
RODRIGO SAUCEDO:

This is Rodrigo Saucedo. Good morning, good evening, good afternoon everyone. I am a project manager for Latin America and the Caribbean in ICANN. And first of all, I would like to thank all participants for being here, for participating in this webinar. And also, I would like to thank Caitlin, she is the manager for the register relations and contract manager within ICANN.

And [inaudible], he's the general manager for the dot [biz] ccTLD, from Belize. I would also like to thank Silvia Vivanco and Terri Agnew for helping us with the organization and setting up of this webinar. As well as for the other webinars that have been organized.

And of course, the interpreters as well, because without their help, this would not be possible. It would not be possible to reach so many people. This is our fourth webinar in 2015, held together with the LACRALO community. This webinar is being organized within the framework of one of the regional strategy projects. And there is a working group composed by the LACRALO community, and they created a webinar calendar for the whole year, the whole 2015.

In today's webinar, we will explain the DNS ecosystem, and the agenda basically will deal with the registries, the registrars, the registrants, resellers, what is registered domain name, and then we will have a Q&A session for 20 minutes. Before starting with the webinar, I would like to tell you that after this session, there will be an email that will be circulated to the LACRALO mailing list, with a survey to see what your opinion is about this session, and this will help us and guide us in order to improve these webinars in the future.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

So now, without further ado, I will give the floor to Juan Carlos and Caitlin. Thank you very much.

CAITLIN TUBERGEN:

Thank you Rodrigo. Thank you for that introduction. And thank you for letting me come and present today during the webinar. As Rodrigo said, my name is Caitlin Tubergen, and I am the registrar relations and contract manager here at ICANN. I will begin this presentation, and then Juan Carlos Namis will be presenting later in the webinar.

We'll begin with a short overview of the domain name industry. And then we'll talk about the different parties in the domain name system ecosystem, and that includes the registrants which are commonly known as registered name holders. So you may hear either of those names. Then we'll talk about registrars and resellers. Then Juan Carlos will talk about the registries. And following the presentation portion of the webinar, we will have a time for question and answer.

You're welcome to submit questions at any time during the chat box, or if you would like to submit your questions or ask your question over the telephone, you can do so after the presentation portion for the webinar.

So to begin today's presentation, you'll see an image on the slide of an Internet user who would like to visit a website, whether it's because they want to purchase something, or they want to find our further information on something, they may type a domain name into their browser or into their mobile device.

And in this example, the Internet user is going to be the domain name hello dot world. In order for that domain name to exist, a registrant would have to register the name, hello dot world, in the dot world top level domain. You may have heard of the term, top level domain, before, or you may have heard the phrase, to the right of the dot, but that's exactly what the top level domain is, the checks to the right of the dot.

So in this example, www.hello.world, dot world is the top level domain. And that top level domain is managed by what we call a registry operator and service provider. Generally speaking, registry operators and service providers do not register names directly to registrants. The registrant would have to go through either a registrar to purchase the name, or sometimes the registrant may go through a reseller to purchase the name.

Many registrants don't know the difference between a reseller and a registrar, but we'll discuss that distinction a little bit later in the webinar. In the last icon on this slide is ICANN. And ICANN, as many of you know, is a large community with supporting organizations and advisory committees, such as ALAC. And ICANN governs the relationship of registry operators and registrars through contracts, which we'll talk about in the next slide.

So I wanted to briefly discuss the contractual relationship of the parties on this slide, before moving and talking about the actual parties in the domain name system.

So the first contract that you'll see on the bottom of the slide, is the contract between the registry operator and ICANN. And that contract is called the registry agreement. So each registry operator, or entity that runs a top level domain like dot com or dot world, has signed a registry agreement with ICANN. Similarly, each ICANN accredited registrar has assigned an agreement with ICANN, and that is called the registrar accreditation agreement, or the RAA.

You may hear the term contracted parties in an ICANN session or in a webinar, and the reason we call registry operators and registrars contracted parties, is simply because they have signed contracts with ICANN. And those arrows on the slide denote the contract that they have signed. I'll talk about a couple of other contracts briefly before we move on.

The registrars also enter into a contract with a registry operator, so that they can sell the names of the registry operator has. And that agreement is called the RRA, or the registry registrar agreement. Registrants also sign an agreement with the entity that they purchase a domain name through. So either a registrar or through a reseller, and if there is a reseller involved there is also usually a contract between the reseller and the ICANN accredited registrar.

So I know that's a lot of contracts. And you certainly don't have to memorize all the different contracts. I just wanted to provide a little bit of context into how ICANN has a relationship with the parties and the DNS ecosystem.

So now I'd like to talk about some of the parties that you saw in the last slide, and we'll start with the registrants or the registered name holder, as you may have heard it referred to. And the registrant is simply the individual that wants to start a website. And there are a couple of ways to do that. The first in the register...

...dot net is available. I could also go directly to a registrar or reseller's website and try to register the name. If the name is unavailable, the registrar or reseller will generally suggest a similar name that I could use to start my website.

So the registrant could register the name through a reseller or a registrar, which these are entities that sell domain names to end users. If the name is available, I will then sign an agreement called a registration agreement and pay a fee. And then I would be known as the registrant or registered name holder of that domain name. So now I officially have the domain name, Caitlin's cupcakes dot net.

As a registrant of a domain name, I have certain rights and responsibilities. And those are spelled out in the registrant rights and responsibilities specification, which I have included a link to at the bottom of the slide. Some of the rights that registrants have are the right to inspect their registration agreement at any time. The right to be free from hidden fees and things like that. And also the right to know the identity of your registrar.

The next slide shows some of the responsibilities you have as a registrant of a domain name. The first of which is the registrant is responsible for complying with the registration agreement. So it's

important to look at the registration agreement and see what is required. Also, the registrant assumes all of the responsibility for the registration and use of its domain name.

So if I register the name Caitlin's cupcakes dot net, anything that appears on that website is my responsibility. So somebody could report me if I were selling illegal products, or had something on my website that was illegal. I'm also responsible for providing accurate information for publication in the WHOIS directory. And what that means is that when you sign a registration agreement, you'll be asked to provide certain information to the registrar.

And this includes contact information. So registrants all have the obligation to provide accurate information, and in the event that information changes, if I were to move or change my phone number, or email address, I would have to update that information and keep it up to date.

Lastly, as a registrant, you have to respond to any inquiry from your registrar within 15 days. The last bullet point on this slide contains a link to the registrant benefits and responsibilities specification, if you are interesting on getting further information on that.

A reseller is an entity that sells domain names directly to any users or registrants. The reseller does not have sort of relationship with ICANN, and is not, does not sign a contract with ICANN. Resellers cannot register names directly with registries. They have to go through an ICANN accredited registrar. So some of you may wonder well, why

would someone want to be a reseller instead of a registrar if they can't sell names directly through the registry.

And there could be a variety of reasons for that. One reason might be the cost. There are costs associated with being ICANN accredited registrar. The reseller may also not want to sign a registrar accreditation agreement. They would prefer to just work with an ICANN accredited registrar.

And maybe a company that already has a relationship with a registrar, and they want to do business as usual. But for whatever reason, this entity doesn't sign a contract with ICANN, but have to go through an ICANN accredited registrar in order to sell names.

Reseller is a defined term in registrar accreditation agreement. And for any of you that want to read up a little bit about this further, section 3.12 of the registrar accreditation agreement, lists requirements for registrars vis a vis the resellers.

So registrars, unlike resellers, are a contracted party with ICANN. So they can register names directly with registries. And they do that by entering into registry registrar agreement, or RRAs. So as soon as an entity becomes an ICANN accredited registrar, ICANN sends an announcement to registries, and then registrars can begin contracting directly with registries.

There are all different types of registrars. Some registrars choose to focus on a particular segment of the market, whether it's new gTLDs, or a geographic region. There might be a registrar that chooses to focus on the Latin American communities. There are also registrars that work

exclusively with resellers, and registrars that work exclusively with corporate clients.

So they don't actually sell names through a website. They will just register names on behalf of their clients. Avri mentioned earlier, registrars must sign the registrar accreditation agreement or RAA. And the RAA is an agreement that has all of the requirements that a registrar has to comply with.

Registrars are also required to comply with [consensus policy]...

Sorry, I'm hearing an echo.

Consensus policies are policies that are built on consensus. For registrars, it's usually within the generic name supporting organization, but these are policies that were built through the communities, they go through the whole policy development process. And there is a link to all of the relevant consensus policies at the bottom of the slide. But some of the consensus policy, just by way of example, are the inter-registrar transfer policy, which governs the transfer of names between registrars.

There is also a policy called the expired registration recovery policy, that provides certain requirements for registrars in relation to expired domain names. So if you have any questions about consensus policies, you're welcome to ask me, or you can visit the link to learn more about them.

If there is a business or entity that would like to become a registrar, they must apply the other registrar accreditation application, and there is a link to that application on that slide. The accreditation application

has about 60 questions that ask anything from general business plan questions, to very specific questions designed to see if the entity understands the registrar accreditation agreement and the consensus policies.

Some considerations to think about if you're interested in becoming a registrar, is there are fees associated with being a registrar. There is a fee that the entity has to pay to apply to being a registrar, and there are also annual fees associated with being a registrar. There are also many compliance obligations that are detailed within the registrar accreditation agreement and the consensus policies.

There is an insurance requirement, a commercial general liability insurance requirement with limits of 500,000 US dollars, or the equivalent in the applicant's local currency. And there is also contracts and account funding that might be required for each TLD the registrar chooses to sell.

So I'm now going to pass over the mic to Juan Carlos, who will talk a little bit about registries.

JUAN CARLOS NAMIS: Good afternoon. Is everybody there?

TERRI AGNEW: Hi Juan. This is Terri. If you could just speak a little louder?

JUAN CARLOS NAMIS: Okay. Can you hear me now?

TERRI AGNEW: It did go up a little bit. Are you able to speak a little louder?

JUAN CARLOS NAMIS: Is this better?

TERRI AGNEW: Much better. Thank you.

JUAN CARLOS NAMIS: Good afternoon. Am I ready? Can I go ahead?

TERRI AGNEW: Yes, go ahead.

JUAN CARLOS NAMIS: Hi. Good afternoon to everybody. I think Caitlin did a very good job. My name is Juan Carlos Namis. I'm the general manager of dot [biz], which is a registry for the country of Belize. Now we're talking about registries. If you remember the slide that was presented to you, on the left side is ICANN, right to the, on the right of ICANN there was registries.

So ICANN is the institution that, the umbrella institution. Every time somebody want to apply for a top level domain, meaning a dot com, dot

net, they put through an application to ICANN, and ICANN will select, the ICANN community will select a company that would be the registry for that domain.

Now that is going to happen on their particular contracts with ICANN. That contract will be highlighted in what is called the registry agreement. To find the registry agreement, all we have to do is just go to ICANN website, and there is a sample agreement that every registry will have to sign.

So that registries are responsible for what is called a generic top level domain. Generic top level domains are domains that, most of them have three letters or more. Like dot com, dot net, dot org, dot Asia, dot info, dot biz. There is another type of registry that as refer to as ccTLD. That stands for country code top level domain.

Those registries are the registries that represent a particular country. For example, the UK that is [BZ] for Belize, that the US for the United States. In most cases, there is not a contract agreement between the country and ICANN. But at some point, beginning in 1999, earlier than that, there was an assignment by IANA to a company, a government institution, or a university within the country, to be the institution responsible for operating that particular registry.

So we have two types of registries. We have the one that is generic top level domains, and ones that are country code top level domains. Those registries, especially the generic top level domain, on the registry agreement, they must provide data in what is called in escrow. What is, if you think about escrow as a daily backup that we do of the database.

So under the agreement, the registry must sign a contract with a third party, in which every single day, they would deposit a copy of the DNS zone. A copy of the database, they have the minimum data such as the domain name, who is the registrar that rent that domain name, for how many years the domain name has been registered. What is the day of registration? And so forth.

It can be used in certain cases. The case of the registry lose the entire database then there is a backup, that ICANN can refer to, or if the registry violate the agreement, ICANN always be able to get the data through the data escrow, under the agreement.

Now we talk about another application that is required for a registry to have, and it's an application that is named WHOIS. Under the agreement, the registry must provide the public information about every single domain that has been registered. So anybody, from the public, who does a search under the registry WHOIS, and they could search, okay. Let me search Canada dot US.

They will tell you how many years that domain has been registered, who is the registrar that registers that domain, who is the registrant that have the domains, and the contact information, basic contact information like address, telephone number, email and so forth. Okay, that's about registry.

Now we want to talk about a very special type of domain name. That domain name we call now, IDN. Internationalized domain name. From the beginning, the DNS was designed to use what is called Latin alphabet. The US Latin alphabet. What is that? Is the alphabet from A

to Z, and then there is a special character that could be used and it is the hyphen.

So every single domain that needs to be registered, have to be registered under those particular rules. But there are some other citizens of the world that do not use the Latin script. For example, people in Russia, they use a different script. People in China, the Arab countries.

So over the years, through technical research and from people advocating, the community advocating, there is now a new top level domain that is called IDN. That are not necessarily in the Latin alphabet. But it could on any kind of non-Latin script. So a user from China, is able to type a URL in Chinese.

He's able to type a domain in Arabic and so forth. That is giving the Internet a great opportunity, because before we had only the Latin script, now we can have any kind of script. Of course, the same procedure applies. A community or an organization fill in an application with ICANN, go through the process, ICANN stored the application, and they can be designated to a particular institution, and started in what is called the root servers.

The domain name system servers. Next, I give back the mic to Caitlin. And I hope that everybody was able to understand everything that we are presenting. We are here to provide you with more guidance, and to answer the questions that you might have. Thank you.

CAITLIN TUBERGEN: Thank you Juan Carlos. Rodrigo, did you want to take it from here?

RODRIGO SAUCEDO: This is Rodrigo speaking. Thank you very much Caitlin, and thank you Juan Carlos. I think your presentations were very good, very complete. And now we're going to go to open the floor for questions. Are there any questions that somebody would like to ask?

There are some questions on the chat room. The question is from Alejandro Pisanty, it's not really a question but it's actually a comment. [Inaudible]. And Alejandro is saying, the registrant does not necessarily, or will not necessarily create a website. They can use the name for many other issues, such as emails, repository for files, records.

JUAN CARLOS NAMIS: Or they could forward the domain to another domain.

CAITLIN TUBERGEN: Thank you Alejandro, that is correct and that is good information for everyone in the webinar.

RODRIGO SAUCEDO: This is Rodrigo speaking. The question is from Alberto Soto. And the question is, could you give example of names registers please? I don't really understand the question, Alberto wrote it in English, but probably what he wants is some examples of registrants.

CAITLIN TUBERGEN: Thank you for the question. I am going to include a link in the chat pod, where you can look at all of the ICANN accredited registrars, and you can sort them by region, by languages offered. That will be coming to the chat pod in about 30 seconds.

And if that doesn't answer your question, feel free to elaborate or re-ask the question, and I'll see if I can give an answer.

RODRIGO SAUCEDO: This is Rodrigo speaking. Thank you Caitlin. I think Alberto Soto has raised his hand. So Alberto, go ahead please.

ALBERTO SOTO: This is Alberto Soto speaking. I just want to clarify my question, that I see that the link will come. Actually I was referring to the fact that when there are different kinds of registers within the agreement, I mean, it is easier for those of us who are not really dealing with this, perhaps saying dot com is owned by this or that person, with that agreement with ICANN, and that is the registrars.

Then there is someone else who can sell it, and then that person is, I don't know, maybe an ISP in Argentina for example. In Argentina we have certain types of service providers, where I can ask someone to prepare a website, and they...

TERRI AGNEW: This is Terri on the English channel. And we have lost our interpreters. One moment please while we reconnect our interpreters.

JUAN CARLOS NAMIS:

This is Juan Carlos speaking. So taking into account the question by our friend from Argentina, I think he was speaking about someone who is the owner of dot com. And we are talking about registrars as well. Is owned by an operator, a registry operator.

For example, let's take VeriSign. VeriSign is a registry. Now the registrars of the company selling the domain names to the end users, the ISPs of countries, that is to say the telephone companies, most of them might be resellers. But there might be some other telephone companies, for example, that are also accredited by ICANN, but most of them are resellers in fact.

Sorry if I didn't answer your question, but I lost the audio at times.

RODRIGO SAUCEDO:

This is Rodrigo Saucedo speaking. No, that's great. Thank you very much. We lost the interpreters for a couple of minutes, but now they are reconnected. Now let's take the second question by Eduardo Rojas. The question is in English. "I understand that ccTLDs don't have a contract like the gTLDs, but some specific ccTLDs have signed an accountability framework with ICANN. Can this be considered, they have a contractual relationship?"

Rodrigo speaking. I will rephrase the question in Spanish. I understand that ccTLDs do not have a contract signed with ICANN, as it is the case for the gTLDs. But there are certain ccTLDs that have signed an

accountability framework with ICANN. So can this be considered as a contractual relationship between them and ICANN?

JUAN CARLOS NAMIS:

Juan Carlos speaking. Well, from my point of view, this is optional for a ccTLD to have an accountability framework signed with ICANN. There are certain points in the relationship, or certain points regarding the relationship, but we cannot call this a contract. There is a document called RPC 15 91, RFC 15 91. This is a document that was created some time ago, and this document explains the responsibilities and the obligations of a registry in certain countries.

But I wouldn't say that this accountability framework is a contract with the gTLDs.

RODRIGO SAUCEDO:

Rodrigo Saucedo speaking. Thank you very much Juan Carlos. Well these are all the questions that we have so far in the AC room. Are there any other questions? I see Alberto Soto with his hand up. Alberto, go ahead please.

Alberto, go ahead please. You have the floor.

ALBERTO SOTO:

Alberto Soto speaking. Thank you. Can you hear me now? Okay. So I dropped, but I think that the answer was already given. I was reading in the chat when someone mentioned the insurance of \$500,000. [Inaudible] said or asked, where there was someone with the capacity in

Latin America to be able to pay that amount of money in Latin America. So Alejandro Pisanty answered that there are companies that are able to pay that.

But is this amount of money should be paid in cash. For example, in Argentina, we have a [inaudible] act in order to be an Internet operator, that is an insurance that is required. But this insurance, not necessarily has to be paid in cash. So this is a special insurance that we have.

RODRIGO SAUCEDO:

Rodrigo Saucedo speaking. So thank you very much for your comment Alberto. Are there any other questions? Because I don't see any other question in the chat. Are there any other comments or questions?

Alejandro Pisanty is also making some comment regarding the RFC 15 91 by [John Postel] which defines the relationship between the community and the operator.

Thank you Alejandro for your comment.

JUAN CARLOS NAMIS:

Juan Carlos speaking. So I do agree with Alejandro.

RODRIGO SAUCEDO:

Rodrigo Saucedo speaking. Are there any other questions or any other comment?

ALBERTO SOTO:

This is Alberto Soto speaking. We are reaching the top of the hour, we are finishing, but as the chair of LACRALO, I would like to thank, and before ending this call, I would like to thank both speakers for the topic they have presented. This is really interesting and necessary. We need to know about this because taking into account our responsibilities when the ALSs asked us about this, we have the obligation of being updated.

So thank you very much for this information.

RODRIGO SAUCEDO:

Rodrigo Saucedo speaking. Thank you very much Alberto. And before ending this webinar, there are certain questions that we would like to circulate to you, because we want to have more interaction with you in these webinars. The first question is this.

A registrant is an entity that sells domain names. Is it true or false? Then we have a reseller is a contract, has a contract with ICANN. True or false? So a registrant has contract with registrants, registries and ICANN. True or false? So could you please answer these questions?

So the questions are being posted on the [inaudible] pod of the AC room.

So we will give you a couple of seconds for you to answer, so we can see what the answer is.

Rodrigo Saucedo speaking. So let's go to the second question. Terri, please.

A reseller has a contract with ICANN. True or false?

Rodrigo Saucedo speaking. That is a very good suggestion Alejandro. So we will add that suggestion next time. The option may be, thank you.

Let's continue with the third question. Registrars have contracts with registrants, registries, and ICANN.

Rodrigo Saucedo speaking. 80% says this is true, and 20%, only one person, says this is false.

Rodrigo Saucedo speaking. Terri, do we have other questions or these are the only three that we have?

TERRI AGNEW:

Those are the only three that we had.

RODRIGO SAUCEDO:

Rodrigo Saucedo speaking. Okay, great. So there we have the results of the first question. A registrant is an entity that sells domain names. So 66% says this is true, and 33% responded false.

And here we can take into account Alejandro Pisanty's comment which reads that many registrants do sell names. So there is no unique response to this question.

Rodrigo speaking. Juan Carlos, would you like to make any comment?

JUAN CARLOS NAMIS: Juan Carlos speaking. Yes, we can see domain names as intellectual property. We can regard domain names as intellectual property. And this right cannot be transferred to another person. But taking into account the structure of the ecosystem, we can say that we have registries, registrars, and registrants.

A domain is a registrant that does lead to another registrant.

RODRIGO SAUCEDO: Rodrigo Saucedo speaking. Okay. Thank you very much for the explanation. Then we have the following results, and the question is whether a reseller has a contract with ICANN. 80% answered no. So that's correct. There is no need to have a contract with ICANN to be a reseller.

Now when it comes to the last question. The registrars have contracts with the registrants, the registries, and ICANN. 80% answered true and 20% answered false.

Rodrigo Saucedo speaking. Well as we can see here in the results, not all of the participants have answered the questions, but when it comes to these last questions, I would like to ask Caitlin, what do you think about this question? Is it true or is it false? Do the registrars have a contract with the registries, registrars, and ICANN? What is your opinion about this question?

CAITLIN TUBERGEN: Thank you Rodrigo. I thought the answer to the question was true, that registrars do have contracts with registrants, registries, and ICANN.

However, there is one instance where that would be false. And that would be if the registrant had registered a name through a reseller, in which case they would not have a contract with the registrar.

So I think like the previous question from Alejandro was correct in saying that, the answer is maybe, because there are situations which this is true and which this is false.

RODRIGO SAUCEDO:

Thank you very much Caitlin. This is Rodrigo speaking. So, this is the end of the webinar for today. I would like to thank you for your participation, and especially to thank the participation of Caitlin and Juan Carlos. And remind you that we will soon send a survey to the LACRALO list, to give your opinion regarding the organization of some of the webinar issues.

Thank you very much, and see you next month for the next webinar. Goodbye.

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