ICANN Org Registrant Program and the Non-Commercial Stakeholder Group (NCSG)

NCSG – Registrant Program Collaboration

Brian Gutterman

Working Call

27 February 2019

Registrant Program Goals

- Educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.

- Identifying and raising awareness about issues and challenges that registrants are facing.

Registrant Educational Resources: www.icann.org/registrants

What we've heard re. collaboration w/NCSG

⊙ Sessions at ICANN meetings and other work/content creation for registrants could be done in better consultation with the community/NCSG.

⊙ NCSG holds very strong and informed opinions about registrant issues and would like to share this with the community and GDD.

⊙ Collaboration and feedback loop can and should be a continuous effort and not just one off during ICANN meetings.

What we've heard re. collaboration w/NCSG

⊙ We are very mindful/understanding of the huge workload that NCSG already has on its plate – we do not want this thread of collaborative work at all to be an additional burden on NCSG;

⊙ Goal is to have an ongoing mutually beneficial exchange/feedback loop of ideas/info to help educate registrants and raise awareness about registrant issues and challenges.

Examples of educational content for registrants

- Blogs on domain management processes: Transfers, renewals, etc.

- '5 Things' Articles about policies – things that registrants should know about – Whois Data Reminder Policy (WDRP), Transfer Policy, Expired Registration Recovery Policy (ERRP)

- FAQs

- Content is written for 'everyday' registrants (not domain investors or ICANN regulars)

- Materials are translated – links can be promoted via social media, at other events, etc.

- ◉ What should registrants know about the UDRP/URS? - https://www.icann.org/resources/pages/policy-2012-02-25-en https://www.icann.org/resources/pages/urs-2013-10-31-en

- ◉ What basic resources should registrants be aware of?

- ◉ They are complex issues/policies – how can we simplify things to give registrants resources that they can use/understand, etc.

- ◉ '5 Things Every Registrant Should Know About the UDRP/URS'??

⊙ ******Examples of similar resource pages for registrants on ICANN policies:**

⊙ https://www.icann.org/resources/pages/5-things-registrants-know-wdrp-2017-08-30-en

⊙ https://www.icann.org/resources/pages/about-transfer-policy-2017-10-10-en

⊙ https://www.icann.org/resources/pages/registrant-about-errp-2018-12-07-en

⦿ As a registered name holder of a domain name you have [certain rights](#), including the right to defend yourself if your domain name registration is being disputed/challenged under the UDRP or URS. These policies were adapted to combat cybersquatting; however, if you have registered a domain name for a legitimate use and in good faith, you should certainly respond to a UDRP or URS claim in a timely fashion to be sure your side of the story is heard.

⦿ By registering a domain name covered by ICANN's UDRP policy, you have agreed that your domain name registration is subject to being challenged under the UDRP (or URS for new gTLDs) if another entity believes that you are engaging in cybersquatting. When a complaint is filed under the UDRP, you will have a time-limited opportunity to file a response to defend your legitimate registration of the domain name. If you don't file a response for some reason then the panel reviewing the complaint is still supposed to remain even-handed, but filing a response is still strongly advised to be sure that your able to fully defend yourself.

⊙ ICANN has accredited various organizations ("UDRP Providers") around the globe to administer both the UDRP and URS, including the World Intellectual Property Organization (WIPO) in Geneva, Switzerland and the National Arbitration Forum in Minnesota, USA in the case of the UDRP and the Asian Domain Name Dispute Resolution Center (ADNDRC); MFSD srl; and National Arbitration Forum (NAF) for the URS.

⊙ All generic top level domains (gTLDs) under contract to ICANN, such as .com, .net, .org, .biz, .info and the new gTLDs such as .club, .xyz, .global, and .web are subject to the UDRP as an ICANN Consensus Policy. Country code top level domains (ccTLDs) allocated to specific countries — such as .cn to China, .in to India, etc. are subject to dispute proceedings that have been adopted by those countries.

⊙ URS cases are handled via an online case filing and management system. Examiners are located around the world and specialize in trademark or domain name law. Once a decision is reached, the decision in an online database and the new gTLD registry will either suspend the domain name or release it back to you, as ordered by the Examiner.

- ⊙ In the case of the UDRP, if you have maintained up-to-date contact information with your domain registrar then you will receive a notice of the complaint to the address, email address and any other contact information provided alongside that domain name registration.

- ⊙ Once you get notice of a complaint, there should be a cover sheet on top of that from the arbitration forum with instructions as to what you need to do to respond, and a time period within which a response must be received

- ⊙ You have a very limited time to respond and the case will proceed to judgment even if you do not get your side of the story on record, so it is important to take quick action.

⊙ WHAT ELSE?

⊙ WHAT ARE MOST IMPORTANT RESOURCES TO MAKE AVAILABLE?

Q&A / Open discussion

Next steps?

Meet in Kobe?