

Competition, Consumer Trust and Consumer Choice
Review Team Meeting – Call 03
10 February @ 14:00 – 16:00 UTC
Chat Transcript

Carlos Raul Gutierrez:the call asks me to push 1 to connect me

Carlos Raul Gutierrez:but it does ot work

Carlos Raul Gutierrez:can´t we get direct audio into the meeting trough Adobe?

Carlos Raul Gutierrez:thank you

Carlos Raul Gutierrez:somebody whoudl check why the autmatic call service does not take feedbak from the dialpad

Karen Lentz:@Carlos, are you on now?

David Taylor:Hello all

Charla Shambley:Hello, welcome to the CCTRT Call 03

Kaili Kan:Hello, everybody!

Carlos Raul Gutierrez:I´m on adobe now

Carlos Raul Gutierrez:but dont hear anything yet

Carlos Raul Gutierrez:the bridge did not work

Karen Lentz:Can you hear us now?You can use the green phone button on the Adobe to connect audio

Carlos Raul Gutierrez:I dont hear

Carlos Raul Gutierrez:will reset the call

Megan Richards, European Commission:I don't have the right password so logged on as guest and then pushed the listen only button by mistake - not my day !!

Carlos Raul:I have audio!

Carlos Raul:txs

Karen Lentz:Welcome Carlos

Karen Lentz:@Megan, are you hearing the call?

Erika Randall:9755 is Erika Randall

Megan Richards, European Commission:I can hear just fine but you will be pleased that I probably can't speak :-)

Eleeza Agopian:Megan, if you click on the phone icon up top you should be able to have the AC room call out to you.

Megan Richards, European Commission:thanks Eleeza - will do so if need to speak - will try to do most comments in writing in any case

Eleeza Agopian:Great. Thanks.

Jonathan Zuck:does the RAA not require cooperation with studies?

Jordyn A. Buchanan:Not to the best of my knowledge; but requiring a dump of transaction-level data seems pretty onerous in any case.

Karen Lentz:@Jonathan, no provision for that in RAA

Kaili Kan:Is this PPT available somewhere?

Eleeza Agopian:@Kaili: It will be uploaded to the wiki.

Kaili Kan:@Eleeza Thank you!

Jordyn A. Buchanan:Are we doing Q&A in real-time or at the end?

Jordyn A. Buchanan:In any case, my question on slide 12 is whether it's possible to show wholesale prices versus price caps over time.

Jonathan Zuck:I'm assuming we'll get the data as well Jordyn

Jordyn A. Buchanan:(i.e., I'd be interested to know if gTLDs have had any effects on legacy gTLD's willingness to raise prices or if the constraint is entirely based on price caps.)

Eleeza Agopian:@Jordyn: We were planning the discussion for the end. They have two more slides, if you don't mind waiting.

Jordyn A. Buchanan:K

Carlos Raul:<question> new gTLDs in the 2nd Phase will include IDNs? beyond geo-TLDs.

Megan Richards, European Commission:yes IDN important to know too - will depend too on how we divide up regions/markets

David Taylor:How are you proposing to select the additional 25 new gTLDs in the next phase?

Jordyn A. Buchanan:Thanks!

Karen Lentz:Re: wholesale prices and price caps - yes, we should be able to compile this

Carlos Raul:txs

David Taylor:ok thanks.

Carlos Raul:<question> on retail prices: how do you think bundling with other services affects the retail prices?

Jordyn A. Buchanan:I would imagine for .brand registries, having <100 registrations may be by design

Jordyn A. Buchanan:(And there are hundreds of them)

Jonathan Zuck:probably doesn't make sense to include them although social media might be the exception

Carlos Raul:may I jump in to Stans questions?

Carlos Raul:can you hear me?

Carlos Raul:sorry

Carlos Raul:need a bridgemthen

Carlos Raul:will write y comments

Carlos Raul:thanks

Jordyn A. Buchanan:XYZ is now >2M registrations, I believe.

Carlos Raul:<comment on Stans last question> I think in the case of "small" new gTLDs, we have to dig deeper and check if the new names are active, or just parked.

Jonathan Zuck:that's probably going to be our job Carlos

Carlos Raul:We have to discuss the process of parking, vs. active website before discarding them

Carlos Raul:tx

Jonathan Zuck:there are metrics designed to address that question

Karen Lentz:One of the metrics looks at active names vs. all registrations

Karen Lentz:@Jonathan, yes!

Jonathan Zuck:+1 Jordyn

Jamie Hedlund:Registrar concentration within a gTLD may mean something different than what we expect given that gTLD registries are generally prohibited from discriminating among registries (ie any accredited registrar can sell any registry's names with a small but significant exceptions)..

Carlos Raul (testing audio):We have to consider this difference on the overall and compare it to the small news ones, so as to answer STans last question

Stanley Besen:Is that a question for the Nielsen registrant survey?

Jonathan Zuck:I thought you had secondary market data from Sedo

Dejan Djukic:some of them is very hard to compare, for example .cat. They have very strict limitation on who can be registrant..

Jonathan Zuck:we might need to ask Nielson to ask if folks actually know about the secondary market for domains

Carlos Raul (testing audio):@Dejan this is an issue for the ccTLDs, which we have not addressed yet. I think is very important to have a similar exercise on at least some ccTLDs so as to compare business practices, like the one you commnet.

Carlos Raul (testing audio):lets call them "free" domain names like Facebook and Wordpress

Jordyn A. Buchanan:Certainly it's the case that someone might use facebook.com/foobar rather than foobar.cool

Jordyn A. Buchanan:Not sure how you'd see the effect.

Jordyn A. Buchanan:(And to get to the scoping question that we're discussing on-list, not clear that this effect is in scope for us.)

Carlos Raul (testing audio):good definition by Jonathan 3level "free" domains

Jamie Hedlund:Do we have any reason to believe that the social media effect would impact gTLDs differently?

Jordyn A. Buchanan:What's the timeline and process for doing the Phase II analysis?

Jonathan Zuck:Jordyn, I'm not sure it's in scope either but right now our market is not defined as you know

Carlos Raul (testing audio):Can we have a look at the data request in LAX?

Jordyn A. Buchanan:I'd suggest that, as with Nielsen, we put together a small group of people to work closely with Analysis Group on this study.

Jordyn A. Buchanan:I think we need to provide input, but obviously need to do it fairly quickly.

Carlos Raul (testing audio):@Jordan +1

Jordyn A. Buchanan:There's a fair amount of secondary market data that is public.

Carlos Raul (testing audio):I volunteer for Analysis(rahter than Nielsen) :)

Jordyn A. Buchanan:But it's not 100% comprehensive.

Jordyn A. Buchanan:We may want to bring in some folks that are especially familiar with the secondary market to provide some insight into this.

Carlos Raul (testing audio):On the secondary amrekt: if we are not going to include cc Registries, can we at least ask how many of the surveyed retailers do offer ccTLD (and how many ccTLDs).....

Jordyn A. Buchanan:Yes, I intend to ask someone familiar with the aftermarket to tell us where to look. :-)

Jordyn A. Buchanan:s/intend/meant/

Carlos Raul (testing audio):very good presentation txs

Carlton Samuels:Howdy everyone. My apologies. Had a sudden demand I could not avoid

Megan Richards, European Commission:I have a concern regarding consumer choice - it seems to be limited to registrants whereas I would have thought that consumer choice was much broader than that

Laureen Kapin 2:Hi Megan, its Laureen. I'm hoping that we can both raise the issue of the definitions. Ahhh I see you already are -- good.

Megan Richards, European Commission:@Laureen GAC minds think alike :-)

Carlos Raul (testing audio):@Jordyn <question> how do you define "compete more effectively"? Charge more? Or dump prices?

Megan Richards, European Commission:On "consumer" definition I was initially rather reluctant to include registrants specifically in the definition but can see that there are probably reasons for doing so (would be happy to hear them of course). What concerns me about the current format is that registrants are first in the definition and internet users are second - seems to me that the users should at least be first and as a second group, registrants . Would appreciate hearing the rationale/reasoning for the current wording

Carlos Raul (testing audio):ok

Carlos Raul (testing audio):now we have it

Carlos Raul (testing audio):is the CHEAPER offer a fair competition. Thanks Jonathan

Carlos Raul (testing audio):I expect a lot of feedback on this definition when we publish the ToR

Jordyn A. Buchanan:I think we may want to limit our scope in the workplan rather than the charter.

Megan Richards, European Commission:@David should we look at "two-tiered" competition ie at registry level first and later at a broader level ?

Carlton Samuels:The charter must be expansive. The work plan is where we limit. Are we better off looking at market effects in an environment we assumed was set to foster competition?

Megan Richards, European Commission:On "consumer trust" items iii and iv seem to relate primarily to Registrants rather than Internet users writ large - again depending on how final defn of consumer comes out should we not move iii and iv to iv and v and put v with i and ii to address the Internet user trust together and registrant trust together

Drew:I also think that the "consumer trust" definition should incorporate domain name abuse

Carlos Raul (testing audio):I like competitions definition as broad as possible at this time.

Carlos Raul (testing audio):sorry

Carlos Raul (testing audio):as broad as possible

Carlton Samuels:I am opposed to defining competition at one level only; registries. We must adjust our mind to look at all levels!

Laureen Kapin 2:I agree with Drew, a crucial issue for the public is not getting ripped off or falling victim to other illicit behavior.

Jordyn A. Buchanan:Drew: I have no idea what you mean by "domain name abuse"

Jordyn A. Buchanan:It seems like we'd have to define that if we wanted to include it.

Carlton Samuels:Let me call again.

Carlos Raul (testing audio):He is still stuck in Jamaica.....

David Taylor:Agree that we should not only consider registry level competition, but that in the first instance. The working definition I had suggested was: Competition: Competition is defined as active attempts by registry service providers wherever they may be based to promote consumer take up or consumer retention whether by product or service differentiation or price. The competition between other actors in the DNS marketplace, such as registrars, back-end service providers, resellers, communities and even registrants may be relevant.

Carlos Raul (testing audio):I support listening to Evan

David Taylor:fine with that.

Megan Richards, European Commission:@David - that was my "two-tier" approach

Carlton Samuels:If you can reach Evan PLEASE allow it

Drew:@Jordyn, ICANN provides a consistent definition for domain name abuse, and we refer to domain name abuse (referred to as "malicious abuse"), so it is important to adequately incorporate it into the consumer trust definition

Jordyn A. Buchanan:Drew--do you have a pointer to that definition?

Jordyn A. Buchanan:Or someone from ICANN staff?

Carlos Raul (testing audio):woops

Drew:@Jordyn - I'll incorporate ICANN's language into our draft document and offer a modification for the consumer trust definition and send it out to the group

Jordyn A. Buchanan:Drew: Okay, I think my intent in drafting up the "Consumer trust" definition was that (ii) would cover abuse related to the domain name.

Jordyn A. Buchanan:So maybe that would be the right place to focus the edit?

Carlos Raul (testing audio):new hand

Jamie Hedlund:Would we look at abuse only in new g's or would we also compare it to abuse in legacy tld's?

Evan Leibovitch:BTW, thanks again for letting me in

Jordyn A. Buchanan:Jamie: presumably you'd want to understand if the new g's caused a change in abuse.

Carlton Samuels:Thanks Evan. We finally got on audio

Carlos Raul (testing audio):Agree with Stan that it is something that should be included in Nielsens work on consumers behaviour

Drew:and I should have clarified, ICANN provides the universally accepted aspects of domain abuse - phishing, botnet command and control, malware hosting, high volume SPAM, whereas the definition for domain name abuse can get much broader because of intellectual property violations, etc.

Evan Leibovitch:OK, now that Carlton's here I can happily withdraw... or stay here in listen only mode.

Carlos Raul (testing audio):Are we going to discuss relevant markets?

Drew:but ICANN requires registrars, for example, under the 2013 RAA to take specific steps in anti-abuse activities

Carlton Samuels:@Eleeza. That question in the survey would address the coverage concern for the ALAC

Megan Richards, European Commission:ok if definition is sufficiently broad but workplan clearly indicates first, second priorities etc

Jordyn A. Buchanan:Drew--I remain confused about the relevance to this review, but will wait to see your proposed definition.

Carlos Raul (testing audio):word fraud?

Carlos Raul (testing audio):not clear what are are voting about

Megan Richards, European Commission:no as I suspected no possibility to speak - will try again

Charla Shambley:@Megan - let me know if you'd like me to try a dial-out to you

Jamie Hedlund:Can we add Jordyn's last sentence: "However, competitive dynamics in the domain name ecosystem unrelated to the introduction of new gTLDs are not in the scope of this review."

Megan Richards, European Commission:is it just me or have I lost audio as well ?

Carlos Raul (testing audio):It makes sense Jonathan. I agree

Jonathan Zuck:just you

Carlton Samuels:For the record I vote to leave the Charter definition as broad as possible and adjust in the WP.

Jordyn A. Buchanan:Audio is still working.

Jordyn A. Buchanan:Jamie: That's in the "Relevant Market" definition in the charter.

Carlton Samuels:Please rememebr this is a baseline RT. There will be others to come where defintions would be important.

Jamie Hedlund:ah, thanks

Jordyn A. Buchanan:I like pulling the language up into the "Competition" definition rather than splitting out "Relevant Market", but I don't feel SO strongly.

Carlos Raul (testing audio):What about relevant markets?

Jordyn A. Buchanan:That's fine.

Evan Leibovitch:Jonathan -- does the response here indicate that the competition phrase will be refined to include the ALAC issues

Evan Leibovitch:>

Carlton Samuels:@Jonathan: SO long as we refine...Evan asked..

Megan Richards, European Commission:@Laureen please go ahead as I have no micro

Jonathan Zuck:yes, we will refine. we have to

Evan Leibovitch:tk

Carlton Samuels:@Jonathan: Thanks

Carlton Samuels:@Jonathan: Did we not decide theto add the word "Users"?

Carlton Samuels:As in "Available to Registrants and Users"

Jordyn A. Buchanan:We could just say "Consumers"

Carlton Samuels:Speaking about Consumer Choice def

Jordyn A. Buchanan:That captures both types.

Megan Richards, European Commission:exactly - that would solve the problem

Evan Leibovitch:my 0.02: "comsumer" implies a financial transaction, ie consumption) not all end user access represents something being consumed. So consumer and end-user are not identical

Carlton Samuels:@Jordyn: Yes, that WAs the discussion. Thanks

Laureen Kapin 2:I agree -- excellent example Jordyn.

Megan Richards, European Commission:but our definition of consumer includes Internet users

Drew:Ugh. Thrwarted again!

Drew:OK, I can type.

Charla Shambley:@Drew, try again

Jordyn A. Buchanan:This is supposed to be encompassed in (ii)

Carlton Samuels:@Drew: We treid to get it at ii)

Megan Richards, European Commission:it is in the very first sentence but could perhaps be clarified

Jordyn A. Buchanan:Do we have specific language that we could use to fix (ii)?

Drew:(ii) might be worded a bit too narrowly. It might be interpreted to mean the same thing as item (i) without some additional language

Carlton Samuels: Notice the text moves from "Consumers" to explicitly "Internet users"

Jordyn A. Buchanan: "consistently" and "safely" are definitely not the same thing.

Drew: It could be helpful to include some language that points to consumer confidence in the fact that the registry operator or registrar is preventing abuse

Jamie Hedlund: The Internet is a pretty big place. Aren't we concerned most with consumer trust in new g space?

Megan Richards, European Commission: @Drew - that would help

Jordyn A. Buchanan: Jamie--yes. I think we need to be careful to be capturing dynamics related to the introduction of new gTLDs.

Carlton Samuels: @Jonathan: +1. It is the impact of the new gTLD on the space!

Carlos Raul (testing audio): "expansion" of the space is key

Carlos Raul (testing audio): before it was only cc TLDs and legacy TLDs, and it was boring.

Carlton Samuels: Impact is not a single barrel concern

Carlton Samuels: @Jordyn: Some new gTLDs come with attributes not in the market before. We would be interested to see if these attributes increased overall trust... maybe even pressure legacies to adopt them

Jordyn A. Buchanan: That's fine--as long as we're all clear, we can scope this in the workplan again.

Megan Richards, European Commission: @Laureen - indeed

Carlton Samuels: @PICs. Maybe it's a little premature to consider those.

Jordyn A. Buchanan: What's the difference between (v) and (i)?

Carlos Raul (testing audio): I still have a question on the 2nd sentences of the Relevant markets definition.

Megan Richards, European Commission: I rather like the second sentence - serves to clarify and add precision

Jordyn A. Buchanan: Removing the second sentence completely blows up the scope of our review.

Jordyn A. Buchanan: I think it's very important.

Jordyn A. Buchanan: To Evan's point: I actually think it's very, very unlikely that new gTLDs have anything to do with the use of social media, Facebook, etc.

Megan Richards, European Commission:general trends would not be ignored in an overall assessment but would not be addressed specifically

Jordyn A. Buchanan:So I'm agreeing with what Jonathan is saying, but think it's super unlikely we'll find anything.

Carlton Samuels:@Jonathan: That 2nd sentence was intended to send the message that in the Work Plan we need to address only relevant attributes; ones that directly relate to how consumers use domains and get to them.

Carlos Raul (testing audio):ok

Carlos Raul (testing audio):Agree with Carltons explanation

Carlos Raul (testing audio):next wednesday???

Laureen Kapin 2:we also still need to discuss definition of "consumer."

Jordyn A. Buchanan:The "Consumer" definition intentionally has both classes of users.

Jordyn A. Buchanan:It breaks them out just so we have better words to talk about the two classes.

Megan Richards, European Commission:@Jordyn - please just look at what I put in the chat quite a bit earlier

Kaili Kan:Goodbye!

Carlton Samuels:I have to go folks. Can we see the marked up doc before the F2F?

Megan Richards, European Commission:Re"garding the LA meeting do we know yet where it will take place ? apparently hotels need to be reserved but not clear where

Jordyn A. Buchanan:Megan--I'm totally agnostic as to order, so totally happy to switch.

Eleeza Agopian:Megan -- the meetings will be in the ICANN LA office.

Megan Richards, European Commission:thanks Jordyn - that would help

Carlton Samuels:If we can squeeze another call and put it to bed we should

Jamie Hedlund:Have to drop off. Thanks all.

Carlos Raul (testing audio):Thanks Evan

Carlton Samuels:Thanks all. Have to run.

Charla Shambley:Hotel confirmations for the meeting in Los Angeles will be sent out within the next few days

Carlos Raul (testing audio):Good trip to LA

Evan Leibovitch:Not me! Thanks for having me here.

Megan Richards, European Commission:thanks all

David Taylor:Bye everyone

Eleeza Agopian:Thanks, all.

Charla Shambley:Thank you for attending today's call. Recordings and transcripts will be posted on the wiki.

Dejan Djukic:Bye

articipation! See you in 2 weeks.