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?pageId=58725549
David Taylor: Thanks Alice.
Calvin Browne: ta Alice
Alice Jansen: Direct link to doc - https://community.icann.org/pages/viewpage.action?pageId=58725549&preview=/58725549/58726286/ICANN%20Consumers%20QNR%20Wave%202_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; confidence by Internet users that they can safely navigate to a domain name without falling victim to DNS abuse; (iii) confidence that Internet users can find and safely use the site they intend to reach; (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.

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; (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\n
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 question might 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: got it

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

Gaongalelw: 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 - i've 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 now.
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 attendants.
David Taylor: I have just been told that the observers still see the power 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
Karen Lentz: (this is Karen Lentz, by the way)

Karen Kan: Thanks.

Karen 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. :) 

Karen 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

Karen 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

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

Karen: for public comment

Karen: according to ICANN54 presentation


Karen Kan: this question was mine.

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

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

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

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

Karen 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.

Karen 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 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 providing service and the variable cost is small, just like the fixed line network, this industry is a natural 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!