



Beginner's Guide to  
**PARTICIPATING IN AT-LARGE**



# INTRODUCTION

WELCOME TO AT-LARGE, THE COMMUNITY OF INDIVIDUAL INTERNET USERS OF THE INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS (ICANN). THIS BEGINNER'S GUIDE IS DESIGNED TO PROVIDE YOU WITH THE TOOLS AND RESOURCES YOU NEED TO BE AN EFFECTIVE PARTICIPANT IN AT-LARGE AND IN ICANN'S BOTTOM-UP POLICY-MAKING PROCESS.

# TABLE OF CONTENTS

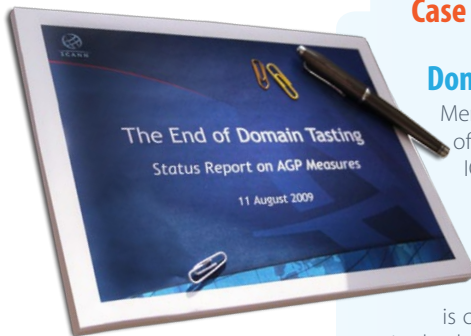
<b>Can my voice affect ICANN policy?</b> .....	2
Domain name tasting abuses dowsed by ICANN community.....	2
<b>What is ICANN?</b> .....	3
ICANN's multistakeholder model.....	3
<b>What is At-Large?</b> .....	4
What is the history of At-Large?.....	4
How is At-Large organized?.....	4
At-Large Advisory Committee.....	6
At-Large Officers.....	6
What are the various At-Large officers, liaisons and appointments responsible for, and how are they selected?.....	6
<b>What do the subcommittees and Working Groups do?</b> .....	7
Standing Subcommittees and Working Groups.....	7
<b>How can I get involved in At-Large?</b> .....	8
Are there minimum participation or time requirements for volunteers?.....	9
What policy areas has At-Large focused on?.....	9
Applicant Support for New gTLDs.....	9
Inter-Registrar Transfer Policy.....	9
Post-Expiration Domain Name Recovery.....	10
Why does At-Large focus as much on process as it does (opposed to substance/policy)?.....	10
What is the role of ICANN's staff?.....	10
Whom should I contact with questions?.....	11
What technology tools will help me participate in At-Large?.....	11
<b>References</b> .....	14
<b>Glossary</b> .....	15

# CAN MY VOICE AFFECT ICANN POLICY?

**Absolutely. You, as an individual Internet user, have a voice in policy-making at ICANN. And the ICANN community wants to hear more from you.**

**At ICANN, you'll hear a lot about our bottom-up, consensus-driven multistakeholder process. This means that every individual involved in the process has a voice and can be heard. Every viewpoint added to the ICANN community makes our decisions richer.**

**A good example of how At-Large has used this bottom-up, consensus-driven process to affect ICANN policy can be seen in the case of "domain name tasting." At-Large played an important role in halting an abusive Internet practice.**



## Case Study:

### Domain name tasting abuses dowsed by ICANN community

Members of the At-Large Community were instrumental in ending the abusive practice of domain name tasting through their advocacy for a formal review of the issue by ICANN's Generic Names Supporting Organization (GNSO).

Domain tasting takes place when an entity registers a domain name and then tests to see if the name has sufficient traffic to provide more income than the annual registration fee (usually through pay-per-click advertising). If the name is profitable, it is kept. If not, the registrant returns the domain at no cost during what is called the "Add Grace Period" or AGP. The AGP says that if you registered a domain mistakenly, you can return the domain in five days and you will be charged nothing.

Unscrupulous registrants registered domain names by the millions, used them for a few days, then returned them and registered millions more. They could make pay-per-click ad revenue off their domains, at the registries' expense.

Seeing the potential abuse of this practice, a group of individual At-Large members worked to gain the support of the At-Large Advisory Committee (ALAC), the community's leadership body, in opposing domain tasting. In May 2007, the ALAC requested a formal review of the practice by the GNSO Council, the ICANN body that oversees policy development on behalf of generic top-level domains (gTLDs).



## Why was using the Add Grace Period a problem?

For registrants: A domain name you wanted to register might show as already taken – except that it wasn't, really. For registries: They incurred millions of extra transaction costs per month, unrecoverable. For individual Internet users: Domain tasters could move faster than authorities could keep up, so they filled the sites with malware; used them in spam campaigns; and impersonated national brands. For the whole Internet: Domain tasting added complexity, churn, confusion, volatility – all contributing to instability.

A fact-finding group investigated the issue extensively at the direction of the GNSO Council, with more than 200 people contributing to its research. The group verified that domain tasting was an actual, growing threat, and that abuse of the add grace period was the material cause. The result was that the GNSO Council submitted a series of recommendations to the ICANN Board, which created a new policy regarding domain tasting in June 2008.

The new policy modified the AGP so that you could only get a refund on 10 percent of the domains you registered in one month or 50 domain names in total, whichever was more. This new policy was binding on ICANN-accredited registrars and registries.

When domain tasting was measured again in April 2009, it had shrunk by 99.7 percent. The ICANN community preserved the AGP for legitimate customers who needed it, while ending the financial incentive for abusing it. Starting with just a few At-Large voices, the community successfully killed domain tasting.

## WHAT IS ICANN?

ICANN is a not-for-profit, public-benefit corporation formed in 1998. Its staff helps organize the voices of volunteers worldwide dedicated to keeping the Internet secure, stable and interoperable. ICANN promotes competition and helps develop Internet policy.

Specifically, what ICANN does is coordinate the Internet's global DNS (domain name system) – that is, the system of unique addresses (in the form of names and numbers) used to reach every computer on the Internet. The DNS is a vital part of the Internet's infrastructure, without which the Internet could not function. Through its coordination of the DNS, ICANN plays an important role in the expansion and evolution of the Internet.

**What ICANN does not do is control content on the Internet. It cannot stop spam, and it does not deal with access to the Internet.**

## ICANN's multistakeholder model

At the heart of ICANN's policy-making is what is called a "multistakeholder model." This decentralized governance model places citizens, industry and government on an equal level. Unlike more traditional top-down governance models, where governments make policy decisions, the multistakeholder approach used by ICANN allows for bottom-up, consensus-driven policymaking. The idea is that Internet governance should mimic the structure of the Internet itself – borderless and open to all.

Within ICANN, this model emphasizes the voices of a broad range of stakeholder communities. These communities include (though are not limited to):

- The Address Supporting Organization (ASO), representing regional Internet registries;
- The Country-Code Names Supporting Organization (ccNSO), representing Country-Code Top Level Domain (ccTLD) registries;
- The Generic Names Supporting Organization (GNSO), representing Generic Top Level Domain (gTLD) registries, gTLD registrars, Internet service providers (ISPs), businesses, and certain non-commercial interests;
- At-Large, representing individual Internet users; and
- The Government Advisory Committee (GAC), representing national governments.

ICANN's multistakeholder model ensures that everyone who uses the Internet has a voice in how it is governed. As shown above, there are a vast number of stakeholders, including governments, registries, registrars, Internet service providers, businesses and individual Internet users.



## ICANN Multistakeholder Model



## MULTISTAKEHOLDER MODEL

### Want more information?

The Internet and Society Collaboratory published a discussion paper on Internet policy-making in September 2011 that examines the multistakeholder model of governance from many angles. You can download a copy of the paper here:

Multistakeholder Internet Dialogue (MIND), Collaboratory Discussion Paper Series No. 1, #2 Internet Policy: [http://en.collaboratory.de/publications/discussion\\_papers](http://en.collaboratory.de/publications/discussion_papers)

## WHAT IS AT-LARGE?

Within ICANN's multistakeholder model of policy development, At-Large is the community representing individual Internet users.

## What is the history of At-Large?

The ALAC was created in 2002 to provide a way for active individual users of the Internet from around the world to participate in ICANN. Its structure was studied through the *At-Large Advisory Committee Assistance Group*, which made a proposal that was then approved by the ICANN Board.

In March 2003 the ICANN Board appointed ten members to form the Interim ALAC, with a plan to transition to an ALAC comprised of members selected by five geographically-based Regional At-Large Organizations (RALOs). The RALOs select 10 of the 15 members of the ALAC, and the other five being appointed by the Nominating Committee (NomCom). In June 2007, the last Interim ALAC member was replaced by elected representatives and the Interim ALAC became the full ALAC.

The first ALS to be accredited in 2003 was *Società Internet*, the Internet Society in Italy. By the end of 2007, there were 100 accredited ALSes. In 2011, the total reached 138.

In October 2010, the ICANN Board revised the organization's Bylaws to allow the At-Large community to select a voting member of ICANN's Board of Directors. Mr. Sebastian Bachollet was selected and took his seat on the Board in December 2010.

Over time, ALAC has increased both the quantity and the quality of its policy statements on issues being discussed within the ICANN community. In 2011, ALAC submitted 40 policy statements, a 60 percent increase over the 25 submitted in 2010. In 2009, the ALAC submitted nine policy statements.

## How is At-Large organized?

The At-Large Community has a ground-up, tiered structure.

On the grassroots level are At-Large's more than 135 At-Large Structures (ALSes). These local organizations of At-Large members are located throughout the world. The goal is ultimately to have at least one ALS in every country there is. Typically, an individual Internet user joins At-Large by joining one of its local ALSes.



<https://community.icann.org/display/atlarge/Current+ALSes>

Source: Google Maps.

The ALSes are organized by region into five Regional At-Large Organizations (RALOs). Following are the five RALOs:

- African Regional At-Large Organization (AFRALO)
- Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO)
- European At-Large Organization (EURALO)
- Latin American and Caribbean Islands Regional At-Large Organization (LACRALO)
- North American Regional At-Large Organization (NARALO)

The RALOs are tasked with keeping the Internet user community in their region informed about ICANN's activities through public outreach and distribution of information in language. As the main forum and coordination point for their region, each RALO must be comprised of at least three ALSes from two different countries. Each RALO is autonomous, governed by its own organizing documents including a memorandum of understanding.

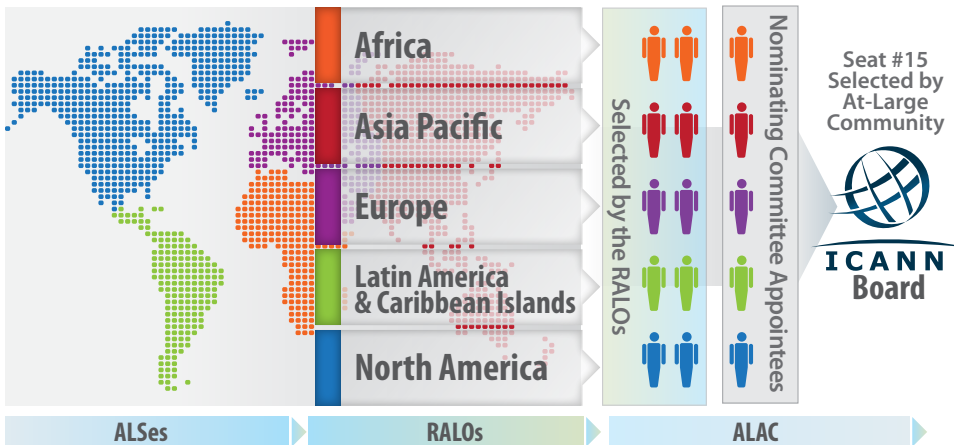
While each RALO elects a chair and secretariat, they have their own requirements for the positions. Some RALOs also elect vice chairs.

In addition to members of ALSes, the RALOs either currently have a provision allowing individual members or are working to develop such provisions.

## AT-LARGE PODCAST

### Want more information?

Listen to this podcast in which ALAC Chair Dr. Olivier Crepin-Leblond talks with ICANN Director of Outreach Scott Pinzon about what At-Large does. The podcast is just over 20 minutes long and provides basic information about whom At-Large represents. If you would rather read than listen, you'll find a transcription at the same location. <http://www.icann.org/en/learning/podcasts.htm>



ICANN At-Large Organization Diagram

## At-Large Advisory Committee

The At-Large Advisory Committee (ALAC) is the primary organizational home within ICANN for individual Internet users. The role of the ALAC shall be to consider and provide advice on the activities of ICANN, insofar as they relate to the interests of individual Internet users. This includes policies created through ICANN's Supporting Organizations, as well as the many other issues for which community input and advice is appropriate. The ALAC, which plays an important role in ICANN's accountability mechanisms, also coordinates some of ICANN's outreach to individual Internet users.

According to ICANN's Bylaws, the 15-member ALAC consists of two members selected by each of the Regional At-Large Organizations for a total of ten directly elected representatives, and five members selected by the Nominating Committee. The five members selected by the Nominating Committee shall include one citizen of a country within each of the five Geographic Regions.

## At-Large Officers

Each incoming At-Large Advisory Committee selects its Chair, two Vice Chairs and Rapporteur to serve as the Council's officers. These four officers and a fifth ALAC member from the ICANN region that is unrepresented by the previously mentioned four form the ALAC Executive Committee. Each officer serves a one-year term.

## What are the various At-Large officers, liaisons and appointments responsible for, and how are they selected?

### Voting Member, ICANN Board of Directors

In 2010, the ALAC/At-Large Community electorate selected its first voting member of the ICANN Board of Directors. ICANN Board members serve three-year terms, and are expected to attend and participate in meetings, teleconferences, Board retreats and Committees. They work with other Board members collectively to establish policies for the Internet's domain name system.

**Selection:** The ICANN Board member is selected via a vote by the 15 ALAC members and the five RALO chairs. More information about the process can be found here:

<https://community.icann.org/display/atlarge/At-Large+Director+Appointment+Process>

### ALAC Chair

The mission and responsibilities of the Chair of the ALAC are:

- Chairing the meetings of the Committee.
- Calling for votes on different matters, and ensuring that the proper instruments are available for the vote.
- Preparing and proposing the agenda for the meetings.
- Ensuring that timelines and deadlines for the work of the Committee are set and met.
- Interacting with ICANN staff for administrative and organizational matters.
- Verifying the respect of minimum participation requirements, rules of procedure, Bylaws and other norms applicable to the Committee.
- Representing the Committee in written communication, in the Public Forum and in meetings where there is no specific appointment.
- Monitoring money expenditures and the budget situation.

**Selection:** Elected by the incoming At-Large Advisory Committee.

### ALAC Vice Chairs

The mission and responsibility of the Vice-Chair of the ALAC is to perform the functions of the Chair, on request of the Chair, if the Chair is unable to perform them.

**Selection:** Elected by the incoming At-Large Advisory Committee.

### ALAC Rapporteur

The Rapporteur is the ALAC officer responsible for, with the assistance of At-Large staff, the recording of ALAC motions and advising the ALAC on possible ALAC statements regarding open ICANN comment periods on Internet policy issues.

**Selection:** Elected by the incoming At-Large Advisory Committee.

### ALAC Liaisons

Liaisons represent the At-Large Community within ICANN Supporting Organizations, Advisory Committees and other entities. As liaisons, they serve on behalf of the At-Large Community by participating in the activities and meetings of these entities and acting for the good of the entire Committee. They are expected to work to bridge differences and build consensus, but also recognize differences and enable different opinions to be shared. In this capacity they are expected to put the collective views of the ALAC in front of their own.

At-Large members may also be asked to serve as delegates to ICANN's Nominating Committee (Nom-Com), as members of Review Teams, and as Regional Officers, such as RALO Chair, Vice Chair or Secretariat.





**Selection:** In most cases, liaisons, NomCom delegates and review team members are appointed by the ALAC. Regarding At-Large Delegates to the NomCom, the ALAC strives for regionally distributed appointments, and may consider recommendations from the regions. In the special case of the ALAC liaison to ICANN's Security and Stability Advisory Committee (SSAC), the ALAC submits candidates for consideration by the SSAC Membership Committee. This committee then recommends the ALAC liaison for appointment to the full SSAC. If accepted, the candidate can immediately begin to participate as an invited guest of the Committee until the ICANN Board makes its formal appointment. This procedure is due to the ALAC liaison to the SSAC being a full member of the SSAC and that the ICANN Board must formally appoint all SSAC members.

Regional officers, such as RALO chairs, vice chairs, and secretariats are elected by the RALOs.

## WHAT DO THE SUBCOMMITTEES AND WORKING GROUPS DO?

Subcommittees and Working Groups (WGs) are an important part of ICANN's policy development.

There are WGs within the At-Large community, as well as WGs that consist of members from different Supporting Organizations and Advisory Committees. Working Groups are open to anyone – you don't even have to be a member of the At-Large Community. The working language of the WGs is English with interpretation available if there are three or more requests for a specific language.

Working groups within At-Large can be set up for a number of purposes, typically to tackle specific projects or reach specific goals. Depending on the specific nature of a WG, it may instead be referred to as a "subcommittee" or "taskforce." A subcommittee typically has an ongoing task (such as the ongoing requesting and monitoring of funding, in the case of the ALAC Subcommittee on Finance and Budget) that typically requires formal ALAC motions and voting. A taskforce usually has a mandate to accomplish by a relatively short deadline.

The ALAC has established a number of standing WGs and subcommittees to work on ongoing or long-term issues. Also, the ALAC and RALOs can form ad hoc WGs as they consider necessary.

### Standing Subcommittees and Working Groups

#### ALAC Subcommittee on Finance and Budget

To develop the annual operating budget for At-Large and review and approve financial requests from the five RALOs.

#### At-Large Engagement in ICANN Working Group

To improve participation of individual Internet users in ICANN's policy development process and follow up on their implementation.

#### At-Large Naming Issues Taskforce

To support and assist the At-Large liaison in representing the greater At-Large Community within ICANN's Generic Names Supporting Organization.

#### Future Challenges Working Group

To explore issues with potential future impact on the global Internet, ICANN and the At-Large Community, and make recommendations. The WG focuses on two main topics: maximizing the effectiveness of At-Large, and registrant identification and accountability.

#### Future Structure, Accountability and Transparency of ICANN Working Group

To evaluate and discuss the overall structure of the ICANN multistakeholder model and make suggestions to improve its transparency and accountability processes.

#### Internationalized Domain Name Policy Working Group

To represent users' interests and support ALAC in providing advice to the ICANN Board on Internationalized Domain Name policies.

#### New gTLDs Working Group

To follow developments related to the New gTLD Program.

#### Registrants Rights and Responsibilities Working Group

To review the entire scope of the Registrar Accreditation Agreement (the contract between registrars and ICANN), and recommend to the At-Large community concrete steps that should be taken regarding registrant rights and responsibilities.

#### Technical Issues Working Group

To follow and discuss technical issues related to the security, safety and stability of the Domain Name System.

#### Whois Policy Working Group

To follow issues regarding policy for Whois, the data repository containing registered domain names, registrant contacts, and other critical information.





## CURRENT AD HOC AT-LARGE WORKING GROUPS

### At-Large Rules of Procedure Ad Hoc Working Group (will start in early 2012)

To review and update the ALAC Rules of Procedure as part of the At-Large Improvements Project.

### At-Large Metrics Ad Hoc Working Group (will start in early 2012)

To establish a set of metrics to be designed and to evaluate performance of ALAC members.

### At-Large Improvements Implementation Taskforce

To review and improve both ALAC/At-Large's participation in ICANN and the ALSes' participation in At-Large.

### ccNSO/At-Large Coordination Working Group

To coordinate efforts and share information between the country-code TLD operators and members of At-Large.

### ICANN Academy Ad Hoc Working Group

To discuss and develop a proposal for an ICANN Academy to provide various forms of structured training and education both for newcomers, appointed ICANN officers and a broader public.

### Implementation Recommendation Team Process Working Group

To address the concerns of holders of trademarks in the context of the New gTLD Program.

### Cross-Community Working Groups

In addition, At-Large members participate in cross-community working groups. At present, these WGs are the following:

#### ccNSO Study Group on the Use of Names for Countries and Territories

To provide the ccNSO Council, ccTLD community and other interested stakeholders, including the GAC and GNSO Council, an overview of the scope and issues associated with the use of Country and Territory names as TLD strings and the scope and impact of alternative action paths on IDN ccTLD and new gTLD processes.

#### Consumer Choice, Competition and Innovation Working Group

To establish the definition, measures, and three-year targets for metrics to measure how well the New gTLD Program has promoted competition, consumer trust and consumer choice in the context of the domain name system.

#### Geographic Regions Review Working Group

To confirm the history, underlying principles and goals of ICANN's current geographic regions framework, analyze how those goals and principles have been applied by the Board, staff and community and consulted with the community on how those principles and goals can be best maintained in the future.

#### Internationalized Domain Names Variant TLDs Issues Project Working Group

To follow the work of six case study teams that are reviewing the variant issues about Arabic, Chinese, Cyrillic, Devanagari, Greek and Latin scripts associated with the potential delegation of Internationalized Domain Name TLDs.

#### Joint SO-AC New gTLD Applicant Support Working Group (JAS WG)

To develop a sustainable means of providing support to applicants needing assistance in applying for and operating new gTLDs.

## HOW CAN I GET INVOLVED IN AT-LARGE?

- Join RALO via an ALS or as an individual member (EURALO and NARALO already allow individual members; other RALOs working on provisions to allow individual participation).
- Participate in calls of RALOs, subcommittees, and WGs (according to At-Large Rules of Procedure): Officially join them as At-Large member or just participate in discussions with limited official voting.
- Join the Finance & Budget Subcommittee – All At-Large members are welcome.
- Join a Working Group.
- Apply for a Fellowship to attend an ICANN Public Meeting. The Fellowship program provides financial support and training for current residents of developing and least developed nations and interested in participating in ICANN and its Supporting Organizations, constituencies and stakeholder groups.
- If you're attending an ICANN Public Meeting for the first time, participate in the Newcomers Track to get up to speed on current policy issues.

## WORKING GROUPS

### Want more information?

List of current and archived At-Large Working Groups

<https://community.icann.org/display/atlarge/At-Large+Working+Groups>

## Are there minimum participation or time requirements for volunteers?

It depends on what kind of position you wish to hold, and how many issues you want to be involved in. ALAC members and officers have participation requirements that include attending physical meetings and participating in conference calls, as well as voting in accreditation votes.

Members of the At-Large community have less formal participation requirements, but in general are expected to participate in RALO, Working Group or subcommittee meetings or conference calls, often held monthly, to read and comment in the ALAC online forums, and to keep up with current issues.

In addition, ICANN holds three week-long meetings in different cities around the world. During that week, the At-Large community has had as many as 25 meetings and events.

## What policy areas has At-Large focused on?

At-Large and the ALAC participate in ICANN's development of Internet policy in various ways.

In cases in which the ALAC has determined that the policy in question is of significant importance to individual Internet users, it gets involved early in the policy development process, often enlisting At-Large members to directly participate in the ICANN Working Group developing the policy. This was the case, for example, with the development of the Applicant Support Program for new gTLDs and with the recently revised policy pertaining to Post-Expiration Domain Name Recovery.

On the other hand, in cases in which the ALAC has determined that the policy in question is less important to individual Internet users, it may simply submit a Public Comment describing At-Large's position regarding the proposed policy. In 2011, the ALAC submitted a record-breaking 38 Public Comments. These included comments on a variety of ICANN governance and technical issues including single character Internationalized Domain Name TLDs, ICANN's geographic regions review and revisions to the Registrar Accreditation Agreement.

ALAC prepares the At-Large response to any individual Public Comment issue from the ground up. As often as possible, the ALAC arranges for the ALAC response to be written by one or more RALO members. Next, the draft statement is posted on the At-Large Internet wiki, and input is invited from all At-Large members. The input is then evaluated, and incorporated into a revised statement. Once the ALAC ratifies the statement through an on-line vote, the ALAC statement is submitted to the Public Comment forum.

**Below are some examples of recent Internet policy issues in which At-Large and the ALAC had a hand in developing.**

### Applicant Support for New gTLDs

In June 2010, the Board approved a plan to increase in the number of generic Internet domain name extensions – called generic top-level domains (gTLDs) – beyond the 21 familiar gTLDs that existed at the time, which included the familiar .com, .org and .net. The plan called for each new gTLD to cost US\$185,000.

Representing the voice of the Internet end user, At-Large and the ALAC was particularly vigilant that the public interest, globally, was taken into account by the new plan. Specifically, At-Large wanted to guarantee that worldwide accessibility and competition was maintained in the way in which ICANN offered these new domain names.

Working with other ICANN volunteers on the Joint Applicant Support Working Group (JAS WG), At-Large members devised the Applicant Support Program (ASP), through which qualified needy applicants for new gTLDs could receive financial and nonfinancial support. The ASP offers a reduction in the new gTLD fee from US \$185,000 to US \$47,000.

In this case, At-Large was active on various levels in the development of the ASP, including the development of the JAS WG's proposed ASP and the submission of a joint Public Comment with ICANN's Governmental Advisory Committee endorsing the ASP.

### Inter-Registrar Transfer Policy

The aim of the Inter-Registrar Transfer Policy (IRTP) is to provide a straightforward procedure for domain name holders to transfer their names from one ICANN-accredited registrar to another. The GNSO Council is reviewing and considering revisions to this policy through a series of Working Groups it has established to conduct these efforts.

The IRTP is important to individual Internet users because individuals who register domain names are arguably the registrants who are most vulnerable to problems, like domain hijacking, being addressed by the policy. Domain hijacking is when someone changes the registration of a domain name without the permission of the owner. The ALAC supports efforts to make transfer as simple as possible so that

## APPLICANT SUPPORT

### Want more information?

Joint Statement of the GAC and ALAC on the Final Report of the Joint Applicant Support Working Group

<https://community.icann.org/download/attachments/2261148/1-Joint+GAC-ALAC+Statement+on+Joint+applicant+Support-EN.pdf?version=1&modificationDate=1313486721000>

Final Report of the Joint Applicant Support Working Group

<https://community.icann.org/display/jaswg/Final+Report+Drafts>

## IRTP

### Want more information?

Inter-Registrar Transfer Policy web page

<http://www.icann.org/en/transfers/>

IRTP Part B WG Proposed Final Report

<http://gnso.icann.org/issues/transfers/irtp-b-final-report-30may11-en.pdf>

ALAC Statement on the IRTP Part B WG Proposed Final Report

<http://www.atlarge.icann.org/correspondence/correspondence-3-31mar11-en.htm>

individual Internet users with little technical or domain-industry knowledge will be able to deal with hijacking or other domain name transfer issues.

Among its comments on the recommendations to improve the IRTF, the ALAC expressed its strong support for the establishment of an Emergency Action Channel through which registrants and others can reach registry staff quickly if one of their domains is hijacked.

## PEDNR

### Want more information?

Board Resolution on PEDNR  
<http://www.icann.org/en/minutes/resolutions-28oct11-en.htm#1.5>

ALAC Comment on PEDNR  
WG Final Recommendations <https://community.icann.org/display/alacdocs/ALAC+Statement+on+Post-Expiration+Domain+Name+Recovery+Working+Group+Proposed+Final+Report++April+2011>

## Post-Expiration Domain Name Recovery

Following a request for an Issues Report by the ALAC, the GNSO formed the Post-Expiration Domain Name Recovery (PEDNR) Working Group in July 2009 to review numerous policy issues on the subject of registrants being able to recover domain names after their formal expiration date. The At-Large Liaison to the GNSO sat on this WG.

In short, the WG considered issues such as whether registrants had adequate opportunity to reclaim their expired domain names, whether they were receiving adequate warning of approaching expiration dates, and whether the provisions regarding expiration in typical registration contracts were clear enough.

**The WG made several recommendations that were adopted in October 2011 by the ICANN Board. Among these were:**

- Registrants having a minimum of eight days after expiration for renewal.
- Having unsponsored gTLDs and registrars offer Redemption Grace Periods.
- Requiring posting of fees charged for renewal; requiring that at least two notices prior to expiration are sent at set times, one after expiration; that an expired web site must explicitly say that registration has expired, and offer instructions on how to redeem the domain.
- Developing educational materials about how to prevent unintentional loss.

For further examples of Public Comments submitted by the ALAC on Internet policy matters, please visit the ALAC Correspondence web page at <http://www.atlarge.icann.org/correspondence>.

## Why does At-Large focus as much on process as it does (opposed to substance/policy)?

As you learn more about ICANN, you'll hear over and over again that it is a bottom-up, consensus-driven multistakeholder organization. That means that every individual has a voice and can be heard.

But ensuring that the multistakeholder model works means that we have to spend a good part of our time focusing on the mechanics of process. This is true for the whole organization and for At-Large. As the Internet evolves, so do ICANN and At-Large, and this evolution sometimes necessitates process changes or adaptations.

While all areas of ICANN are subject to at least some focus on process, others, like At-Large Improvements Work Teams and the Future Structure, Accountability and Transparency Working Group, are fully dedicated to process review and improvement. If you like working on and discussing how things are done in At-Large and ICANN, these are good placements for you.

Policy discussions mainly take place in Working Groups. There are several standing Working Groups devoted to particular issues, such as Internationalized Domain Names, Whois lookup service, and New gTLDs. If you like working on and discussing the emerging issues within those topics, then these are a good fit for you.

## What is the role of ICANN's staff?

ICANN staff is responsible for executing and implementing policies developed by the ICANN community and established by the ICANN Board of Directors.

At-Large has a dedicated team of staff that provides the Secretariat, or support functions, and policy advice development support. Heidi Ulrich is the Director for At-Large and leads the team. Silvia Vivanco is the Manager, At-Large Regional Affairs, and she works directly with the RALOs and the individual ALSes to support them in their process and policy-related activities. Matt Ashtiani serves as the At-Large Coordination Officer and is responsible for tracking policy issues, developing At-Large's new knowledge management system, and working on the Community's social media presence. Gisella Gruber-White and Nathalie Peregrine provide call management support for the At-Large community.

**In addition, ICANN staff members from other departments may be involved in some At-Large efforts. For example:**

## Communications staff

ICANN's Communications Department seeks to inform and engage ICANN stakeholders about the issues and activities of the organization and to coordinate and facilitate communications from other departments to the general public. Among its functions are media relations, web site development and management, brochure and educational material development (like this Beginner's Guide!), New gTLD communications, video and podcast production, and translation services. The Communications Department is also responsible for organizing ICANN's three public meetings each year.

## Global Partnerships staff

Global Partnerships is a team of people appointed to demonstrate ICANN's commitment to international participation and the efficacy of its multistakeholder model. They establish working agreements; liaise with other organizations in the Internet ecosystem; and assist the internationalization of ICANN and the globalization of its operations. Global Partnerships works with all types of stakeholders organized on a geographic basis rather than with just one type of constituency. They strive to achieve the strategic goal of better representing the regions in ICANN and facilitating ICANN's engagement with and responsiveness to the regions.

## Whom should I contact with questions?

If you have questions regarding any information in this Beginner's Guide, please do not hesitate to contact the At-Large staff at [staff@atlarge.icann.org](mailto:staff@atlarge.icann.org).

## What technology tools will help me participate in At-Large?

### At-Large Homepage: [www.atlarge.icann.org](http://www.atlarge.icann.org)

This is the main starting point for news and reference documents about the At-Large Community. The At-Large community wiki page is also an excellent source of information on At-Large activities (see: <https://community.icann.org/display/atlarge/At-Large+Advisory+Committee+%28ALAC%29>).

In particular, you will likely be interested in the following web pages.

- At-Large organizational diagram: <http://www.atlarge.icann.org/orgchart>
- At-Large announcements: <http://www.atlarge.icann.org/en/atlarge/announcements/en>
- At-Large calendar: <http://www.atlarge.icann.org/calendar>
- Correspondence (policy statements and advisories): <http://www.atlarge.icann.org/correspondence>
- Educational documents on policy issues from an Internet user perspective: <http://www.atlarge.icann.org/issues>
- At-Large community background information: <http://www.atlarge.icann.org/en/whatis.htm>
- RALO details (such as member organizations, officers, etc.): <http://www.atlarge.icann.org/regions>
- ALAC details (such as current members and officers, etc.): <http://www.atlarge.icann.org/alac>
- ICANN e-Learning page (included podcasts, webinars and Beginners' Guides) <http://icann.org/en/learning/>



## ICANN Homepage: [www.icann.org](http://www.icann.org)

In particular, you will likely be interested in the following web pages.

- ICANN for newcomers: <http://www.icann.org/new.html>
- ICANN organizational structure diagram: <http://www.icann.org/en/structure/>
- ICANN background information: <http://www.icann.org/en/about/>
- What does ICANN do? <http://www.icann.org/en/participate/what-icann-do.html>
- What is ICANN's effect on the Internet? <http://www.icann.org/en/participate/effect-on-internet.html>
- E-Learning section: <http://www.icann.org/en/learning/>
- ICANN glossary: <http://www.icann.org/en/general/glossary.htm> (see also ICANN acronym helper: <http://www.andalucia.com/icann/>)
- Key ICANN topics: <http://www.icann.org/en/topics/>
- Key ICANN documents: <http://www.icann.org/en/documents/>
- Current ICANN policy development areas: <http://www.icann.org/en/policy/>
- ICANN announcements: <http://www.icann.org/en/announcements/>
- International ICANN meetings: <http://meetings.icann.org/>
- Public consultation page: <http://www.icann.org/en/public-comment/>
- ICANN Bylaws: <http://www.icann.org/en/general/bylaws.htm>
- ICANN Board: <http://www.icann.org/en/general/board.html>

## At-Large Facebook Page

You may wish to join At-Large on Facebook at: <http://www.facebook.com/icann.atlarge>

Please note that, depending on your geographical region, you may or may not be able to use the At-Large Facebook page.

## At-Large LinkedIn Page

A group for registered members of ICANN's At-Large Community has been set up on LinkedIn at:

[www.linkedin.com/groups?home=&gid=2238621](http://www.linkedin.com/groups?home=&gid=2238621)

Please note that this web site is *not* being maintained by ICANN staff.

## Mailing Lists

[alac-announce@atlarge-lists.icann.org](mailto:alac-announce@atlarge-lists.icann.org)

This mailing list is used for announcements from the At-Large staff and the ALAC Chairperson to the At-Large Community. All members of the At-Large Advisory Committee (ALAC), officers of Regional At-Large Organizations (RALOs) and representatives of At-Large Structures (ALSes) are automatically subscribed to the ALAC-Announce list. Only At-Large staff and the ALAC Chairperson can publish on this list. The list is publicly visible and everybody can subscribe to it.

## Mailing list of your RALO

All ALS representatives are automatically subscribed to the mailing list of their region. The regional lists are publicly visible, and everybody can subscribe to them. Here is a list of the regional mailing lists:

- African Regional At-Large Organization (AFRALO): [afri-discuss@atlarge-lists.icann.org](mailto:afri-discuss@atlarge-lists.icann.org)
- Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO): [apac-discuss@atlarge-lists.icann.org](mailto:apac-discuss@atlarge-lists.icann.org)
- European Regional At-Large Organization (EURALO): [euro-discuss@atlarge-lists.icann.org](mailto:euro-discuss@atlarge-lists.icann.org)
- Latin American and Caribbean Islands Regional At-Large Organization (LACRALO): [lac-discuss-en@atlarge-lists.icann.org](mailto:lac-discuss-en@atlarge-lists.icann.org) (English), [lac-discuss-es@atlarge-lists.icann.org](mailto:lac-discuss-es@atlarge-lists.icann.org) (Spanish)
- North American Regional At-Large Organization (NARALO): [na-discuss@atlarge-lists.icann.org](mailto:na-discuss@atlarge-lists.icann.org)



## Other At-Large Mailing Lists

You can subscribe independently to any of these public At-Large mailing lists, which are available under:

<https://atlarge-lists.icann.org/mailman/listinfo>

In particular, we would like to point out two mailing lists in which you might be interested:

[at-large@atlarge-lists.icann.org](mailto:at-large@atlarge-lists.icann.org)

This is the worldwide At-Large mailing list used to discuss policy matters. It is publicly visible, and anyone can subscribe to it.

[alac@atlarge-lists.icann.org](mailto:alac@atlarge-lists.icann.org)

This mailing list is used for the ALAC's policy discussions. It is not publicly listed, and only ALAC members, RALO officers and liaisons from the ALAC to other ICANN bodies are subscribed to it. However, the archive is publicly visible under:

<http://atlarge-lists.icann.org/pipermail/alac/>

## At-Large Calendar

The At-Large Google calendar at <http://www.atlarge.icann.org/calendar> shows all At-Large meetings and teleconferences, including those of the ALAC, ALAC Executive Committee, RALOs and At-Large working groups. All At-Large meetings are highlighted in blue.

Among the teleconferences shown on this calendar is the regular monthly teleconference held by each RALO. These teleconferences last between 60 and 90 minutes. Details of these calls, including agenda details and participation instructions, are posted to the RALO's mailing list in advance.

Please note that, depending on your geographical region, you might not be able to use the At-Large Google calendar.

## Regional Events Calendar

In addition, there is an external regional events calendar incorporated into the general At-Large calendar. This regional events calendar highlights the Internet Governance events taking place in your region. We use this calendar to track events that take place outside of ICANN but that are attended by At-Large members and ICANN staff. These regional events are highlighted in yellow.

To ensure that this regional events calendar remains reasonably complete, the RALO officers check regularly with their regional colleagues regarding upcoming events. Such events might include meetings of regional country code top-level domain (ccTLD) managers, regional Internet registries (RIR), number resource organizations (NRO) and regional Internet Governance forums, among others.

**If you would like to add an event to the external regional events calendar, please use your RALO's mailing list to contact your regional officers. The RALO officers are listed on the following wiki pages:**

- AFRALO Officers
- APRALO Officers
- EURALO Officers
- LACRALO Officers
- NARALO Officers

## Adobe Connect

During both its teleconferences and face-to-face meetings, the At-Large Community uses Adobe Connect meeting rooms. These online Adobe Connect rooms provide a single user interface participants can use to instant message each other, review the meeting agenda and documents, follow presentations and raise their hands in order to make comments.

For some meetings, it will soon also be possible to use the Adobe Connect room to listen to the meeting's audio, rather than using the available telephone bridge. However, many At-Large calls are simultaneously interpreted into more than one language, and at present it is not possible to choose different language channels through Adobe Connect.

The url to the Adobe Connect room for any given At-Large meeting is located on the meeting's wiki page that also contains the meeting's agenda. (The url is usually located above the agenda.)

Further information on Adobe Connect, including a visual "quick start" guide, video tutorials and an FAQ section can be found at:

<https://community.icann.org/display/atlarge/At-Large+Community+Information+on+Adobe+Connect+8>

In addition, each RALO has an Adobe Connect room available for use by its ALSes (for example, to facilitate the ALSes' individual meetings). These Adobe Connect rooms can be found at the following urls:

- |   |  |
|---|--|
| AFRALO<br><a href="http://icann.adobeconnect.com/afraloals/">http://icann.adobeconnect.com/afraloals/</a> | LACRALO<br><a href="http://icann.adobeconnect.com/lacraloals/">http://icann.adobeconnect.com/lacraloals/</a> |
| APRALO<br><a href="http://icann.adobeconnect.com/apraloals/">http://icann.adobeconnect.com/apraloals/</a> | NARALO<br><a href="http://icann.adobeconnect.com/naraloals/">http://icann.adobeconnect.com/naraloals/</a>    |
| EURALO<br><a href="http://icann.adobeconnect.com/euraloals/">http://icann.adobeconnect.com/euraloals/</a> |  |



## REFERENCES

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### ICANN Bylaws provisions related to At-Large

- *Article XI, Section 2, Clause 4* – Provisions related to the At-Large Advisory Committee (ALAC), Regional At-Large Organizations (RALOs), and community membership.
- *Article VI, Section 5* – Division of the world into five Geographic Regions for various purposes, including the scope of membership of each of the Regional At-Large Organizations (RALOs).

### Definition of Territorial Makeup of ICANN's Geographic Regions

- The list of countries and territories within each Geographic Region are periodically reviewed and may be revised. The current list can be found at: <http://www.icann.org/montreal/geo-regions-topic.htm>. The ICANN Board adopted this list on 26 June 2003; details may be found at: <http://www.icann.org/minutes/prelim-report-26jun03.htm>.
- The Geographic Regions are presently under review and information about that may be found at: <http://www.icann.org/announcements/announcement-22jun07.htm>.

### Regional At-Large Organizations

The Regional At-Large Organizations (RALOs) consist of accredited At-Large Structures (ALSes) to promote and ensure participation by regional Internet non-commercial users in the process of developing ICANN policies.

#### The RALOs are guided by these key documents:

##### Memorandum of Understanding

The Memorandum of Understanding (MOU) intends to establish and define activities to be carried out by RALO and supported by ICANN.

##### Operating Principles, Rules of Procedure, Regional Bylaws

The RALO operations are guided by a set of principles and procedures outlined in the regional Operating Principles, Rules of Procedure and/or Bylaws.

#### The regional organizing documents can be found online under:

AFRALO: <https://community.icann.org/display/AFRALO/AFRALO+MOU+and+Organising+Documents>

APRALO: <https://community.icann.org/display/APRALO/RALO+Organising+Documents>

EURALO: <https://community.icann.org/display/EURALO/RALO+Organising+Instruments>

LACRALO: <https://community.icann.org/display/LACRALO/LACRALO+Organising+Documents>

NARALO: <https://community.icann.org/display/NARALO/NARALO+Regional+Officers>





## GLOSSARY

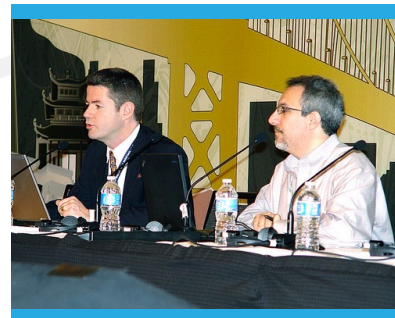
<b>AFRALO</b>	<b>African Regional At-Large Organization</b> One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the African region.
<b>ALAC</b>	<b>At-Large Advisory Committee</b> The 15-member committee that is the primary organizational home within ICANN for individual Internet users.
<b>ALS</b>	<b>At-Large Structure</b> Local organizations of At-Large members are located throughout the world.
<b>AoC</b>	<b>Affirmation of Commitments</b> The formal declaration of ICANN's independence, structure and purpose, signed by the United States Department of Commerce's National Telecommunications and Information Administration and ICANN in September 2009.
<b>APRALO</b>	<b>Asia-Pacific Regional At-Large Organization</b> One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the Asia-Pacific region.
<b>ATRT</b>	<b>Accountability and Transparency Review Team</b> A team of community representatives responsible for reviewing ICANN's accountability, transparency and pursuit of the interests of global Internet users.
<b>ccNSO</b>	<b>Country Code Names Supporting Organization</b> One of three Supporting Organizations within ICANN, and responsible for developing global policies related to country code top-level domains and making recommendations to the Board. Only ccTLD operators may be members of the ccNSO.
<b>ccTLD</b>	<b>Country code top-level domain</b> Two letter domains, such as .uk (United Kingdom), .de (Germany) and .jp (Japan) (for example) that correspond to a country, territory, or other geographic location.
<b>DNS</b>	<b>Domain Name System</b> The system that helps users to find their way around the Internet by matching a computer or device's unique Internet Protocol (IP) address with a domain name.
<b>DNSSEC</b>	<b>Domain Name System Security Extensions</b> A security protocol developed by the Internet Engineering Task Force to protect Internet users by incorporating public key cryptography into the domain name system to digitally "sign" data.
<b>EURALO</b>	<b>European Regional At-Large Organization</b> One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the European region.





<b>GAC</b>	<p><b>Governmental Advisory Committee</b></p> <p>An Advisory Committee comprising appointed representatives of national governments, multi-national governmental organizations and treaty organizations, and distinct economies. Its function is to advise the ICANN Board on matters of concern to governments.</p>
<b>gTLD</b>	<p><b>Generic top-level domain</b></p> <p>Internet domain name extensions of three letters or more, such as .com, .net and .asia.</p>
<b>GNSO</b>	<p><b>Generic Names Supporting Organization</b></p> <p>The main policy-making body within ICANN for generic top-level domains. It is made up of four stakeholder groups: registries, registrars, commercial constituencies and non-commercial constituencies.</p>
<b>IANA</b>	<p><b>Internet Assigned Numbers Authority</b></p> <p>The authority originally responsible for the oversight of IP address allocation, the coordination of the assignment of protocol parameters provided for in Internet technical standards, and the management of the DNS, including the delegation of top-level domains and oversight of the root name server system. ICANN performs the IANA functions, which include distributing addresses to the Regional Internet Registries, coordinating with the IETF and others to assign protocol parameters, and overseeing the operation of the DNS.</p>
<b>ICANN</b>	<p><b>Internet Corporation for Assigned Names and Numbers</b></p> <p>A not-for-profit, public benefit corporation organized under the laws of the State of California to coordinate, at the top level, the global Internet's systems of unique identifiers (names, numbers and protocol parameters); and to operate as the private sector-led, multistakeholder organization responsible for bottom-up policy development reasonably and appropriately related to these technical functions.</p>
<b>IETF</b>	<p><b>Internet Engineering Task Force</b></p> <p>A loosely self-organized group of people who contribute to the engineering and evolution of Internet technologies. It is the principal body engaged in the development of new Internet standard specifications. There is no formal membership in the IETF; anyone may register for and attend any meeting.</p>
<b>IDN</b>	<p><b>Internationalized Domain Name</b></p> <p>A domain name that includes characters used in the local representation of languages that are not written with the twenty-six letters of the basic Latin alphabet "a-z."</p>
<b>LACRALO</b>	<p><b>Latin America/Caribbean Islands Regional At-Large Organization</b></p> <p>One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the Latin America/Caribbean Islands region.</p>

<b>NARALO</b>	<p><b>North American Regional At-Large Organization</b></p> <p>One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the North American region.</p>
<b>NARALO</b>	<p><b>North American Regional At-Large Organization</b></p> <p>One of the five Regional At-Large Organizations (RALOs) that together form the At-Large Community within ICANN. It provides news, resources, and information for individuals and end-user groups in the North American region.</p>
<b>NTIA</b>	<p><b>National Telecommunications and Information Administration</b></p> <p>An agency within the United States Department of Commerce responsible for awarding the IANA Functions contract, and participating in ICANN policy-making activities.</p>
<b>RAA</b>	<p><b>Registrar Accreditation Agreement</b></p> <p>The contract between accredited registrars and ICANN. It has been recently updated to include enhanced registrant protections and additional accountability for registrars.</p>
<b>RALO</b>	<p><b>Regional At-Large Organization</b></p> <p>The main forum and coordination point regionally for public input to ICANN. There are five RALOs (Africa, Asia Pacific, Europe, Latin America/Caribbean Islands and North America). Each RALO is autonomous, governed by its own organizing documents including a memorandum of understanding.</p>
<b>RFC</b>	<p><b>Request for Comment</b></p> <p>A memo published by the IETF describing innovations, research, behaviors or methods pertaining to how the Internet or Internet-connected systems work. Some concepts published as RFCs become Internet standards.</p>
<b>RIR</b>	<p><b>Regional Internet Registry</b></p> <p>An organization that administers Internet addresses for a geographic region.</p>
<b>SSAC</b>	<p><b>Security and Stability Advisory Committee</b></p> <p>An Advisory Committee focused on issues relating to the security and integrity of the Internet's naming and address allocation systems.</p>
<b>TLD</b>	<p><b>Top-Level Domain</b></p> <p>The portion of the domain name found to the "right of the dot", such as "net" in www.example.net.</p>
<b>WG</b>	<p><b>Working Group</b></p> <p>A team of volunteers working on a specific topic or policy.</p>



# ONE WORLD. ONE INTERNET.

## About ICANN

ICANN's mission is to ensure a stable and unified global Internet.

To reach another person on the Internet you have to type an address into your computer—a name or a number. That address has to be unique so computers know where to find each other. ICANN coordinates these unique identifiers across the world. Without that coordination we wouldn't have one global Internet.

ICANN was formed in 1998. It is a not-for-profit public-benefit corporation with participants from around the world dedicated to keeping the Internet secure, stable and interoperable. It promotes competition and develops policy on the Internet's unique identifiers.

ICANN doesn't control content on the Internet. It cannot stop spam and it doesn't deal with access to the Internet. But through its coordination role of the Internet's naming system, it does have an important impact on the expansion and evolution of the Internet. For more information please visit [www.icann.org](http://www.icann.org).

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