

## CCT-RT Meeting Chat Transcript - 23 February 2016

Kaili Kan:Good morning, everybody!

Calvin Browne:Evening!

Margie Milam:Good Morning/Evening!

Calvin Browne:strange - seems my microphone is not available in this session

Kaili Kan:yesterday mine did not work either. I was told to connect to the bridge in order to speak.

Alice Jansen:Hi Calvin - are you on the bridge?

Calvin Browne:not sure

Calvin Browne:don't have the option I had yesterday to connect my microphone

Alice Jansen:Did you ask the system to call you when you joined the AC?

Kaili Kan:I guess another way to speak is to get a dial out?

Calvin Browne:anyway - not too fussed

Margie Milam:can you hear us

Calvin Browne:I can type - and judging by [??] yesterday, speakin was not really necessary

Calvin Browne:I hear some elevator music

Margie Milam:we are checking on it

Margie Milam:can you hear now

Calvin Browne:hear now

Calvin Browne:definitely would not use .to

Calvin Browne:2 letter code

Kaili Kan:Guangdong is indeed a province, not a city.

Karen Lentz:Thank you Calvin and Kaili

Karen Lentz:We have noted both of these points

Kaili Kan:another issue is, only if a country is highly urbanized, we should not only sample cities, but should also include the country side.

Kaili Kan:I mean rural area.

Jordyn A. Buchanan:I think most of these countries are fairly urbanized.

Alice Jansen:A copy of this document is available on your meeting page - <https://community.icann.org/pages/viewpage.action?pagelId=58725549>

David Taylor:Thanks Alice.

Calvin Browne:ta Alice

Alice Jansen:Direct link to doc - <https://community.icann.org/pages/viewpage.action?pagelId=58725549&preview=/58725549/58726286/ICANN%20Consumers%20QNR%20Wave%20 CCTRT.pdf>

Kaili Kan:according to our definition, consumer trust has 5 components. does the

questionnaire correspond to these components?

Karen Lentz:@Kaili, good question - are you posing this question about the questionnaire as a whole?

Karen Lentz:or the question we are discussing right now?

Kaili Kan:to the whole questionnaire.

Kaili Kan:maybe both

Calvin Browne:this creates issues (these structures)

Eleeza Agopian:Kaili, we collapsed the consumer trust definition to four items (combining ii and iii). It looks like this now: The confidence Consumers have in the function, reliability, safety, security, and authenticity of the domain name system. This includes (i) trust in the consistency of name resolution; (ii) confidence by Internet users that they can safely navigate to a domain name to find and safely use the site they intend to reach; (iii) confidence by Internet users that they can safely navigate to a domain name without falling victim to DNS abuse; (iv) confidence that Internet users can find and safely use the site they intend to reach; (v) confidence that a TLD registry operator is fulfilling the Registry's stated purpose; and (vi) confidence by a Registrant in a domain's registration process and life cycle.

Eleeza Agopian:that shows you the unedited version. Just a moment. Let me fix that.

Kaili Kan:anyway. somebody has to translate the questionnaire to reach the conclusion according to our components.

Calvin Browne:south africans, are (and others

Eleeza Agopian:Consumer trust: The confidence Consumers have in the function, reliability, safety, security, and authenticity of the domain name system. This includes (i) trust in the consistency of name resolution; (ii) confidence by Internet users that they can safely navigate to a domain name to find and safely use the site they intend to reach; (iii) confidence by Internet users that they can safely navigate to a domain name without falling victim to DNS abuse; (iv) confidence that a TLD registry operator is fulfilling the Registry's stated purpose; and (v) confidence by a Registrant in a domain's registration process and life cycle.

Calvin Browne:) are used to 3 levels

Calvin Browne:umm - scratch that - its about the new names\

Karen Lentz:Kaili, that might be good to review at the end - whether and how each of the 4 components of the definition are addressed in the survey

Kaili Kan:agreed.

Kaili Kan:please ask the question for me later. Thank you.,

Karen Lentz:We will. Thank you

Kaili Kan:I expect the end users would care more about the website's trustworthiness, instead of the domain's. same for their awareness. thus, asking questions about trusting a gTLD name would be hard to answer for most end users, especially individual end users.

Kaili Kan:these questions are to individual persons, or to whom?

Eleeza Agopian:To individual persons, but that's a good point. We'll read your comment.

Kaili Kan:in other words, are we asking the question to the wrong people?

Drew Bagley:I think both are important. A registry that doesn't engage in any anti-abuse measures (or a registrar for that matter) could therefore have less trustworthy domain names than one that does. For example, .XYZ has very different anti-abuse practices than other gTLDs because they previously had such a high percentage of domain names used for malicious purposes

Drew Bagley:The trustworthiness of the gTLD is a significant factor as is the trustworthiness of a given website itself

Karen Lentz:Thanks Drew - do you want us to read out this comment?

Drew Bagley:Thanks for asking Karen. I was directing that to Kaili's point. However, I don't think it needs to be read so long as we're keeping questions about the trustworthiness of gTLDs - unless that topic comes up again.

Karen Lentz:Yep, got it - thanks

Kaili Kan:I agree that the trustworthiness of a website and that of a gTLD are related. However, I think most individual end users notice much more about the website, instead of the domain name. Thus, are we asking these questions to the wrong people?

Drew Bagley:Good point. However, for cybersecurity purposes, public awareness campaigns tell users to scrutinize the URLs they're navigating to, especially to avoid phishing scams in emails, etc.

Drew Bagley:I think both are important

Kaili Kan:that is, the validity of the results we get from the answers.

Drew Bagley:and I think a gTLD could risk being associated with "bad" domain names

Drew Bagley:like .SU had been for example

Drew Bagley:Internet infrastructure providers should be included as a choice in any question like that

Kaili Kan:I agree that they are both important. My question is whether the individual end users have the answers regarding the gTLD names. I think, for websites, yes. but for gTLD names, no. Thus, results from this questionnaire could be questionable.

Eleeza Agopian:@Drew, are you referring to 1111?

Drew Bagley:I think that was the number. I need to reference the document again. It was the one about whose responsibility it was to stop abusive behavior.

Kaili Kan:Thus, maybe we should not be doing this survey at all.

Eleeza Agopian:@Drew, we decided to delete that question.

Drew Bagley:OK great

Drew Bagley:@Kaili Now I understand your point Kaili. I just don't think we know enough one way or another about new TLD literacy for end users. Therefore, I still think it would be worth asking.

Kaili Kan:At least I know that all the graduate students around me have no idea about the new gTLDs, not to say the new domain names.

Kaili Kan:thank you Eleeza.

Eleeza Agopian:You're welcome, but that was Karen. :)

Kaili Kan:so now we break until ?

Kaili Kan:@Karen thank you!

Margie Milam:17 min

Margie Milam:so back at 1030 pacific

Calvin Browne:gotit

Alice Jansen:we are reconvening

Kaili Kan:back

Calvin Browne:just got back

Kaili Kan:I would like to join the competition sub-team.

Jordyn A. Buchanan:Choose A, B, C or D

Jordyn A. Buchanan::-)

Alice Jansen:See Jordyn's email <http://mm.icann.org/pipermail/cct-review/2016-February/000209.html>

Calvin Browne:B/2 for me

Kaili Kan:I will join A

Eleeza Agopian:got it, Kaili. Thanks. :)

Drew Bagley:I'll join D please

Drew Bagley:it looks lonely

Eleeza Agopian:got it. :)

Kaili Kan:As Carlton is already in A, can I join B?

Eleeza Agopian:done

Calvin Browne:bit faint

Gaongalelwe:who's faint?

Calvin Browne:that last speaker

Karen Lentz:See <https://omblog.icann.org/index.html%3Fm=201510.html>

Kaili Kan:sorry to be lost. what are we doing now?

Karen Lentz:Kaili, we are wrapping up how each of the groups will work on different parts of the program implementation review report - how each of the small groups will bring their findings to the whole team

Karen Lentz:now we are starting the briefing with staff perspectives on experiences with registry launch and compliance

Calvin Browne:ok - ive lost sound

Eleeza Agopian:Can you hear anything or just silence?  
Calvin Browne:back - now i can hear  
Eleeza Agopian:OK, great.  
Calvin Browne:(it was a complete break - suspect a network glitch)  
Karen Lentz:You can find the list of registry service requests  
here: <https://www.icann.org/resources/pages/rsep-2014-02-19-en>  
Eleeza Agopian:The link to which Maguy was referring:  
<https://www.icann.org/resources/compliance-reporting-performance>  
Calvin Browne:Thanks Eleeza  
Margie Milam:reconvene at 1pm Pacific  
Calvin Browne:thanks guys  
Drew Bagley:thanks  
Kaili Kan:thanks. see you later.  
Alice Jansen:hi again - we are running late I am afraid - thanks for your patience  
Kaili Kan:back  
Calvin Browne:no prob.  
Kaili Kan:sounds like had a nice lunch..... : )  
Kaili Kan:no sound. Not started yet?  
Calvin Browne:nothing on my side  
Kaili Kan:now feeling better to hear something ... : )  
Eleeza Agopian:Sorry Calvin and Kaili - we took a break to take a group pic.  
Eleeza Agopian:We're coming back n ow.l  
Alice Jansen:Did you hear my "test"?  
Kaili Kan:hear people chatting  
Calvin Browne:no - but i can hear ppl  
Kaili Kan:sorry to miss the group picture. : (  
Eleeza Agopian:We'll photo shop you in. ;)  
Kaili Kan:great! we are genuine attendents.  
David Taylor:I have just been told that the observors still see the powr point on  
compliance not CCT metrics  
Pamela Smith:It has been changed to the proper content but I will check it again.  
David Taylor:yes fixed. Thanks.  
Kaili Kan:Chinese has 42. seems to be the most. what kind of breaches?  
K:@Kaili, is that the TLD scripts metric or one of the compliance metrics?  
Kaili Kan:I think it was the compliance  
K:ok - let me check  
K:Kaili, the compliance metrics are taken from the annual reporting  
K:the breach notices are not categorized as to type  
K:but notices of breach are published here

K:<https://www.icann.org/resources/pages/notices-2012-02-25-en>

K:(this is Karen Lentz, by the way)

Kaili Kan:Thanks.

Kaili Kan:I am in competition

Drew Bagley:I'd like to be in consumer trust

Drew Bagley:or safeguards

Drew Bagley:whichever it is called

Eleeza Agopian:safeguards and consumer trust are married in the same group.

Jordyn A. Buchanan:Trust+Safeguards are together

Calvin Browne:I can always follow dr's orders and get some sleep....

Eleeza Agopian:Up to you, Calvin. :)

Kaili Kan:I believe following the Dr. is always the best. Good night, Clavin!

Calvin Browne 2:sorry - missed that

Calvin Browne 2:no preference

Calvin Browne 2:i suspect I'm going to fade shortly in any case

Kaili Kan:so I will stay on?

Jordyn A. Buchanan:Yes.

Jordyn A. Buchanan:Drew has to dial into Alice's bridge.

Drew Bagley:what's the number for that?

Margie Milam:Alice will email them to you shortly

K:Looks like 5 March is the target date for posting the FY17 operating plan and budget

K:for public comment

K:according to ICANN54 presentation

K:<https://meetings.icann.org/en/dublin54/schedule/sun-fy17-operating-plan/presentation-fy17-operating-plan-18oct15-en>

Kaili Kan:this question was mine.

Kaili Kan:sorry that cannot talk remotely, for now.

Eleeza Agopian:no problem. Feel free to type your commetns and we'll read out loud.

Kaili Kan:or, maybe we can include an more undamental question: what is the goal of competition? why do we want it? then measure the competition according to price and other factors.

Kaili Kan:then, we can look into whether competition is feasible in this industry and market ...

Kaili Kan:may I ask for a dial out?

Eleeza Agopian:Yes, if you click on the phone icon at the top it will dial out to you.

Kaili Kan:my phone number is: +64-9-3021111, room 2718

Eleeza Agopian 2:Kaili, I can't dial out to you. Let me see if I can get some help.

Eleeza Agopian 2:We're working on it.

Kaili Kan:the problem seems to be getting into my room at the hotel

Calvin Browne:ok guys - goo night - see everyone on the lists....

Eleeza Agopian 2:Thanks for sticking around, Calvin. Good night.

Kaili Kan:seems like the hotel operator choose not to join

Kaili Kan:instead of forwarding the call to me

Pamela Smith:Kaili, what country are you in? I know you said but please tell me again.

Kaili Kan:auckland, new zealand

Kaili Kan:crowne plaza hotel

Pamela Smith:Kaili, I am sorry. I keep getting an error message for the attempts to call you.

Kaili Kan:I just talked to the hotel operator, asking to put the call thru to me.

Kaili Kan:ok, now i am in on the phone. thanks a lot.

Margie Milam:are you on the phone

Margie Milam:Kaili?

Kaili Kan:yes i am on the phone

Kaili Kan:no sound, no screen sharing

Kaili Kan:have we started again?

Kaili Kan:the screen share is back, but no sound.

Margie Milam:can you hear now

Margie Milam:can you say something

Kaili Kan:now I hear, but faint.

Eleeza Agopian:Kaili mute your computer please

Eleeza Agopian:I'm sorry I thought there was an echo. We had you on two speakers in here. :)

Kaili Kan:ok

Kaili Kan:fixed landline telecom is natral monopoly, while wireless phone competition is good for the industry and consumers.

Kaili Kan:this relates to both the cost structure and market size.

Eleeza Agopian 2:Kaili we didn't have microphone enabled before. I just enabled it. Perhaps you can speak via that outlet.

Kaili Kan:you mean hang up my phone?

Eleeza Agopian 2:mute your phone and try using your computer mic. we may be able to hear you more clearly that way.

Eleeza Agopian 2:the next time you wish to speak

Kaili Kan:I can hear fine on my computer. can I only use my computer for both listening and speaking?

Eleeza Agopian 2:Yes, if your laptop has a mic, you should be able to speak via that.

Kaili Kan:great. now hang up the phone.

Eleeza Agopian 2:Is your hand still up? ie do you have a new comment?

Kaili Kan:again my question

Kaili Kan:can you hear me now?

Eleeza Agopian 2:No

Eleeza Agopian 2:Is your mic muted?

Kaili Kan:no

Eleeza Agopian 2:I'm sorry. We can't hear you. Can you type your question/comment?

Kaili Kan:the cost structure is again mine

Eleeza Agopian 2:Is there a larger question we should capture here?

Kaili Kan:if the fixed cost is big for provideing service and the variable cost is small, just like the fixed line network, this industry is a nutual monopoly, and introducing competition is no good.

Kaili Kan:this is highly likely in most information industries, for example the software industry.

Alice Jansen:Thank you for joining this meeting!