

Lessons from initiatives to support registrants in areas affected by bushfires/forest fires in Australia in early 2020

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ICANN ccNSO Virtual News Session

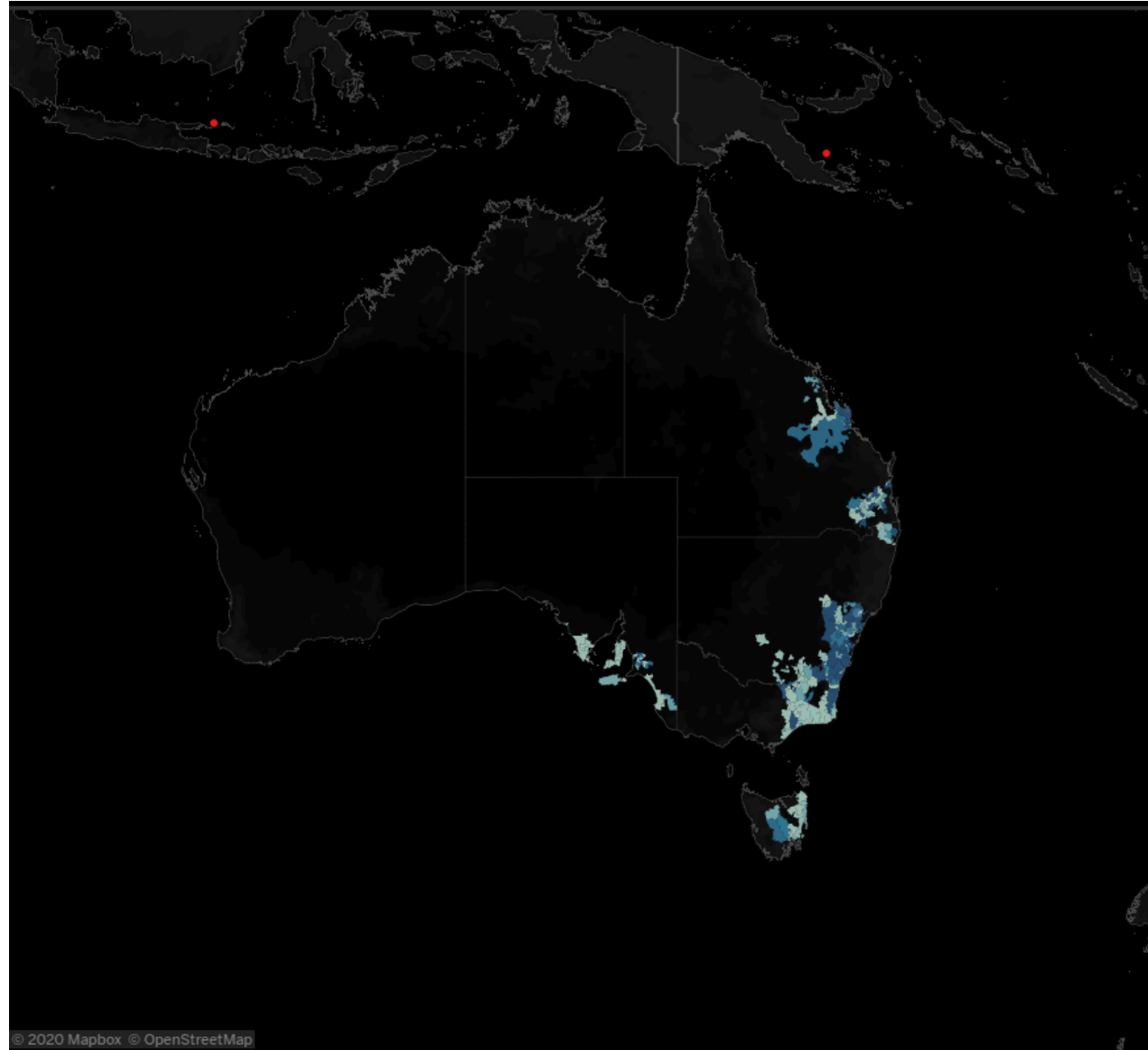
Bruce Tonkin, Chief Operating Officer



Australian Bushfire season – Summer 2019/20

- Various fires across Australian from Dec 2019 to Feb 2020
- 18 million hectares burnt (186,000 square kilometres)
- Destroyed 5,900 buildings
- Killed 34 people
- Really a series of separate fires – mostly in sparsely populated forest areas – some of which combined together to create much larger fires
- Communications and power knocked out in some regions
- Concern that registrants in affected regions would either not get messages regarding renewals or compliance actions, or were focused on basic survival matters of food, water and shelter.

Domain names in bushfire affected regions



Major Disaster Policy (Temporary)

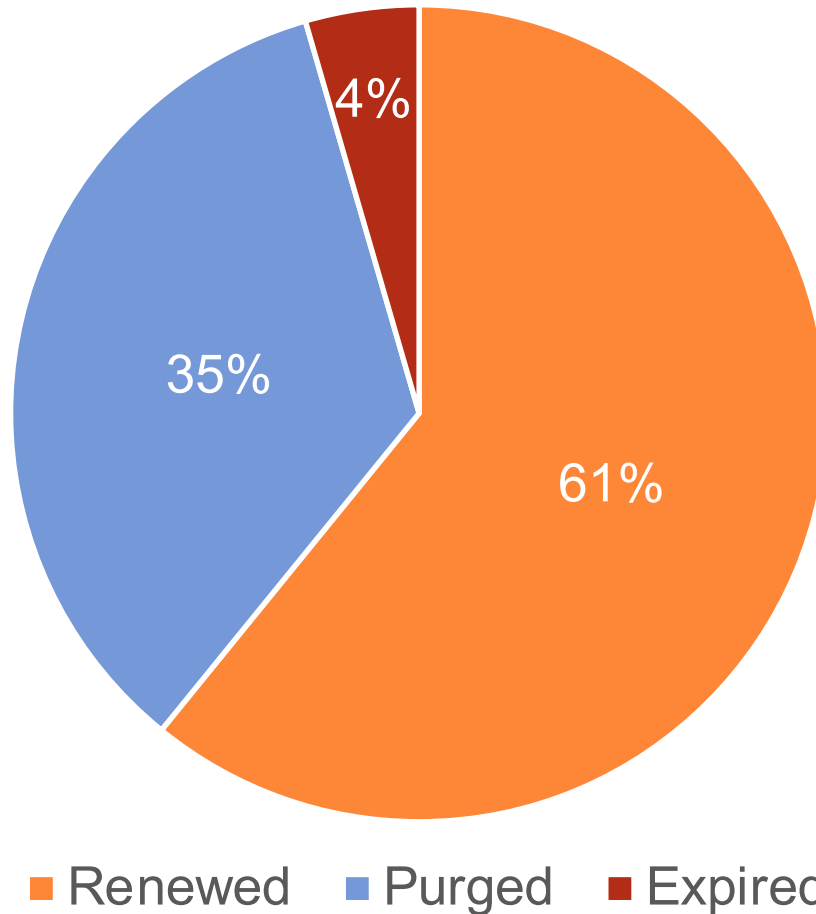
- Applied to areas of Australia that were declared by the State Governments of Victoria, New South Wales, and South Australia as major disaster areas
- Applied the policy to postcodes associated with domain name registrant contacts in affected regions
- Policy provided:
 - Added two months to the expiry date of domains due to expire between 22 January 2020 and 1 March 2020.
 - an additional 60 calendar days for responding to a complaint or an auDRP dispute

Standard expiry cycle

- On the day a domain name expires – it is removed from the DNS, and placed on ServerHold status
- Registrants have a further 30 day grace period to renew the domain name
- After 30 days past expiry the domain name is purged from the registry

Domain names in bushfire affected regions

Bushfire names (27 May 2020)



- On 20 Jan 2020 auDA published the Major Disaster Policy (Temporary) <https://www.auda.org.au/policies/index-of-published-policies/2020/2020-01/>
- As a result 7993 domains in bushfire affected regions with expiry dates from 22 Jan 20 to 1 Mar 20, had their expiry dates extended by two months. Note there are about 3.2 million names in total, so represents about 0.25% of the base.
- E.g. a domain name that originally expired on 1 Mar 2020 had its expiry changed to 1 May 2020. After a domain name expires, there is a 30 day grace period to renew the name before it is purged from the registry.
- As at 27 May 2020:
 - 4865 names have been renewed (61%)
 - 2769 names have been purged
 - 359 are expired and are still in the 30 day renewal grace period
- Note the average renewal rate for domains across the registry is 73%.
- Double impact of bushfires and COVID-19 on tourism

Extensions requested for complaints

- Provided 5 extensions of time to respond to complaints, out of around 180 complaints a month over the period from Feb to May 2020, representing about 0.7% of complaints