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At-Large Statement on the Consultation on ccTLD Delegation and Redelegation User Instructions and Source of Policy and Procedures

Introduction

Cheryl Langdon-Orr, At-Large member from the Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO) and ALAC Liaison to the ccNSO, composed an initial draft of this Statement after discussion of the topic within At-Large and on the Mailing Lists.

On 11 September 2013, this Statement was posted on the [At-Large Consultation on ccTLD Delegation and Redelegation User Instructions and Source of Policy and Procedures Workspace](#).

On that same day, Olivier Crépin-Leblond, Chair of the ALAC, requested ICANN Policy Staff in support of the ALAC to send a Call for Comments on the draft Statement to all At-Large members via the [ALAC Announce Mailing List](#).

A version incorporating the comments was later posted to the aforementioned website.

The Chair of the ALAC requested that ICANN Policy Staff in support of the ALAC open a ratification vote on the Statement.

On 30 September, Staff confirmed that the online vote resulted in the ALAC endorsing the Statement with 13 votes in favor, 0 votes against, and 0 abstentions. You may review the result independently under: <http://www.bigpulse.com/pollresults?code=3434Lc5FiPsVn9k6JTUfLf5>

Summary

1. The ALAC thanks ICANN for giving it the opportunity to comment on the User Instructions.
2. Reference should be now made in this documentation to IDN ccTLDs outside of the Fast Track Process (such as at paragraph 5 and in any other appropriate reference to IDN ccTLDs). Making this reference, would allow for the likelihood of the ICANN Board, in a reasonably short time frame, in dealing with the recently received 'ccNSO Member Endorsed Report' from the ccTLD IDN PDP Work Group and the ccNSO Councils Recommendations regarding the report and its identification of feasible policy for the selection and delegation of IDN ccTLDs associated with the territories listed in the ISO 3166-1 (IDNccTLDs) within the framework of the IDNcc PDP.
3. In addition to the 'usual' ICANN Announcements, Webinars and Fora at appropriate meeting venues (including but not limited to ICANN Meetings) as well as appropriate Press Releases, specific advice and presentations could be made to Key stakeholder groups in ICANN (GAC, ALAC, ccNSO Membership, ISOC and I* Communities, etc.) and these groups should be provided with materials to encourage and facilitate outreach through their networks to use for local outreach via engagement centers outreach programs etc.

The original version of this document is the English text available at <http://www.atlarge.icann.org/correspondence>. Where a difference of interpretation exists or is perceived to exist between a non-English edition of this document and the original text, the original shall prevail.

At-Large Statement on the Consultation on ccTLD Delegation and Redelegation User Instructions and Source of Policy and Procedures

The ALAC thanks ICANN for giving it the opportunity to comment on the User Instructions.

1. Do the DRAFT User Instructions clearly provide instructions on how to request a ccTLD delegation or redelegation?

- Yes, they do. In particular:
 - The section on the 'Background of the process,' is written in simple, plain English.
 - The 'Preparing a request' and the 'Submitting the request' sections clearly note identified and outlined stages. However, it was felt that some further examples could be given to aid applicants in this process. For example, forms with examples of pre-filled in fields and the use of some other outreach materials and tools.
 - It was also felt that the 'After the request is received' section was clear and understandable.
 - The 'Qualifying top-level domain Strings section was also clear, easy to follow and unambiguous but additional text is we feel required as we outlined in our response to Q3. below.
 - The 'Preparing an Operational and Technical Plan' section was also clear and particularly useful, but again this could be aided further with the provision of a 'Sample Ops and Tech Plan with pre-filled sample text that shows or expands in context the material from the 'Specific suggestions' section.

2. Do the User Instructions clearly describe the steps for processing a ccTLD delegation and redelegation?

- Yes they do. However, some consideration could be given to the section detailing the "Prohibited Networks" on pages 10, 11 & 12 of the documentation. It could also be better to link this section as an appendix rather than in the body of the text.

3. Do you have additional suggestions as to what may be missing from the User Instructions?

- Reference should be now made in this documentation to IDN ccTLDs outside of the Fast Track Process (such as at paragraph 5 and in any other appropriate reference to IDN ccTLDs).
- Making this reference, would allow for the likelihood of the ICANN Board, in a reasonably short time frame, in dealing with the recently received 'ccNSO Member Endorsed Report' from the ccTLD IDN PDP Work Group and the ccNSO Councils Recommendations regarding the report and its identification of feasible policy for the selection and delegation of IDN ccTLDs associated with the territories listed in the ISO 3166-1 (IDNccTLDs) within the framework of the IDNcc PDP.

4. By what process should ICANN notify the community when there are revisions made to the User

Instructions?

- In addition to the 'usual' ICANN Announcements, Webinars and Fora at appropriate meeting venues (including but not limited to ICANN Meetings) as well as appropriate Press Releases, specific advice and presentations could be made to Key stakeholder groups in ICANN (GAC, ALAC, ccNSO Membership, ISOC and I* Communities, etc.,) and these groups should be provided with materials to encourage and facilitate outreach through their networks to use for local outreach via engagement centers outreach programs etc.,

5. Does the community think it would be useful for ICANN to publish additional documentation such as a Knowledge Base with help articles and/or a list of Frequently Asked Questions as a companion to the User Instructions?

- Yes, additional information and some information which is in alternate formats would be most useful with:
 - Focusing on the ease of searching for these Knowledge Base and FAQ resources;
 - Focusing on other companion tools such as links to video introductions to topic (perhaps a Q&A Interview style) and presentation materials;
 - Considering video demonstrations on how to complete the form; and
 - Using some sample applications so that requesters get a good idea of the quality of the information that is required.