Maryam Bakoshi: Dear all, welcome to the ICANN Org Registrant Program and the Non-Commercial Stakeholder Group (NCSG) call on Wednesday 27 February 2019 at 1200 UTC. Please be aware that this session will be recorded, and the recording and transcript circulated to the relevant group mailing list. Group members absent from this session will be able to access the AC recording and the content of the AC chat. The NCSG Secretariat will be the custodian of the recording, however please note that ICANN org cannot control how those external to ICANN will share the recording or respect the private nature of the conversation.

Brian Gutterman: Hello Everyone - thanks for joining

Maryam Bakoshi: Hi Brian

stephanie perrin: Hi folks!

Ayden Férdeline: hello all

stephanie perrin: Slim crowd....

stephanie perrin: But dedicated!

Olga Kyryliuk: Hi All

stephanie perrin: Hi Olga

Shah Zahidur Rahman: Hello everyone

stephanie perrin: you are not audible

Maryam Bakoshi: Biran, your ausio is breaking

Maryam Bakoshi: *audio

Austin Ruckstuhl: I'm loosing so much audio that it's hard to follow

Austin Ruckstuhl: losing*

stephanie perrin: me too

Yusif Amadu: Me too

Ayden Férdeline: I am also losing audio

Brian Gutterman: Sorry to all who are losing audio

Yusif Amadu: the audio is not stable at my end

stephanie perrin: So basically you are asking us to test the website and see if we can improve?

Ayden Férdeline: This will sound like a criticism, and I suppose it is, but it is a constructive one. If there is a desire for this website to be useful to the average registrant, and not just domain investors and others who already know what rights and responsibilities they have, that website is not useful. It is a collection of bullet points in no real order. Look at the website of any regulator, say, the UK's Office of the Information Commissioner. They sort their educational material in a logical order.

Ayden Férdeline: Have any focus groups been done with registrants in order to understand how they interact with that page?

Ayden Férdeline: How much does ICANN spend developing educational materials for registrants? Or how much is it seeking to spend over the coming year?

Ayden Férdeline: understanding this is a work in progress

stephanie perrin: Do you do compliance audits of registrars/resellers to see if they are meeting their communications obligations to registrants?

stephanie perrin: I know mine don't and they are leaders in the community....

stephanie perrin: The bar must be low...

stephanie perrin: Well perhaps we should have a wee look at those audits and see if we can make suggestions...

Zakir: +1

stephanie perrin: COnsumer protection law varies by district, not nation....it seems to me that businesses (especially resellers and bundled orgs) should be required to have links to local consumer protection laws.

stephanie perrin: It is one of our core competencies, so a good job for us....

Zakir: exactly.

stephanie perrin: you might want to include language rights...

stephanie perrin: does a UDRP have to be filed in a local language?

stephanie perrin: I don't see Kathy Kleiman on this call....we may want to ask her for some advice on what needs to be up there on this matter.

stephanie perrin: I will put this on the agenda for NCSG meeting under our broad discussion topic....I think we could collect more info on what we see as key needs

stephanie perrin: in many countries, particularly developing countries, there are no local accredited registrars.

remmy.nweke: Good day everyone

Zakir: yes. we say this in the regional DNS studies. see for example the middle east and africa

Zakir: *saw

remmy.nweke: @Stephanie ... is these based on research on accredited registrars. It will be interesting to know the region?

remmy.nweke: @Zakir, which country in Africa still do not have registrars?

remmy.nweke: I lost the audio please?

Zakir: i think a number of countries. the Regional studies reports have the details.

stephanie perrin: Yes applies to South America as well...

remmy.nweke: Thanks @Zakir, possibility of sharing the study link?

stephanie perrin: and far east

stephanie perrin: Do you have a meeting planned for Kobe? (sorry, still putting my agenda together)

remmy.nweke: Thanks @Stephanie on the South America

Zakir: @remmy will do. on mobile now.

stephanie perrin: You may wish to reach out to the ISPCP, they have stats on this

stephanie perrin: many of them are resellers

remmy.nweke: Ok, I see. not accredited registrars.

remmy.nweke: Will check out ISPCP out. Thanks. interesting to explore details

remmy.nweke: @Brain, will this pdf be shared?

remmy.nweke: Also, will there be a remote participation option, please?

Zakir: @remmy https://www.icann.org/en/system/files/files/africa-dns-market-study-final-06jun17-en.pdf

Brian Gutterman: Yes - remote participation will be available at Kobe meeting

Brian Gutterman: this deck was circulated prior to the meeting - and we'll re-circulate

remmy.nweke: Thanks @Brain

Brian Gutterman: thanks for interest!

Brian Gutterman: I'll circulate details of the Kobe meeting to everyone via Maryam - all are welcome to join

remmy.nweke: @Zakir Thanks for sharing

Brian Gutterman: please don't hesitate to be in touch

stephanie perrin: Thanks! we will be getting back to you Brian

Brian Gutterman: would also be happy to chat with anyone individually or with the NCSG members present in Kobe if you'd like

Brian Gutterman: Thank you!

Maryam Bakoshi: Thank you everyone for attending the call. Good bye

stephanie perrin: Great! Bye everyone!

Zakir: thank you

Zakir: bye all