANN. So if you can go forward please.

JANICE DOUMA LANGE:

I'll just jump in here again and say, this morning we talked about making sure that we were clear to you about what ICANN does. And we are typically talking about what ICANN doesn't do. And since I've been in

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ICANN these past six and a half years, I know that our front desk often takes calls from people who have a complaint about their registrar or a reseller.

And they're looking to ICANN to solve that problem. And so Mike, when that happens, what do we do from an ICANN perspective?

MIKE ZUPKE:

That's a great question. So typically, there is sort of two buckets of complaints that come to ICANN. And in my mind, I think of it as sort of it as jurisdictional issues and there is things that are outside of ICANN's jurisdiction.

So if you as a registrant have a complaint with your ccTLD operator or a registrar who has registered a ccTLD, that's generally outside of ICANN's jurisdiction. We really only have that supporting role. It would be the same thing for issues that are outside of ICANN's accreditation agreement.

So if you were to have a customer service inquiry to your registrar and you felt they were rude to you, ICANN doesn't have any ability to enforce a politeness standard for registrars. There are certain things like that, that are just outside the accreditation agreement. And part of it is pretty deliberate in that ICANN's role should be technical and coordinating, it's not supposed to create an universal rule of customer service levels, or civility, or anything else.

It's really about creating competition and so that's why you've got now something like 900 and something registrars who are all competing for



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registrants and for their business. So that's really kind of the broad sense of the complaints that come in.

If it's a jurisdictional issue, it will often go to our compliance team. The compliance team will contact either the registrar or the registry, whoever is most closely involved. There she is. And so, they would follow up and try to resolve any of these sort of issues that fall within the agreement.

And I want speak too much more about that because that's Maggie's slide and she's telling me don't take all of her words [laughs]. Yes.

ALEJANDRO COSTA:

Hello. Alejandro Costa from Venezuela. And well, I've got a question and it is not very clearly connected with what you're talking about, but somehow it is in the screen. Recently, the IAB, the publishing assignment telling that they've got [gains 0:40:54], something like that, the dot less domain names.

Is ICANN going to respond to the IAB? Do you have a position? I wonder. Thank you.

ROB HOGGARTH:

So we're going to have a little bit later on somebody from our new GTLD program, so I think they would probably be in a better position to answer, oh. You're here? Okay. Would you like to answer that now or is that something you would like to talk about a little bit later?

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UNIDENTIFIED: Yeah. So your question was about dot less domains, I think, in IAB, is that right?

ALEJANDRO COSTA: Exactly. IAB and the position regarding the dot less domain names.

UNIDENTIFIED: Right. So I think the best forum for that question, I don't mean to punt it, but I think the best forum for that would be the SSR session on Wednesday. It's the Security, Stability, and Resiliency session led by Jeff Moss, who I saw earlier but I'm not sure if he's still here. I think that is probably the right session to talk about that.

I don't have enough information to respond to that.

ALEJANDRO COSTA: Thank you.

UNIDENTIFIED: Sorry about that.

ALEJANDRO COSTA: I'm a newcomer, and I really don't know what is the best place to make the question. And I didn't know if I was going to have the chance to make the question again, so I just tried. Thank you so much.

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JANICE DOUMA LANGE: And that session is at 9:00, I believe, on Wednesday, just to give you more specific answer. For some reason, that just rings in my head, I don't know why I remember that.

MIKE ZUPKE: Were there any other questions before we go ahead? Yes. Perfect.

GABRIEL: Yes. Hello. Gabriel [? 0:42:39] I'm from [? 0:42:49]. I was wondering... I was always wonder about the ALAC. I know that most of ICANN's issues, activities surround – the language is between the registry and there registrant – registrar. And the registrant is bulked together with all the other end users on the ALAC, or some other grouping of that sort.

But then, I was thinking maybe the registrants have to, we should try to consider how do we differentiate the registrant with the one that is actually taking money and giving to the registrar. Whereas the other users, end users, are really not that active in that exchange, that monetary exchange.

And is ICANN thinking about that stakeholder community rather than just lumping them all on that ALAC group? Because I've been asking this question, because there are interest groups that also – they have specific interests that are different from that of a registry or a registrant, or the other end users.

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MIKE ZUPKE:

Okay. I thought that would have been a great question for Rob, but I'll do my best to speak to that a little bit. So I think that's a very good point. There really is no two people in our space who can say my interests are exactly the same as somebody else's, and I think that's very true for registrants and users of the internet at large.

What I think about what my job is, and when people ask I say, "Have you heard of ICANN?" And they say, "No." And I say, "Well, my job is to try to keep the internet from breaking." [Laughs] you know. And that's usually enough. But...

So obviously, users at large have a very important role and a very important voice in this process. But within the GNSO, you do have some groups that are actually registrant based, although the names may not necessarily imply it. You've got a business constituency which is generally pretty large, sophisticated registrants. You've got the non-commercial users. Are they called stakeholder groups now?

Okay. Sorry. I misspoke and I've dated myself here. So the stakeholder groups. So there are ways for involvement within the GNSO for registrants in particular. And then of course the ALAC has its advisory role with regard to everything within ICANN for users of the internet at large.

And frankly, I think, it's not just staff, I think everybody within the ICANN community shares this interest in seeing this domain name system remain resilient and stable so that we'll have this place to continue using this function of the internet in the future.

Any other questions?

VICTOR:

My name is Victor [? 0:45:43]. I'm a fellow. I just have a comment about a question of registrant and using the domain names. Before moving forward, who have already registered a domain name in the room? Fellows.

Not a lot [laughs]. My comment is about, you just mentioned about people contacting ICANN when there [is] a problem with the domain names. And a lot of such issues is happening in our countries.

When I first apply for the fellowship, I say I want to become the next African accredited registrar, but things – nothing happened. I went back home, I say, "I have to stop talking. I have to jump into the business." And I start as a reseller, I'm dealing with accredited registrars as a reseller.

And there today we're seeing the registrant, we went onto their website to contact a hosting company or a web designer, and that person registered his domain name, and in the [? 0:47:04], he put his contact and one month, or two months, or one year later, the register is not happy with the service and he want to move.

He realized that he cannot just move like this. You have to be in agreement with the guys, the web designer, or the hosting company. Declare [? 0:47:23] you are as the owner, if I can say it like that, of the domain name.

And many people are coming to me and saying, "How can I solve that problem?" Sometime when I contact the hosting company, or the web designer I say, generally it is the hosting company or the registrar, I have

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to receive an email from the guys with the registrant or the technical contact of the domain name before doing anything else.

So it's very important aspects of having a constituency of real user of the domain names. I don't know if the non-commission user constituency is that constituency or... Because ALAC is not the place for people having problem with their domain names. So thank you.

MIKE ZUPKE:

Thanks for that comment. And it sort of brings to mind one of the things that I've sort of observed and learned as I've been at ICANN, and that's it's really... I think there is a pretty steep learning curve the first time you register a domain name, right?

The first time you create a website or want to create an email account, it's – there's quite a bit of learning that goes on and I think that's one thing that I think you're going to see ICANN is going to try to do a better job of.

And the reason I mention this is because there is a great variety of registrars out there, and there's an even larger number of resellers and so, one of the things that we should, ICANN, should be encouraging potential registrants to do is to be comparing the services and the backgrounds of the people who they elect to use.

And this doesn't necessarily solve the web designer problem, but in some ways, it helps you to make an educated choice about how to register a domain name and where to do that. I think a lot of people think well, a domain name, if I register it will work, so I'll just buy the

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cheapest one, and that's not always the entire – it shouldn't always be the full part of the equation.

So I thank you for raising that point. I think that was helpful.

PATRICIA:

Hello. Good afternoon. I'm Patricia [0:50:01] from Senegal. I'm a fellow. I have a specific question regarding the registrar accreditation agreement, 2013. Could you give us a brief overview of the benefits and changes arising – I mean, from this agreement, new agreement please.

ROB HOGGARTH:

Well, you can have an overview, or I can say something briefly [laughs], but it's pretty – there was pretty elaborate changes. So people in the room might not be aware, but ICANN and registrars recently through a very detailed negotiation process to come up with a new form of the registrar accreditation agreement, which is also sometimes called the RAA.

And so the negotiation process took about two years and it involved lots of – also community stops for community input documents that got posted. It went to the Board for approval just about a week and a half ago, I think. So the Board has approved this new form of agreement.

Now if I understand the question it's, what's new in this agreement? And so, there is really quite a bit that's changed in this. Just on a superficial level, the form of the agreement looks a little different. We've now got these documents attached what they're called

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specifications, which I think sort of break out some of the new obligations in a lot more detail than we might have had under the old form of agreement.

And so, when I think about what are the really high level points of this, there were a lot of requests from people in the community, and in particular, members of the law enforcement community for certain new or enhanced practices by registrars that are aimed at potentially be able to either prevent online crime, or to try to do investigations after it happens.

So some of these things that they have asked for that were included in the agreement involved validating WHOIS data, so making sure that whenever a registrant gives an address, it looks pretty legitimate. There is going to be a street that actually exists in a city that actually exists in that province or in that country.

If there is a postal code, that it's appropriate for that address. So that's a pretty large new obligation for registrars that is intended to both help increase or improve WHOIS accuracy, but also hopefully have an effect on online cyber-crime.

So that's a pretty large one. There are new requirements with regard to retaining data. So registrars need to keep a bit more technical data when a person registers a domain name, things like IP addresses and headers and that sort of thing.

Those I think are probably two of the more noteworthy ones. There are also some provisions in there that were requested by registrars. So under the old agreement, the 2009 version of the registrar accreditation



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agreement, and from the previous one to that, there was always a provision that said, “If you want to buy bulk access to a registrars WHOIS database, you can do that for \$10,000.”

Now a registrar who has 300 customers, that doesn’t seem like a very good deal, but registrar who has several million customers, that’s a pretty cheap way to buy a bunch of names, and email addresses, and phone numbers. So that provision has now been eliminated from the accreditation agreement.

So registrars are no longer obligated to give their WHOIS data for \$10,000. So there have been a number of changes, and there was a briefing yesterday to the GAC, it was an open session, not real long. It was [? 0:53:44] spoke to the GAC for maybe 15 to 20 minutes.

I would suggest that would be a good place to get a real good, in depth overview, and there were some slides with that to that might help. So I don’t want to take the whole session talking about all the changes, but I will also be happy to talk to you either afterwards or by email in follow up if there is more information you would like.

The other thing is there have been some posts to our site. There’s that banner thing at the top that sort of cycles through different stories, or different images, and one of those is about the 2013 RAA. And there’s a document at that link that includes sort of a summary of a lot of changes by provision, by provision, of that new RAA.

So it’s sort of helps to kind of identify what some of the new issues are, or what some of the provisions would be. So [CROSSTALK 0:54:39]

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JANICE DOUMA LANGE: I'm going to give you a breather actually. You've been awesome. Not to head you off, just a little breather here. One of the reasons that I have multiple people from staff up here, all staring at Mike in awe, but is that we work together.

The departments aren't silos at ICANN, we depend on each other. And from listening to Mike's discussion, cyber-security. And I look at Rick, and I think Rick is part of our security and stability and resiliency team, and it's important to know that he needs to be knowledgeable, the staff needs to be knowledgeable. They need to feed into these agreements, and when they're working their magic, most of the time in the background but then in the foreground in training perspective, and working with security forces around the world.

I mean, this is an important piece of information that they need. Rick, I don't know if you want to jump in and address...

RICK: Thanks Mike. I learned a lot just listening to your right there. I mean, Janice is right, we do all depend on each other. But each one of these areas does require a certain pretty high level of expertise. So it's actually very valuable for me to hear some of this stuff.

And I know that there are a number of other provisions in the RAA that actually directly affect my line of DNSSEC deployment, and things as well. So thank you, Mike.

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**JANICE DOUMA LANGE:** And Mike, I know you kind of addressed some of these things, and we don't have a plan to actually stick to every slide. If we discuss what it is that you need to hear, I have no reason to force Mike into talking about every single slide here as he speaks on behalf of the registry and the registrar team in DNS operations.

So we did speak quite a bit this morning, kind of an overview of the new generic top level domains in the multi-stakeholder model. And we did speak a little bit about the IDN and from the G stand point, generic top level domains standpoint.

But there are also ccTLD IDNs. I am going to jump a bit off script, and in respect to one of our staff members who has another obligation, and so I'm going to jump from looking at this IDN to a couple of slides up, Wendy, for the remote folks, so that I can introduce Naela, who works with our IDN team within the DNS operations.

She has a commitment to present in another session, and I want to respect that, so Naela if you just want to talk a little bit about your role within the DNS operations and IDN, that would be great.

**NAELA SARRAS:** Sure. Thanks Janice. Okay. So my name is Naela Sarras. I work on internationalized domain names, and I've worked in that role for about three years now. Excuse me for not looking up, it's really bright up here.

So why IDNs, internationalize domain names. One thing that I think we need to be clear about here is... So ICANN is now doing

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internationalized domain names at the top level. It's important to remember, and I think this was talked about probably this morning...

So ICANN operates at the top level, so there's the root zone, and then ICANN manages the TLDs that exist within at the top levels, such as dot SA, here we're in South Africa, the ccTLD for example, dot COM, dot ORG, dot MX for Mexico. So this is a list of about 370 give or take, TLDs that currently exist in the root zone.

This is both GTLDs, the generic top level domains, and ccTLDs. In these TLDs, IDNs have existed for a number of years. So let's say, for example, dot COM. Under dot COM, IDNs, internationalized domain names at the second level have been in use for a number of years now.

What the development is, is now IDN TLDs at the top level are available, and in fact, ccTLDs, the country code domain names, have existed for about three years now in the root zone. So I think here on the screen, we have an example of four different IDN ccTLDs, for Egypt, Saudi Arabia, and Russia.

This was a result of policy work, as Rob explained earlier, all the policy work that goes on to allow such changes to happen. So in 2009, the program for IDN ccTLDs was introduced, and it allowed countries whose native script that is not based on Latin to apply for an IDN ccTLD.

So to date, there is about 34 IDN ccTLDs in the root zone, and they represent 24 countries and territories. And the reason... The difference is some countries, let's say for example, India, has many different languages and so they qualify for an IDN per language, per official language that they have in that country.

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So that's the – what when we talk about internationalized domain names, we're really talking about the development at the top level. It's important because, as shown here in the example, for example on the screen, it allowed us to take the – apologies. I don't know what this – the top level says, the domain name says, something in Chinese dot CN, and now it's available all of it is in Chinese.

So the top level, the top level domain name here in China and then whatever the domain name under that is. Do you know what that is Janice? Or is that just...

JANICE DOUMA LANGE:

My multi-lingual skills are leaving me dry right at this moment. But Rob alluded to the fact that he knew, himself, up to 14 languages, oh, I'm sorry. It was your staff. I don't know if he can help.

NAELA SARRAS:

I'm just wondering what that long domain name on the slide is. I'm just... Okay. Okay, thanks. Thank you [laughs]. Good. Another appreciation I have, for example, for IDNs is that you may measure – so I'm an Arabic native speaker, so for us, let's say I'm trying to access a domain name that is under dot COM, but the second level is in Arabic.

So Arabic is a right to left language, we write right to left. So if I'm trying to type a domain name, so if you can just imagine what I'm doing on my keyboard here, doing www – or I can get that – rid of that if I don't want, if I'm lazy.

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But anyway, I'm doing right to left to do the domain name in Arabic, this is the second level, then I have to switch my keyboard, and then do the dot, and then do COM for left to right mode. So it's quite complex and clunky.

So full internationalized domain names are – have a value for the communities that have been disadvantaged for a long time. And that they have to use ASCII, whether or not it was part of their daily life. So that was at the ccTLD level, I believe it was mentioned this morning on the GTLD level.

IDNs will be introduced in the generic top level domains. So as a part of the new GTLD program, and I think – I don't think, sorry, the new GTLDs, the IDN GTLDs have gotten the priority. So they are being processed in the priority manner, right? So some of the first IDN... Some of the first GTLDs that we are likely to see will be IDNs.

In terms of current activity, what we're doing now at ICANN, one of the interesting challenges we have, is identifying things that are called variant labels. So in some communities, for example, in the Chinese community, it's easier to explain that – they have the traditional Chinese and the simplified Chinese.

So one label that is written in simplified Chinese might have an equivalent in traditional, and they took – to an user, they mean exactly the same thing. So when an user is trying to access the website, whether the traditional or via the simplified, they need to get – they may use either form to get to that website.

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So the challenge right now we have is to find rules that apply to all scripts of the world to say, what's an equivalent? If a label has a variant, or a label that's viewed as an equivalent, how do I identify the [? 1:04:09] table and then how to deal with all the rules of who qualifies for it? And how can it be delegated?

And how does it operate after delegation? And what does that mean? Also down the tree is typically is what we say here in ICANN languages, once its delegated at the top level, how does that impact all of the delegations beyond that at the second level and beyond? So that's a topic that's taking a lot of – that's seeing a lot of activity at ICANN.

We have a number of user communities that are already involved. As a matter of fact, if I may plug in some of the things that we're doing right now, we're actually looking – we have a call that was released last – was published last Thursday, and its calling on user communities to help define these rules for their script.

So what will happen is, let's say for example, an Arabic script community will form itself and will define the rules for Arabic script. Same thing will happen for the Chinese and for the [? 1:05:13], and the Indic based languages. So please check out the website. There is an announcement that I think was made last Thursday that explains what the user communities are requested to do.

And we welcome any volunteers. But again, it's a community based effort so it relates to communities that are forming themselves, defining the rules and ICANN provides support and explains what the rules are in terms of what they need to do for their part, because their input needs to be integrated into a bigger, larger effort that's going on at ICANN.

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So that's some of the current work. And I don't know if... I have a few more minutes, I don't have to leave right away. So I don't know if I hit all the points that you wanted me to talk about.

JANICE DOUMA LANGE:

You hit the high notes. That was fantastic. And we do have other staff that I know have other sessions, so I will say thank you very much. And I'll just check to see if, are there any questions for Naela on the internationalized domain names?

And again, this is not the last time you'll see her face. She is here all week. With her is another co-worker, [Nico-letta 1:06:26] she has help in answering questions if you run into her in the hallway. So thank you very much Naela, I really appreciate that information.

And we're just going to go ahead and back up. Wendy is here by my side, so she is covering for the people who are listening and watching remotely, so I need to make sure anything that you're seeing here on the screen is also seen by the folks remotely, so we have to stay in synch.

I'm going to jump back and make sure I know Mike, I think covered and like we said, we've got a high level here in this room. And I don't think we need to go into exactly what a registry is any further than this, but I want to make sure that we didn't miss anybody as we build the base to go into talk to Russ about the new generic talk level domain.

So as Russ is talking about this, if there is something from a registry perspective that you need to understand better, please hit us here while we go into this discussion. Russ?



RUSS WEINSTEIN:

Hi. Good afternoon everybody. I'm Russ Weinstein from the new GTLD program. I've been with ICANN since about October, and this is my second ICANN meeting. So at the last meeting in Beijing, I was sitting where you're sitting now and the tables have turned quickly on me here [laughter].

So on the new GTLD program, we received 1,930 applications. The application period closed last year, I think it was May 2012, and we published all the different application strings in June or so of 2012. Of those 1,930 applications, there is actually only 1,400 some unique TLDs.

There is about 500 that overlap with each other, and throughout the process only one company can be delegated that TLD. So the max number of new TLDs is somewhere in the 1,400 rather than the 1,900 in this current round.

We've kind of subdivided the applications by some interesting characteristics, you see on the right hand side of the screen. The different regions that applied for the strings. And on the left hand side there is sub-categories as Naela was talking about, there is internationalized domain names and those represented about 116, I believe, total names.

And of those, 108 of them are our top priority because of an event we called the prioritization drawing, which was essentially a lottery like system to organize who we would process all of these applications, given the scope was so high. And it was a community decision to prioritize those internationalized domain names to be the first 108 processed.

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The eight that did not get put into that 108 self-selected, those were companies that decided that they didn't need to rush through the application process. There was also about 80 or so, what we call, community applications.

And so these were applicants that self-selected themselves as representing a community and provided additional information in their application to support that. And the community application gives some preferential treatment should that string be in what we call a contention set, meaning more than one firm applied for that same string or TLD.

So there's an opportunity for communities to get some preferential treatment as to how to resolve that contention set and ultimately win the TLD. And then geographic names were also a special category, and there were certain restrictions around geographic names so they wouldn't infringe of rights of governments and other rights holders.

Is there another slide I'm supposed to talk to?

JANICE DOUMA LANGE: No. You had one slide to talk to, that's it. Don't be greedy.

RUSS WEINSTEIN: So where we're at in the GTLD program, we're working really hard on the team and making a lot of progress. We're in the application process stage of the program right now. I think we've published over 1,000 results, nearly 1,100 results of the evaluation process.

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And we have... And then with those applications, we're getting close to moving towards signing contracts with the registries, and then they'll go on towards delegation. And as you may have seen recently, we approved – the Board approved the registry agreement so now that enables us to start signing registry agreement contracts with our applicants which will quicken the pace of the program once that happens.

You'll now start to see a lot more progress towards actually delegating the first TLDs into the root. So that, I guess, I will open it up to questions.

JANICE DOUMA LANGE:

Are there any questions for Russ? On top level domains? And we've got three folks here so let's try to keep in queue. If you do have a question, remotely participating, then please just put a question mark in the chat room and send it to Wendy and she'll be your voice here as well.

And again, a reminder to please state your name for the record and here we go.

UNIDENTIFIED:

Okay. [? 1:12:46]... I'm a professor of law, and I'm head of a NGO and very active in the capacity building field of cyber-security particularly. But here, I have a concern, do you have any idea, or would you tell me, why this difference between the application is due to what...

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I don't know if you have, if you know this. But anybody know why this difference in the application number exists between these regions? We are seeing 17 and then 902...

RUSS WEINSTEIN: Oh, okay. Why the source of the applications is so spread, or concentrated in certain regions, is that the question?

[SPEAKER AWAY FROM MIC 1:13:42 – 1:13:53]

RUSS WEINSTEIN: [Laughter] I think your peers might be better able to ask than answer.

JANICE DOUMA LANGE: Wait, wait, wait. Guys hold on. If you're speaking, please the mic.

UNIDENTIFIED: I mean, is there any study or research, or maybe you may know it, why this difference exists? Because it's very important for business and whatever. Thank you.

RUSS WEINSTEIN: I apologize. I don't know why [laughter]. There is a comment that it's pretty expensive [laughter] to acquire – to apply and to operate a TLD.

[SPEAKER AWAY FROM MIC 1:14:41 – 1:14:47]

VICTOR:

My name is Victor [? 1:14:48]... So I think I have an unusual answer to that question. Because I think we need to solve this [lie 1:14:59] about the registry, because new GTLD program is about... Entity would like to become registries, so running a piece of the internet, if I can call it like that.

And the difference in number between continents is... For Africa, for example, is because first, we have a very few number of registrars, so people who are the whole seller of domain names in Africa. So there is... The matter does not develop, and we cannot escape, you cannot escape one state and go and become directly entity running a piece of the internet.

So the application for – apply for a new GTLD is like, you would like to run dot COM, or dot ORG, for example, you never be a whole seller of the domain name. So I think the difference come there.

And second one is about, because of the new GTLD application. It was, I think, \$185,000, it's not a small money for an African cc will not risk that amount of money just for applying for a TLD that you are not sure you will get it, because someone can object, or your current application cannot be – cannot pass the evaluation process.

And currently, I will say that difference also come about, the participation of those people or company from those region to the ICANN ecosystem. You see the big number from the [? 1:17:14] because people there are aware about the DNS business, they are being in that business since many years, so they understand why they can't risk that amount of money to become an entity to running a new GTLD.

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So that is a comment that I can add.

JANICE DOUMA LANGE: Thanks Victor, that was really well spoken actually. So where was the next... Bridget, and then Dennis, I know there is another one here.

PAUL: Is it my turn? All right. My name is Paul [1:18:13], I'm a first time ICANN fellow. And my question is on the status, the current status of the applications for the new GTLDs. How many has ICANN so far approved?

And when do you think we'll see the first roll out of the new GTLDs or the first batch of new GTLDs? Thank you.

RUSS WEINSTEIN: Hi, thanks. So I believe we announced on Friday that we're not up to 1,092, I believe is the number, of approved GTLDs. And the... And we plan to be releasing approximately 100 results a week through the end of August.

So by the end of August we should be complete with all the application results releases. The process to go from application approved to actually delegated, there is a few key steps in that process and the time is a little bit variable, so it's kind of hard to predict.

But I think there's been comments that we can see the first TLDs delegated in the Fall of this year, I believe was the comments. And they they'll be appearing where, before then... Then there will be a period of

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delay before you'll actually start seeing domain names be activated into the zone and be able to use the new GTLDs.

But I think in the Fall is when we're targeting the first GTLDs being able to be delegated.

UNIDENTIFIED:

My name is [? 1:19:54] a fellow. My question is related to the Asia Pacific region. Taking away the Asian part of things, as well as New Zealand and Australia, how much of that is in the actual South Pacific part of things?

RUSS WEINSTEIN:

[Laughs] Zero [laughs]. I think we have our local representative [laughter] is able to answer, is zero. You can find a lot of the statistics, I believe you can drill down further into the statistics on the new GTLD microsite page, within the ICANN home page.

And then there is also a few outside sources that have done a pretty good job of analyzing the application data, and cutting it into different views. I think one of them is through pool organization, does a pretty good job.

So if you Google, or search for GTLDs and pool, you might be able to find some good information there.

JANICE DOUMA LANGE:

I was going to take a quick commercial break to jump up to Savenaca, thank you.

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SAVENACA VOCEA: Hi. My name Savenaca, I'm the regional vice president for ICANN in the Australia, New Zealand, and Pacific Islands region. A lot of this building and presentation were made to the region, especially in the Pacific, about the program.

But during the application period, there was no applications from the Pacific. So zero interest.

JANICE DOUMA LANGE: And Savenaca if you will just pass the microphone to Rodrigo just really quick for an introduction.

RODRIGO DE LA PARRA: Hello everyone. My name is Rodrigo de la Parra and I'm the vice president for Latin America and the Caribbean with ICANN. And there is a chance I've got to explain and speak more about the activities we're doing in the region.

JANICE DOUMA LANGE: Thank you. And Dennis, next.

KIM: My name is Kim [? 1:21:58], I have presented to South Africa from Nigeria. I'm not just happy with the way about the point about... My [? 1:22:08] the questions of the registrar and registrants. I think ICANN should do more about that.

I wanted to also say that the question of, what will have there, is that I think a much – about enlightenment on the new GTLD place in Africa. I



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want to contribute, I will have so much [pour in the NS program 1:22:30].

Most people really don't know why they should invest that much in something like that. So some of the times, I think more of an enlightenment than should be in Africa. Thank you.

DENNIS CHANG:

Can I make a comment? If I can add... My name is Dennis Chang, I'm with the ICANN and I'm the project manager for the applicant support program, which you may not be aware. But ICANN stood up the applicant support program to provide funding so that people can apply without \$185,000.

And we offer a significant reduction in application values and fee. If you had applied and had qualified. So that application support program is still there, you can find it on ICANN website. And if you provide input back to ICANN, perhaps on the second round, we can do something similar. Okay.

JANICE DOUMA LANGE:

Dennis, thank you very much. And we are going to have to move on to our next... Hold the question. Hold. We're going to need to move on because again, Maggie does need to go to another session and so I want to respect that, so we're going to move on to talk just a little bit about compliance.

And we won't forget your question. But let's give Maggie a chance here for this.

MAGGIE:

Good afternoon everyone. My name is Maggie [1:24:17], I'm the vice president for contractual compliance. And before this gentleman gets off the stage, Mike. I work very closely with Mike. Contractual compliance team works hand in hand with the stakeholder or the liaison team.

They initiate the transactions, they work with the contracted parties. Once the contract is signed, guess who becomes active? We do. We start looking and enforcing that contract. If you don't mind Janice, before we go in depth I want to show the next slide to the audience.

As Mike is gently existing, Mike spoke earlier about the domain name life cycle. Everything has a beginning and an end. And at ICANN, that beginning and end is managed by contract, by policies, referred to as consensus policies. Again, you heard Bob talk earlier about the policy development process, how policies engage in bottom up and transparency.

We're also involved in that process. We're involved in the process to help drive some of the decisions and changes or enhancements to policies. They come to compliance, they say, "What are the issues you are seeing? What are the statistics? What are some of the problems that the community is facing based on the complaints that you are receiving?"

We provide that input. When a policy becomes approved and we have to initiate an implementation, again as you heard Mike earlier, it's led through that team. They collect many of us from ICANN, different departments, and we contribute to what we call the implementation plan.

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I heard the lady ask earlier about 2013 RAA that Registrar Accreditation Agreement. We all are very well aware of the new GTLD program that's bringing a new GTLD agreement, registry agreement, right? And if you've been keeping up with the ICANN community, you know there is a new policy, the expiration registration agreement policy.

Sorry, not agreement. So all of those changes impact everything we do. And you cannot just turn on the switch and it's ready. It has to be planned. It has to be thought of, assessed. Because it impacts not only the processes, the tools, but also the people, the knowledge, the skillsets.

So if you don't mind Janice, go back to the previous slide. That's a simpler slide. I like pictures, I associate very well with pictures, I don't know about you guys. Because you don't just want to read bullets, bullets all afternoon. So what is the scope we have? Some people look at compliance and they thing, "What a boring job."

Do I look boring? Do we look... We have an amazing compliance team. Very diverse team, we cover about eight languages. And I'm not talking languages we learned in high school or at the university. People from the culture, from the countries who speak and understand the culture and the nuances of the language and the people.

It's really important, that's important because when you are directly dealing with a person who is complaining about a contractual noncompliance, or maybe an issue, he won't be able to communicate. We communicate officially in English, through the emails, but sometimes we find ourselves communicating directly in that specific language.

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I remember two years ago when I came on board, we had an issue with a registrar in Europe, and I also speak in French, they say – my team was saying, “Well, we’ve communicated.” And I read the communication, okay, that’s communication. I said okay, I picked up the phone and I said, “What is from your perspective?” And of course, the dialogue began and switched to French, and having an appreciation to the culture, to the language, to the nuances of all of it coming together, they’re communicating, they’re communicating, but we’re going like...

Right? So having a team that is diverse to be able to manage and work globally, we touch every area of the world that we have registrants. We have registrars, we have registries. So our scope, if you see the big arrows on this screen, ICANN has two sets of contracts. We sign contracts with the registry group that you heard a description of who they are and what they do.

We also have contracts with the registrars. Now, you see the other arrows pointing out from the registrar, I think a gentleman on that side, I don’t see him in that seat anymore, he asked earlier about the registrants and the contract.

So the registrar, when a domain name is purchased by a registrant, they also have a contract between themselves. But how does ICANN impact that contract? It’s through the registrars agreement that filters down to the registrant. In addition, there are so many different business models today, and worldwide. A registrar may be their own business model selling domain names and other services, as you know.

But a registrar can also have what we call a business model with a reseller, which is a third party group that sells domain names that they

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are associated with them. ICANN does not work directly with that third layer. However, what we do in contractual compliance is some of the issues we face a lot in when we see complaints, is that we make sure that the contract between the registrar and the reseller carries the provisions that enforces that, and makes the reseller abide by that contract.

Because it is the registrar's obligation to fulfill and enforce that contract in that space. So our role is working directly with our contracted parties. Now, the contractual compliance department has gone through a major re-haul. We had a lot of fragmented tools, and like many organizations... You know the growth of the internet is just sweeping everybody.

We went through a major re-haul of our systems and our processes. We just completed migrating all the fragmented tools into one consolidated system. We built a consistent process that is referred to as a prevention then an enforcement. Contractual compliance at ICANN is not here to put registrars and registries out of business.

No. That's why we have, what we call in the process, the prevention process. We start with the assumption that we want to make sure we understand and have the facts. Everything we do is fact based. You know? And that's very important in the community at ICANN, as you get to go through the week.

Janice is encouraging you to... When you look at the calendar, look at the agenda, and visit. The ICANN community consists of multitudes of stakeholders. And these... Each one of the stakeholder has a specific interest in ICANN.

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So when that happens, you find yourself in a conflict, especially when you are in contractual compliance. The first thing when I first came on board, nobody liked compliance. That's fine, we're not here in a liking competition. But what do you expect of compliance?

So you start listening to the stakeholders, like you go wow. They want this, they want that, they want this, and you step back and you say, "How does it relate to the contract? What do we need to ask for?" Because contractual compliance is a service that ICANN provides.

We don't sell a product. Our product is ensuring that the contract is followed and enforced. So it's a service. And when you are in a service organization like what we're doing, it's about earning the trust of the community. Because you're going to have registrants, you're going to have internet users, you're going to have business constituencies, you're going to have intellectual property lawyers.

You're going to have all kinds of people coming to compliance to look for an answer to an issue or to a resolution. So trust is a key model for compliance to operate. And the way that we earn that trust is by communicating and institutionalizing a consistent process.

We didn't build it in silo either. It took us at least three ICANN meetings to finally come to an agreement with everyone. What is the process? Where does it begin? What are the rules and responsibilities of the different areas of the process? Because one of the key elements in the process or what we call the people who are impacted.

Whether it's ICANN, whether it's the complainant, whether it's the registrar or the registry. So each swim line as it is referred to has a roll

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and a responsibility. So the trust from contractual compliance, I'm really pleased to announce that, we have really come a long way.

The community now sings in the same choir when you speak compliance, they know what the process is, they know how we work, and really [port 1:34:09] on it. So we work very closely with Mike Zubke and the registrar and registry team.

We work very closely with the policy team. But we also are working very closely with the new GTLD team and the IDN team that you heard Naela talk about. So it is a very...

It has to be a strong handshake. There are a lot of moving pieces. Next slide please Janice, and let's skip that one, we already talked about it. So a lot of time we receive complaints, and I think the gentleman here – I'm sorry, I could not catch the names, talked about the scope of ICANN. And it's really, really important for the community to stay informed and knows what is the scope of ICANN, because otherwise, we're going to fail your expectations.

A lot of times we receive complaints, for example, about spam, phishing, malware, cyber-crime, or even website content. We receive complaints... I cannot tell you, some of the complaints we receive are harsh [laughs]. They're accusing us of being, siding with some political party or something because we're not resolving their domain name.

So we are not into that. The scope of the contractual compliance team at ICANN is very specific. Like I said at the beginning, it's wonderful and it's boring because it sticks to the contract, the content of the contract. That's why it's called contractual compliance.

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We're not corporate compliance, we're contractual compliance. So we focus on what are the issues that may come from the creation, from the renewal? Sometimes some domain names may cause trademark issues. Sometimes reseller issues.

So all kinds of information or issues come to the table, and we deal with each one of them on a case by case scenario. Because every issue is different. Of course, they have a lot of commonalities because they relate to the contract. But you have to take each issue, review it, analyze it.

Do we have enough facts? When we have facts, we move on to the next level. If we don't have facts, we ask for facts. So everything is time driven, process driven, and fact based driven. Is there any other slides? I'm the last one at the table guys. Can you believe it's only Sunday afternoon, right?

Just think how exciting this week is going to be. Look at us, I mean we still have a whole week to go. But before I take any questions, I want to encourage you to really look at the schedule. There are some amazing forums.

I still feel like a newcomer. I feel like a kid in toy land at ICANN. There is so many new things happening every day. But I want to invite each and every one of you for Wednesday morning, I'm marketing, contractual compliance is holding a session and we kind of like pushed our self into that Wednesday morning slot.

It's open to the public. We provide an update on our operational activities, accomplishments since the last meeting, the initiatives we're



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working towards. We show demos of new things we're doing where possible, and reports.

Plus we have a very long Q&A session. So if you're available Wednesday morning 9:30, we are on the schedule, look for us. I don't remember what room number, but we're on the schedule, you can find us.

JANICE DOUMA LANGE: Thanks Maggie. Are there any questions for Maggie? And I have to say, oh please, the reason everyone is leaving is not disinterest in Maggie, on her topic, but everybody was kind of watching the clock because their next session to go to.

MAGGIE: We do too.

JANICE DOUMA LANGE: Yeah. I know you do.

MARISA: Hello. My name is Marisa [? 1:38:23], I'm an ICANN fellow. I'm from Peru. Can you give us a brief overview of the new GTLD and trademark dispute? A brief overview. [CROSSTALK 1:38:40]

MAGGIE: May I encourage you to join us a little bit on Wednesday. But let me tell you, the overview, all of that is still in development. So today, in the

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current world, let's put new GTLD aside. And I'm doing this because it's really bright up here. I feel like I'm sun tanning.

With the current contracts today, when we receive what we call dispute issues, we have, ICANN has different dispute resolution communities, where ICANN's responsibility is not to get in the middle of the dispute, so it's a third party who manages that.

But what comes to the contractual compliance, it's more about the lack of implementation to that resolution of a dispute. So today we call it UDRP, which can be a trademark dispute resolution. What happens is, when the decision is made on that dispute, but it's not implemented, we receive a complaint.

"Hey, I won this dispute. It hasn't been implemented," or whatever the reason we. We follow up and follow through based on that decision that was made. So we inquire about the facts. Why wasn't it made?

Where did the process fail? And then we follow based on the facts to the next step.

JANICE DOUMA LANGE:

And we'll talk so more about the sessions and what will help you out. So this is the last one, Maggie needs to go. So Rick you're on deck, and I also want to offer you, if you want to do a walk around you can with a handout, if you like.

Oh, okay. Go ahead Bridget.

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UNIDENTIFIED: My name is [? 1:40:35], actually I'm from dot NG. I'm interested in how you handle... I mean, WHOIS accuracy issues, because we have some problems. Sometimes we have... I mean, in dot NG, we have a very strict rule.

People are not allowed to register other people's trademarks. But, of course, occasionally – I mean, now and again, it passes. Okay? And then when it's discovered, we take it away from the person who registered it, who doesn't have any bearing with the trademark owner.

And then you send an email to the address given to the email contact given, and you don't get a response. So that means the person didn't give an existing email address, so how do you handle that? That's one question.

And then, I have something specific on creation issues. We have currently, we opened up second level in dot NG, okay? We opened up the second level for registration just in April, if...

MAGGIE: Can you speak slowly please?

UNIDENTIFIED: Oh, okay. I said, recently in dot NG we opened up the second level. That is, previously you could only register second level domains as premium domains. But as of April 15<sup>th</sup>, we opened it up for registration.

It doesn't have to be premium. Okay. So somebody registered dot NG spelled out, d-o-t NG dot NG. We didn't notice until about, I mean

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sometime last month. I saw it, and then I called the person who registered the domain and I said, it's out of place, it's in conflict.

There is a confusion here. We are the managers of dot NG, we can't have someone else registering dot NG dot NG. And then we went to it in lengthy argument and all of that, and he said we can't take it away from him. That is only ICANN that can do that.

MAGGIE: [Laughs] I love it. We have power we don't know.

UNIDENTIFIED: So I don't know what do you think about, or what ICANN thinks about that specific issue? Dot NG, I mean dot NG. I think it's confusing for someone else outside of the managers of dot NG to have that registered.

MAGGIE: Okay. Two very strong questions. So let me address the first one, WHOIS inaccuracy. If you are... How many of you are aware of what's going on in the ICANN community with the expert working group? They're looking at reviewing the... Okay. So do you know what WHOIS refers to? Can I have someone from the audience tell us what WHOIS is? Okay. Can someone be given the mic please? Denis? Yeah.

And I am going to answer your questions, I'm not avoiding them.

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UNIDENTIFIED: Okay. So, WHOIS is just a database of registered domain names, from which you can actually search directly to know the owner who it is registered, the address. And WHOIS also the registry, and also the registrar.

MAGGIE: Thank you sir. So WHOIS inaccuracy. So it's information basically, to identify the domain name owner, or who it is registered to. So WHOIS inaccuracy is the 2009 registrar accreditation agreement, that's where sometimes the contract language is very important to be clear.

The contract end states that we, the contractual compliance obligation is that the registrar takes reasonable steps to investigate and correct a reported WHOIS inaccuracy. So the way the contractual compliance addresses that, you know, again, we're such a global organization.

What might be reasonable in one place, is not reasonable in another. How do you define reasonable? The easiest way to address it, we struggled with it at the beginning, and then we really put it down. How can you drive a fact based decision to determine a WHOIS inaccuracy report?

The simplest fact based decision is when you... Specifically the contract says, reasonable steps to investigate and correct, we specifically ask the registrar to give us proof of the reasonable steps to investigate and correct.

We are not, ICANN is not through the current contract, cannot validate. That is not our roll to validate. This is the registrar's role to get in touch

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with the registrant, with the organization that owns that WHOIS, and to validate it. We look at the facts that they took the steps to validate it.

Now some WHOIS data, as you heard the gentleman say, is information. Some information is direct, straightforward. You register your domain name, it's your name or your organization's name. Some choose to go through what we call a privacy proxy service, and that is the WHOIS information that is reflected in the database.

So WHOIS inaccuracy is a very sensitive topic, all you have to do is go to the public forum on Thursday and you'll still hear the challenges and the conflict it causes. But from a contractual compliance perspective, that's how we address it. Now to the other topic that you are asking about, so again, the scope is the generic top level domain names.

If it is a generic top level domain name, then – and you have a current issue. I could not hear all the details. So it's not right for me to address a question like that over the phone, but if there is an issue, I really encourage you to just go file the complaint with us online, and you will hear back from us specifically addressing that issue.

But please provide enough information for us to be able to drive the investigation and follow up on it. Okay?

JANICE DOUMA LANGE:

Maggie, thank you very much. And with that, if they aren't any other questions, we cannot take them now. I didn't mean for that to be a tease. Maggie does need to move on to the next, and our gentlemen from security here have been waiting to just talk sexy security things with you.

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So Maggie and her team are here all week. You see her face, so those of you that still do have a question, this lady is not afraid to take on the challenge of any question. So Maggie dot [? 1:47:46] at ICANN dot ORG, and also here all week...

MAGGIE: Don't send me your complaint in emails [laughs].

JANICE DOUMA LANGE: No, no, no. Not the complaint, the question. A question that is from this forum, not the complaint.

MAGGIE: Right. So, go on the ICANN dot ORG website under resources, when you click on resources, there is, on the left side, there is compliance, and I'm really serious. The tool that we just launched has a lot of... Addresses a lot of questions, there is a lot of learning opportunities, and it also guides you how to file a complaint.

And it's going to be... It's slowly building it up to be in the six UN languages. Okay? So we look forward... Good luck this week. It's exciting. Don't lose the energy, keep going. And hope to see you later on during the week. Thank you Janice and Wendy.

JANICE DOUMA LANGE: Thanks very much [applause]. Okay. Follow that up Rick [laughs]. Dennis could you lend the mic to Rick?

RICK LAMB:

Thank you. I got to walk, that's the only way I can function. I've got to move. My name is Rick Lamb, I'm part of the Stability, Security, and Resiliency team, security team at ICANN. Before that, I had a couple of startups that I did, and I like to say that I am a beneficiary of the internet.

And the economic driver, innovator, whatever platform that you want to call it. So, working at ICANN has been... I've been there, I thought I was going to quit in like two years, I've now been there like six years almost. So and one of the reasons is, I'm a slow learner. I'm a very slow learner.

And I've only just recently, in the last couple of years, realized what kind of an unique creature ICANN is. I know you guys have been hearing all of us, I'm not going to talk about GTLDs, I'm a techy, okay? They don't let me out most of the time. Okay, so. This is, I'm sorry, I'll try to avoid the techy stuff but that's what floats my boat.

But we're not a regulatory agency. We're not... We're a coordinating agency. So that subtle difference, it took a while for it to make an impact on me. But I was fortunate enough to be brought on to work on something called DNSSEC and its deployment.

And I was able to experience firsthand what the multi-stakeholder, bottom up process, what you can really do with that and how powerful that is compared to the typical regulatory or international organizations process, top down process, that most often is done.

So DNSSEC, I don't want... Does anyone know what DNSSEC is in this room? Raise your hands. Yeah, okay, well. They're a couple of ringers



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in the audience. The DNS basically you make a request, and you get a response from a system of servers, a distributed network of servers.

This design was made back in 1983, it really has not changed much since then. But in recent times, specifically in 2008, there were a few high profile cases that made the press, that basically triggered all of these people that had been sitting on their hands to say, “Well, oh crap. We have this system that directs people to websites, directs everything...”

It’s such a fundamental part of the IT ecosystem. You’d be surprised where DNS is used. It’s used in the strangest places. In power control circuitry, ah scary. Oh, and of course, in credit card processing. When you get a digital certificate off of a website, you get that little lock on the top, that SSO webpage.

That certificate, part of the verification process there also relies on DNS. So to have a broken DNS is a big problem. Anyway, I really do have to -- I could go on and on, cut to the chase. So to make a long story short, DNSSEC is important. The community started pressing ICANN, pressing all the players, to get DNSSEC deployed.

And I was kind of stuck in the middle of that, at least for ICANN, but it was a wonderful experience because very quickly, we together as a community came up with a solution whereby we have 21 people from 18 different countries around the world participating, and you’ll laugh, something called the Tea Ceremony.

So DNSSEC involves cryptography, it involves generating a key, and essentially generating one key, a root key to protect parts of the DNS in the deployed DNSSEC. And the biggest problem there is no one person

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is every going to trust... Trust is the biggest difficulty here. There is no way to get somebody to say, “Let’s just trust Germany.” Or, “Let’s just trust the US.”

Well, definitely not the US, right? Let’s not just trust one, right? So how do you solve that problem? So this was pure bottom up, this was a classic internet move in my estimation. People say there is no way you’re going to be able to do this.

You’re going to talk to governments and they’re all going to say no because we’re not going to be willing to have that key in one place, because we don’t trust each other. So we got 21 people from the internet community, the technical internet community, the people that know this stuff, that do DNS, that live and breathe this stuff, from a wide range of places around the world.

And we need them in order to use the key. So if even we have this cryptographic stuff that we have to use four times a year, sitting at ICANN, we can’t do anything with it. It’s broken up in a way that we need a certain number of these people, in a room with us, four times a year, in order to be able to use that.

Anyway. So that’s... That may not sound like a big deal, but the key here is, sorry. I’m using key too many times. But the result of the DNSSEC is what is important here. It was great that we were able to do this, to have one key, be able to actually deploy DNSSEC this way.

If you looked at other efforts like this, like the e-passport efforts and things like that, it doesn’t work that way, because they are trying to do

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that top down. Still not completely successful. They have to cross-certify each other. You cannot have just one simple system there.

But the result is much more than any of us expected. Initially, all what we were doing is trying to correct the DNS. Great. Okay. There is a problem here, some many things rely on the DNS, we need to make sure that we digitally sign the responses so that we can rely on them and they don't get modified.

Well, hell, we just... Vince... There is a quote from Vince [? 1:55:00] at the first key ceremony we had, he said, "A lot more has happened here that meets the eye." We've now just created a global, secure database. If anybody knows what public key infrastructure is, that's essentially what we've created, unknowingly.

So now we have this platform, just the DNS with DNSSEC, where we can now transfer information. We can transfer... You can send keys, you can send – one of the things that people are very much interested in, and there is already some standards in the ITF for this, is transferring digital certificates.

So why do we have to go to some certificate authority and buy this digital certificate for our website in order to secure it? We could actually just create our own. We control... Each one of us controls our own domain name. Stick the certificate in there. Send it that way. That's called [DANE 1:55:50], we actually – there is a protocol for that.

The email problem. Certainly not going to solve phishing, it's certainly not going to solve social engineering. But if I want to send encrypted

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email, or security email from point A to point B, from one person to another, right now I would have to exchange keys with you...

There is a long process and there is a lot of things you have to do. With something like DNSSEC you can put that stuff directly into the DNS. And one... And a lot of times the biggest opportunity I see, for entrepreneurs and hopefully many of you in this room, is there are a lot of applications here we don't even know about.

And it's... The next two years is going to be really, really excited here. For example, someone came up to me and said, "Back in the old days..." Remember the old days of the internet, you would see something you wanted to execute off the net, and you found a program, oh that's cool, I'll just click on it and run it.

You would never do that today. Right? You'll think, "Oh, there is viruses in there, I have to scan it." With something like DNSSEC where you have this trust network now, a global trust network, something like that might become possible.

It's not possible now, that section report would have to be added into the operating system. We'd have to convince Microsoft to do something like that. But the opportunities there, the potential is there. So that's very exciting.

So I'm going to switch gears just a little bit and explain what our group does. One of ICANN's very humble missions is simply to coordinate the identifiers. Make sure people don't pick the same IP address, they don't pick the same domain name.

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But more and more it's become important to not only make sure that infrastructure is stable, but also to make sure it's secure. That doesn't mean we sit there and actually secure this network ourselves, because it's a distributed network. The internet is fundamentally not controlled, not centralized, not controlled by anyone from port one to point, point.

So we do... Our group specializes in training, capacity building. Everything from just basic DNS, secure operations, DNSSEC. But also training, reaching out to a wider audience of people that are more and more getting hit with the cyber-security issue. Law enforcement.

Cyber-security is now something that is on the tips of a lot of people's tongues. It is made... It's made in the press. It's hit the talking points for a lot of governments and officials. It's something very important. It's very important for them to understand how all of this stuff works.

How the internet works. And the DNS is actually just a perfect place for a lot of this stuff. So we'll do a lot of trainings as well for law enforcement, and just like – I'm coming to an end, almost here. But just like in this room, the most important thing that people walk away from most things is not just how do I run this program?

DIG or whatever, these programs that – and WHOIS programs find the owner of a bad IP address, or an attack, or something like that. Or the DNS. It's the relationships that are created in that room. I had a really great... Guy named Tony from the Department of Justice in the US, and he goes to a lot of these things, really sharp fellow.

And he loves to just take the mic and he says to people, "Look. It's 10 PM on a Saturday night. I have a mandate from let's say my

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government to say I need to cooperate with this other government when it comes to law enforcement. We're tracking down a guy, a pedophile. We're tracking down somebody really evil on the net."

But it's 10:00 on a Saturday night. I don't know this guy who is calling me up. Am I likely to pick this up? No. I'm with my family, I'm at home. However, if he's been part of many type of training sessions we have done, where we bring people together across different countries, usually regionally but across different countries, says, "Yeah.

I had a beer with this guy, I know this guy. Sure." And it's amazing what kind of problems have been solved this way. A lot of... If any of you have read the book *The Worm*, I mean that's a classic example of people just knowing each other, working with each other in training sessions. Where they've formed these relationships.

And with that, I'm going to come full circle and say, every time I talk to... I see one of these fellowship programs, and I see you guys out there, I go, you're like this mini-mafia, all right? You guys are going to all get to know each other during this week.

You form a very powerful voting block if you will at that point [laughs] because you represent a very large region, and if you guys have a particular issue, or an agenda, or something that you would like to bring up, just... I know we have all these processes, but we're all very friendly, just come up to one of us.

Come up to a Board member. You know? They'd be happy to talk to you. Talk to them, all right? Participate in all of the meetings this week.

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And just don't be afraid. Raise your hand, ask the question, because you guys can actually change things.

And I've noticed this from some of the other past fellowship programs. I've actually seen groups come together and actually get their particular agenda through very quickly because they started in Janice's fellowship program.

She's a very powerful lady. So anyway. I hope I didn't.... I am a techie. So if you've got any questions about DNSSEC, I can go all the way down as deep as you want on this stuff. So all right [laughs]. Thanks.

JANICE DOUMA LANGE:

Great.

UNIDENTIFIED:

Before we jump into questions, I wanted to help out Rick a little bit. Rick and I work together, and we have the good fortune of working as a team with some very experienced staff. Rick describes the picture on the slide, two of the real big functions that the security team plays, described coordination and the technical engagement.

We also have two other functions that we are involved with. One of those is threat awareness, so that's when operators in the community are seeing some type of bad activity and they need to know how to share that information with the appropriate entities, and how they can pass that onto us.

And that's really a roll where we look at this from a perspective of we provide bridges to different groups. So I like to think that we help

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connect people across diverse sectors of the global internet community, really providing an open door to where – not only for law enforcement, but also for operators and for the academic community, researchers, for civil society and experts on privacy and data protection.

So we provide a link, and hopefully as you're here this week, if you want to ask us questions we're around and available. And we're definitely interested in sharing our experiences. So I've been on staff for, I'm approaching eight years at ICANN.

Rick's been at ICANN for longer than there was an ICANN, at least being part of the community, and we have others on our team that have been key to the creation of the organization. ICANN has only been around for 15 years, and some of the things that...

Environments change so much in that time, that the way that people are using the internet through social media, through now internationalized domain names, and having that experience and being able to – through meeting people in the community, we enjoy that role and we're happy to continue to play that coordination and collaboration role.

So I think at this point, Rick – between what Rick has described and my intro, we'd like to take some questions.

UNIDENTIFIED:

Thank you. My name is [? 2:04:45]. My question is, how are you going to implement this project? Because at a corporate level, for example, I have actually configured and installed DNSSEC and I have configured open DNSSEC for a corporate that I'm working for.



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So whenever we are designing a DNS system, a local DNS system for a corporate, we are going to make sure that we are going to integrate it with whatever security such as DNSSEC or something like that.

But what really happens when we actually subscribe for a domain name on the internet? When we pay for a domain name? Is it your responsibility to enforce some sort of way of handling off DNS servers? Are you going to enforce integration with DNSSEC?

Or do the service providers have to make sure that has to... Or do we, as customers, require that service from the service providers? How is that going to be implemented? Please.

UNIDENTIFIED:

That's an excellent question. First of all, ICANN, we really don't have any statutory power. We cannot enforce anything. That's both a negative and a positive, that's the beauty. It's people buy into this, we have to convince them to awareness training and that this is something they want to do.

It's a harder way, it's a longer path but the result is much sweeter because now people have embraced it. I like to think market forces drive things. That being said, the new GTLDs, they require DNSSEC as being part of the plan. The registry agreement, the RIAA actually also has a DNSSEC requirement, as well as IPV6.

It turns out that it's good to do those two together at the same time. So the short answer is, the user does have to see the value and request DNSSEC. So if you go to a registrar, you have to ask for it. And we're

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currently through education and having conversations with the registrars, try to get them to offer this.

Some countries have... To make it easier to get DNSSEC, just check a box, you know, or offer it for free. Some countries, ccTLDs have been very successful at this, Sweden, Netherlands, Czech Republic. There's a gentleman here that is the key person from dot CZ.

And they have been very successful in getting this to happen. Germany too, dot GE has been very good. So it's a slow process, but there is demand for it. Governments have requested... The US government, for example, has a requirement for their own internal, all internal agencies to have DNSSEC deployed, completely.

So that's a big customer. And the same sort of thing I'm hearing in other places as well, such as Brazil where they require banks to actually have DNSSEC deployed. But to be honest, we still do have a long way to go. It's about 107, 110 out of the 300 TLDs have DNSSEC deployed on them, so that's great.

That's actually, that's a lot of movement. It's very easy to deploy DNSSEC on the resolvers, the validators, the resolvers in your companies. It's literally just one line that you add, maybe two lines, a key and a yes, DNSSEC on, yes. So it's supported by software.

But out of the 250 or so million domain names that people have, less than 1% have DNSSEC deployed on them. It's probably about 1% at this point, and it's growing. And when I say that, I know that people go, "I'm just going to forget about this thing and just move on."

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But the pressure is on, so I see this as an opportunity. This gives everyone who is an entrepreneur in this room, or thinking that, gives them this window to actually come up with some products. Because governments like DNSSEC, it's eventually going to get pushed out, here's your chance to do something.

So anyway. Hopefully that answered your question. Sorry.

ALEJANDRO:

Hello. Alejandro from Venezuela. Well my question is very similar to the one that the guy said. Well, I believe that if we want the DNSSEC to grow and to be very popular, it would be just like you said and [? 2:09:35] ...box that you mark and DNSSEC on or off.

I have another question. Just recently, maybe less than one month ago, there was a problem with the dot BIZ domain name, with the TLD. There was not much information on the web, but very few people said that it was because there was a problem with the DNSSEC signature.

Of course, maybe this is not the place to respond explicitly, but maybe you can say yes or no.

UNIDENTIFIED:

Yes [laughs]. No there were problems, and there have been. Again, this is why not having it be extremely successful is actually a good thing, because there is a lot of lessons being learned. Dot BIZ is one example, but there was some much bigger –dot FR, France. All of France.

So yeah, there was an oops, something happened there, right? But one of the things we've been learning, we're all learning from this

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experience, is that when something like that happens, the people who come directly out and don't hide anything they say, "Yes. We had a problem. Here's what happened."

And publish that, the trust from the community builds for those people. And it's hard to do because if you operate something like that, your first instinct is to try to make it go away. And no, in this case, the lessons learned have been great.

And I really recommend that you go to the Wednesday DNSSEC workshop. It sounds like you're actually kind of an expert, so maybe you don't need to go to the DNSSEC for beginners thing, but this is – that's the kind of place where if you ask that question, the dot BIZ guy is probably walking around, and you can get the direct answer from him.

But that was a signature expiry, I mean, I'll admit our own dot MIL, our military, that thing expired at one point. Just for a day, but very embarrassing. Very embarrassing, right?

But look at these as lessons learned. Thank you for the question.

KATE DAVIS:

Hi. I'm Kate Davis fellow. All right. I think the problem where we have approximately 1% of persons using DNSSEC is a problem of awareness. Back in Jamaica, I organized a conference and I invited someone from ISOC to present on DNSSEC.

I want to know, because after that presentation, there were about 150 persons in the room and none of them ever heard of DNSSEC. Persons from banks, the Office of the Prime Minister, etcetera. After the

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conference, they started asking me questions as to how it is that they can install this protocol.

Is it possible for ICANN to have like roadshows, regionally, etcetera on DNSSEC, because that would create an awareness and then more persons will install DNSSEC.

UNIDENTIFIED:

So that's really good because we've been doing a series of roadshows in Africa, in a number of countries. We've also done trainings to explain DNSSEC in Latin America and the Caribbean. There was an event in Barbados last year with the Caribbean Telecommunications Union, and also a – we delivered a presentation about DNSSEC to the Caribbean IGF last year.

And then also [? 2:13:13] is another example. But we've really been trying to push the message out, and our team works with the regional, the GSE, Global Stakeholder Engagement team to provide the education and awareness, in as broad as reach as we can.

And we don't do this alone, we do this in partnership with others, frequently with ISOC, but also with the Network Startup Resource Center. And we make this information as widely available as we can.

RICK LAMB:

And there will be another one in [? 2:13:50] September 9<sup>th</sup>, starting September 9<sup>th</sup>, and there will be a DNSSEC session there. And then we also offer... We also try to... I mean, we'll help people at any level.

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So if there is a ccTLD for example that needs direct assistance, technical assistance, I'm there. I'm your guy. So.

JANICE DOUMA LANGE: Are these publicized anywhere?

UNIDENTIFIED: Well we publicizing the roadshows and the other events on the calendar page, that's through My ICANN. And we'll also be making some of the materials available through the new learning tool that I think ICANN is launching next month. Okay. All right.

Well, in any case, we make our materials available. And we'll be putting it out on our security team page too.

JANICE DOUMA LANGE: Okay. Great. And if I could ask you, could I ask that Rodrigo just take the mic quickly first, and we'll come right back to your question.

RODRIGO: Thank you. Sorry about that, but I just wanted to make a comment on the last question. First, I have to say that I've been following the conversation and the level of knowledge of the current newcomers. It's really amazing how involved and engaged they are, so this really make things much easier for every one of us.

Just on the concept of the roadshow, let me explain to you a little bit how we are trying to engage and do common things within the regions,

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right? So I can tell you about the Latin American and the Caribbean is trying to do, but this is pretty much happening in other regions.

The African Strategy, it's pretty much – was actually the first one. Ours is the second one. There is another one being also drafted in Brussels, being implemented for the Middle East, and Asia will follow. So what's been happening in this regional strategies, is that the community themselves, so every stakeholder group are being organized and defining projects.

So it's not ICANN coming to them in a top down fashion telling them what to do. So it's really the community and... In Latin America, we created something that we call a steering committee. It was a steering committee made up of members of the At-Large organization.

You might be familiar already with all of this sea of acronyms. The ALAC and particularly the LACRALO, which is the regional organization for At-Large. We have, of course, members of the ccTLD community. We also have members from the government, from the business sector, from the GNSO.

And basically from all stakeholder groups, and their representatives from the region. And these folks have designed a set of – established a set of objectives, a set of indicators, and of course some projects. And those projects are about to be implemented. So in our case, there is one roadshow that is about to be implemented over the next three years, that is the year the plan is assigned to happen.

And we do have a component of DNSSEC, so we're trying to coordinate because it's not only our experts in ICANN that help, but all of the other

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folks in the community that together get to do this roadshow for awareness, capacity building, and also not only the subject of DNSSEC, but we also have the IPV6 and the new GTLDs.

And all of the, let's say, hot topics that the community themselves have defined as an opportunity for everyone else to get engaged and involved. Thank you Janice.

JANICE DOUMA LANGE: Thank you.

UNIDENTIFIED: One more key point for us is, wherever we go to deliver a training or provide some expertise, it's always at the request of the community. So we're always working based on requests from either ccTLDs, the regional TLD organizations, law enforcement or other groups.

So we go where we're asked. It's not because we pick out a map and say where can ICANN go this time? It's based on the requests that we receive.

UNIDENTIFIED: Okay. [? 2:18:22] once more. I just want to state that I've attended enough of the DNSSEC roadshows that sponsored by ICANN. It was in Nairobi in June, and I can attest that it was more or less a community driven initiative, sponsored by our registry, the dot [? 2:18:44] registry.



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But I also would like to maybe ask if some of us would look to be part of maybe the DNSSEC working group of ICANN. So how do you actually join the working group, if there is any?

UNIDENTIFIED:

There isn't actually a working group. I mean, DNSSEC discussions tend to happen in the ITF in a very technical... We just, we do what we're told kind of by the community. So if I understand you – there are a number of DNSSEC mailing lists, and that's essentially what the groups are, and that's literally how...

It doesn't sound like a big deal, but that is literally how the protocols were developed. So I encourage you to just become part of these mailing lists.

UNIDENTIFIED:

So since you're here this week, on Wednesday, it's pretty much a whole DNSSEC day, and there will be people in that session in a series of panels that you can talk to and learn more from them, of what kind of opportunities to stay engaged and aware of what the latest developments are.

And so I think the Wednesday session is a good one to go to.

UNIDENTIFIED:

You mentioned that, all you need is to point the [? 2:20:17] be able to use DNSSEC. Do you still also need to sign the root as well? So that they both work together to secure things.

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RICK LAMB: The new root zone is signed. That's what I'm so proud of. So that was... That happened in 2010. And that was the hardest thing to do. Everyone was waiting for that to happen because no one thought that you can ever get all the countries in the world to agree to one key.

But we did because the people in this group here, it was a bottom up process. Top down would have never worked. So but it's done.

JANICE DOUMA LANGE: Okay. Well thank you very much, both of you, and again, we're just going to just now flip through some suggested sessions for you to go to as you go through the week. And they will include some... Go ahead Patrick.

PATRICK: Can I recommend that if you're interested in hearing more about the activities that are currently underway in security, we have a general session on Wednesday morning from 9 to 10:30. What we're going to try to do is only have the first part of that session be two panelists providing updates from their respective activates.

But then it's going to be more free flowing open conversation that will be moderated and we'll really invite questions from the floor. So if you want to have further discussion about this, save up your questions for Wednesday's session.

JANICE DOUMA LANGE: Great marketing. Thank you again guys very much. So we're at the end game right here. So now we're at the point where we're going to start

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to talk about how you are going to get through your week. And what you want to do is obviously build a schedule for yourself.

When you kind of just wonder through the meeting week, you really end up just getting nothing from the meeting week. Wandering is not recommended at the ICANN meeting. Go on to the schedule, onto the Durban website, go into the schedule and kind of reflect a little bit about what we talked over today.

We also have the ICANN booth, the newcomer welcome area, and we have individuals from the staff. Bridget is sitting next to me is our staff lead at the booth. We also have volunteers from the alumni who have gone through the fellowship program. So they've been where you are, and have learned a lot through that experience and they are there to help guide you, help you build a good session plan.

So I just went through the information there. Just going through some suggestions, and before I do that let me say, do not overbuild the schedule. I've heard a couple of different things. Individuals come into the program and they will... My boss, my manager told me I had to get to this many sessions.

I have to get this much done. The expectation that you need to set for yourself as a newcomer to the ICANN meeting, not, again, to the ICANN world, because you're proving by your questions that well into the ICANN world. But to the ICANN meeting. This is an exhausting, intense experience. And we want you to leave here wanting more. We don't want you to leave here exhausted, spent, just feeling like it's too overwhelming of an organization.

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And that there is no future for you in it. So do not over schedule yourself. Pace this. Take a taste of things. But don't put yourself in the position where information is going in and going out and nothing is getting retained, because that's what will happen when you overwhelm.

The tip is that every single session is being recorded. Every single session's recording will be posted on the ICANN – let me just go back there a minute, it will be posted right at the full schedule for ever more, be archived there. So you will always be able to go back to the archive meetings, click on to that session, and listen to the session or a transcript will be provided shortly after the meeting week finishes, and most of them are translated into – up to six languages.

It does take time to get that, the translations completed, but the meetings are archived as referenced earlier. So don't feel like you have to take notes, don't feel like you have to be at every single place. What I tell my fellows is to put the laptop down in some cases and just listen.

Just be engaged in the conversation. Also by looking up in the meeting room, you're looking at the people who are in the community addressing the situation. With your head down, you're not looking at the people who you are going to find outside that meeting room latter and network with.

The people that you're like, "Ah-ha. That's the answer I was looking for. What else are they going to tell me?" So if your head is down taking notes, or if you're trying to be spectacular and go into Adobe Connect in another session, so physically be in a room and then go into Adobe Connect to be into another room. A lot of people will watch some of the quote/unquote pros of the ICANN meeting doing this.

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Yeah, that's a good way to taste what another session is doing, because the session that you're in is not really engaging you, that's an excellent way to kind of look around the schedule without physically walking around the conference center. It's a great way to do that.

If you decide to do that in a session, turn the volume off on your computer because you heard earlier, it interferes with the audio in the session room. So again, don't overwhelm yourself. Go to the sessions that you're kind of hearing that might be interested to you. Focus on that session at hand and notes will all be available later.

And if you do want a taste, go ahead into the schedule, click on another schedule, making sure your volume is off, and put the ear piece in if you want to keep the volume on, keep the ear piece in, and taste by just sitting in one room. Taste some of the other rooms and think well maybe that's where I need to move to.

Maybe I'll be more comfortable over there. And it's a good way to go. So I'm sorry gentlemen, but for women only, there is a DNS women's breakfast. They have two very key speakers, one from the African Internet Governance Group, and the second was coming from the Ministry of Communications.

So this was put together by a member of ICANN staff and a member of the community. [? 2:27:47] who is a former Board member will be hosting it tomorrow morning. You don't... Anyone can go. Any woman can go. I keep waiting for the gentlemen to come up with their own, it will probably be a cocktail hour.

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But I really encourage you to do that, and it's in the foyer out in the backside of the arena. The welcome ceremony at 8:30 will fill up very fast, so get there early. If you have not witnessed Fadi Chehadé, our CEO, speak, I tell people that it equates to watching Steve Jobs back when he was with us.

I mean, Fadi is a very dynamic speaker. He engages you and that's his purpose. He wants you to feel welcome as well, but he wants to engage you from the get go into the hot topics of this meeting. He wants you to really understand what's happening and why you need to be here.

There are also a couple of speakers who will be there and it's just – it's a great way to start your week, so get there early so you can get a seat. The GTLD program status update. We're trying to focus on regions more at our ICANN meetings, so you'll see a couple sessions center around African strategy and implementation of the working group plan.

Interesting to go to. The DNSSEC for beginners. I think we probably have a little bit of a mix in the room, I actually go to that every single meeting and I encourage all fellows and newcomers to go. It is done in skit fashion. We have people from Google, VeriSign, they'll come – they created this.

And it was the first time that the light went on for me on DNSSEC after about three years at ICANN. It didn't matter who was talking to me, it just went to a blank wall. And then I went to that session and it was just the coolest thing, and it sets a standard for how we should do presentations.

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Because it's active, it's engaged, it's interactive, and you really get the message so I encourage you to go. Constituency day is kind of – it's a really difficult day for newcomers. You can say it's a great day because it's a way to go to the different community groups and better understand their work.

It's a difficult day because it is a continuous stream of their work. So something that they started a year or two years ago, there in continuous conversation about it. And they're not really looking for you to catch up, not because they don't need you there, but because they've got to get this work completed while they have a face to face opportunity.

My suggestion is, again, do not be afraid to stand up and leave a room. Try not to be impolite to the speakers, but you don't have to stay attached to that feet if that room and that session is doing nothing for you. You don't want to waste your time either.

So if you're tasting and it's not the right thing, you don't sit there in a chair, look at the schedule, like I said, ear piece in, listen to a couple of sessions, and then don't go just wondering the hall, have a place to go next.

But if you would like to stay, again listen to the speaking, and get a seat next to them. Lean over and say, "I'm a newcomer, can you help explain things as they go?" And they would embrace that, because they're not trying to lose you, their trying to get their work finished.

So just tap somebody on the shoulder and say, "I need a little help here to get through this meeting." And then maybe have a chat. Here we're

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talking again about the strategy sessions and the SSR. ICANN online learning is a new program. I actually did a module for the online learning about the fellowship program.

Security did a module. We were hoping to debut this online next month, we're not going to do that. The reason is we're simply aren't ready, and there is no reason to put a product out to the community that's for their use that we have not had a chance to play with ourselves, and have better prepared.

But you will learn about it and what it means for you as we try to get better at educating. We mentioned a couple of times today, we need to do a better job at educating everyone into ICANN and all the aspects. So if you have a chance, step in and you'll be one of the first people that gets to learn about this program.

The IPV6 workshop is detailed, it is technical, but extremely interesting. At 5:00, this is a first time session, domain name association and CEO taskforce. It's a great way to network with CEOs, what more can I say? We have a gentlemen on staff, Chris [? 2:32:49], he was the – I'm losing my thought there. Chief of Staff, formally for Rob [Beck-strom 2:33:01], and was engaged with ICANN to not want to leave ICANN, and with his amazing education and knowledge we put him to work.

And so he's working on business, big business in ICANN, which is important not only for the top level domains, but for all of us. We need to have the Warren Buffets of the world engaged, but small business as well. We have a business constituency, and we're not trying to take away from the business constituency, we're not trying to build bigger and better.



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So Chris is working regionally, with the regional managers as well. And this session, I think, would be an amazing way to network some CEOs and individuals who are interested in being in ICANN and helping it go forward.

The meeting strategy working group, it's trying to figure out if this works. Does this three time a year, four time a year, 220 sessions smacked into five days, rotating regionally around the world. In the new ICANN reaching our 15<sup>th</sup> Anniversary in October, is this still working? Is this still the right way to interact with the community?

So it's an interesting working group and it's going to take a lot of time and energy to get through that. For myself, at 11:00 the interactive community outreach session, as outreach manager of course I have to promote it and do that.

It's a second interactive session with the community. We break into three working groups in the 90 minute session and engage with you about digital engagement regionally as well. Regional engagement, collateral. What are we doing right? And what are we doing wrong? What works?

Is a lot of paper hanging around still working? But what is your region need or what does your constituency need? And we're talking about awareness, participation and engagement. How to do a better job. Again, it's back to education.

You want to be engaged, but you need more education. We need to provide it, you need to tell us what it is and how. The public forum at 1:30 is five and a half hours – whoo-hoo. The public forum is a one of a

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kind. It is a chance for anyone in the community to step up to the microphone and address our Board, as well as our executives.

Very... I think probably by tomorrow, we will publish the topics for the public forum, and at the end, I think there are three topics, and then we have a miscellaneous topic where anybody can come up and ask about anything.

Normally, the guidelines are this. There is normally a two minute time limit for your comment or your question. Be prepared for that. On your iPad, your computer, on a sheet of paper, on your phone, write the note out for yourself. Be prepared, make sure it's in two minutes. The buzzer will be loud and annoying to tell you that you're past your two minutes and you may be cut off in the middle of a very important statement you're trying to make.

So just like we all do with Tweets, be considerate of the point you're trying to make, write it appropriately, and adhere to the two minutes. When you step up to the microphone at the public forum, you do need to say your name, your affiliation, and again think about are you speaking on behalf of yourself?

Or are you speaking on behalf of an improved entity as their representative? It's all about our public transcript, so again, recorded. And there is no escaping if you misspoke on behalf of an entity that you're not supposed to do.

So don't put yourself in that position, but when you step up to the mic for the transcript, you do need to say your name and affiliation. Right after the public forum is the Board meeting. Again, quite interesting

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because only at the ICANN meetings is the Board meeting public to everyone.

They meet monthly, their committees meet all over the place, but this is the only time it's open to the public. Right after that is fun. At the bottom, you can see Thursday right after the public forum and at the Board meeting is the Chairman's Reception.

So it's wrap up cocktails and food and that's open for everybody. And our Board is there, executives are there, it's a great way to see ICANN staff and other community members in a relaxed atmosphere. But we start actually with the At-Large, AFRALO event tomorrow, then music night is back at the [? 2:38:01] where some of us are staying.

The music night was brought in at the Seoul meeting, because Rod [Beck-strom 2:38:10] recognized after just entering ICANN that it was all work and no play, and we all reach a breaking point and he just decided Tuesday would be a good night for everybody to just put their hair down, let loose.

So there is going to be a band, there will be a chance to do some karaoke if you're interested. But it's just a really fun night for the community. And of course, the all-important drinks are provided. Wednesday is the Gala, tomorrow is Monday, yes, get my days straight.

Tomorrow in the exhibition hall, 3AB go to booth six dot ZA, our wonderful local hosts, and they will provide you the information that you need about the Gala. It is open to everyone, no tickets are actually required. But they do have some commemorative tickets for you. You are suggested to wear your badge to the Gala.

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Not because we think it's necessary, but just in case. There will be buses to and from the Gala. They'll leave here from the IFCC and from the Hilton, and the [? 2:39:14]... I can't say that towers hotel. And they'll bring people back at any point that you like.

I do believe it's at the Aquarium, it hasn't been set officially, but I think it's at the Aquarium. It's about a 20 minute ride, so it's not a big deal to get to. But they always puts on... The local host always puts on a spectacular Gala. So please don't miss it.

The tips and tools, just again this session here, the welcome area, use it all week. We are open with the same hours as registration. So it's about eight to about six. Wednesday is our last day. We kind of feel like you've kind of gotten through the week at that point.

But be a repeat visitor, come as many times you would like to, to get even any little bit of information. There is no information too small to ask, that's why we're there. So come to us for anything. The meeting guide is electronic on the Durban website, if you haven't noticed it.

It's on the top right, but you also need to follow it daily. There is a new schedule printed every day at registration, and the booths will also pick up those and have them on the booths. Because it is very rare, but sometimes there are changes due to unforeseen circumstances, but you do want to kind of pick up a fresh one every day or go to the mobile.

The ICANN acronyms. This presentation is already in the schedule, so you can go and get the presentation and click right on these links to find the ICANN acronyms. You can download the quizlet mobile. You can

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use [? 2:40:55] which is actually created through the GNSO, and it's a great resource/glossary for acronyms.

So all of those are available through just getting this, downloading this off of the schedule page. What is participation in ICANN? This is kind of what we want you to do. So you don't have to always attend the public meetings, you can attend remotely. Again, Wendy who was here earlier, Bridget who is here now, they're attending to the Adobe Connect room.

The links are available on the – or within the schedule again that you can go in to find this presentation, and it is for low bandwidth, which means just listening to the live stream. Or high bandwidth, which means you can go into the Adobe Connect.

So the reason that we all provide our presentations in the schedule before the sessions is so for those with low bandwidth who can only get the live stream, have the ability to download and watch the presentation with you as we're here in the room or in Adobe Connect.

We want equal eyes, remote participation for everybody. A couple of other ways is to go sign up for my ICANN. My ICANN, if you don't know about it, is on the ICANN website. It is our attempt to condense the amount of information that comes to you, in that you need to search for.

So you get to customize your ICANN, and only stream in the information on a daily, or a weekly, or a bi-monthly basis, whatever is good for you, and your lifestyle and what you can take in. And you can also pick the

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information that's coming. I want to know anything IDN. I want to know anything security.

So you can choose that, and that's what will come to you on your email address. Again, whatever time. I do mine once a week because I'm pretty much into the website all of the time, but just to keep myself awake into My ICANN, I'm a staff member, I do have it come to me once a week.

We have a community Wiki where you will find live interaction within the At-Large. You will find all of their meetings calendar for you to attend. The links to attend them. For At-Large, GNSO, the Government Advisory Committee which is somewhat closed, as you can expect, because of the privacy that goes around the governmental issues that they're discussing.

But a fellowship Wiki is coming soon. So all of the communities have setup these Wiki where you can speak freely with members of the community as you are first starting to join. You can go back and look at the archives of the meetings to get updated as to what's being discussed.

And decide which meetings you might want to attend remotely and listen into. They work on geographic group working groups, and policy advisory. So the whole breadth of what ICANN is doing, there are working groups within each of the supporting organizations and advisory committees that you can start to kind of taste a little bit about where you might want to go in order to volunteer into ICANN.

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And if you need to go to the Wiki, when you go to the ICANN website and down at the bottom of the home page, you'll find information about the Wiki. If you cannot find it, Janice dot Lang at ICANN dot ORG. Seriously, write me.

If you have any questions after this or anything, I mean, this is what I'm there for. I'm the outreach manager. I'm the newcomer manager. So just Janice dot Lang at ICANN dot ORG, and I'll get you hooked up with any of this information that you need, some personal support on.

We talked about the public comment forum. We talked about joining there. ICANN Wiki. ICANN Wiki is not ICANN. Important to say. So when you see lower case ICANN and Wiki, separate company. In exhibition hall 3AB, you'll see their booth. We work together. They are an amazing organization, and I go to their website to find information about people in the ICANN community.

They have bios on people in the community. I have my bio in there because I joined ICANN Wiki. They have information about what ICANN is and what we do in a format that is just so easy to get engaged in and read. We could take a couple of lessons from them actually.

So I support them, we work together, they have a great thing at their booth. Go early. They'll take your picture, they'll do a sketch, a caricature, and you can go back and pick it up and then you can put it into your ICANN badge for the week.

It's a fun way to register, to get onto the ICANN Wiki and then each meeting you come back at, you don't have to bring it, you just go up to

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them, “Hi. I’m so and so.” And they’ll pull it out of their file and you’ve got it for that meeting as well.

They are a great organization. I love them. So go visit their booth as well as ours. So with that I’ll say, I am tired. [Laughs] Thank you all so very much for being here. I mean not just physically here in this room, but for being here at the ICANN meeting. We hope this helped.

Again, any critique or advice about future newcomer sessions, again, please write me. I’m evolving this. It’s been since 2001 at the San Francisco meeting, and we’re constantly looking for ways to make it a better experience. So please let me know. Are there any questions right now other when can you go sleep, or get some food? [Laughs]

Well, if not, I’ll say goodbye for now. Find me in the hallways, find Bridget at the booth, and we do hope you have a great week.

[ END OF AUDIO ]