# ADOBE CONNECT CHAT_S&T SubTeam Meeting #20
# 4 October 2016 @ 13:00 UTC

Brenda Brewer: Good day all and welcome to CCT-RT Safeguards & Trust SubTeam Meeting #21!
-------------- (10/04/2016 08:01) -------------
David Taylor: hi, can I have my mic enabled please?
-------------- (10/04/2016 08:03) -------------
Alice Jansen: David do you have two Adobe rooms open somehow?

Alice Jansen: we are getting echo from your line
-------------- (10/04/2016 08:04) -------------
Alice Jansen: David I have muted your line - we are getting massive echo :-)

Carlton Samuels: Howdy all

Brenda Brewer: Please identify your name if phone number is showing in Participants Pod. Thank you!

Carlton Samuels: So you know, this service might be a yo-yo.

Carlton Samuels: My ISP is blaming the hurricane

David Taylor: thanks Alice
-------------- (10/04/2016 08:09) -------------
Calvin Browne: apologies for my tardyness
-------------- (10/04/2016 08:13) -------------
Gaongalelwe (mobile): hello

Eleeza Agopian: Hello Gao - glad you made it. :)

Gaongalelwe (mobile): thanks Eleeza. hope I didn't miss too much
-------------- (10/04/2016 08:23) -------------
Alice Jansen: papers are posted on your wiki page - https://community.icann.org/pages/viewpage.action?pageId=58727388

David Taylor: yes, Carlton summarise, Inhave worked on them a little further

David Taylor: ok
-------------- (10/04/2016 08:26) -------------
Gaongalelwe (mobile): Brenda please give me scrolling rights.
-------------- (10/04/2016 08:28) -------------

Carlton Samuels:
https://docs.google.com/document/d/12yRnhRvcpt1eWwol4OcXxsI7cod8mDJzCc5BhaM3Cgw/edit

Brenda Brewer:  Everyone can scroll Gao.

Gaongalelwe (mobile): for some reason I cannot. will swap devices

Gaongalelwe (mobile): thanks. got it
 ------------- (10/04/2016 08:34) -------------
Jonathan Zuck: they cited the nielson survey
 ------------- (10/04/2016 08:38) -------------
Alice Jansen: Yes - we can hear you

Carlton Samuels: Carry on
 ------------- (10/04/2016 08:40) -------------
Jonathan Zuck: have we determined it's ICANN's job to raise consumer awareness of new gTLDs?
 ------------- (10/04/2016 08:41) -------------
Jonathan Zuck: what doe sthe applicant support program have to do with consumers?
 ------------- (10/04/2016 08:43) -------------
David Taylor: @Jonathan, i.e. whether ICANN has a remit to market TLDs to consumers or whether that is the job of the applicant registry and the registrars it accredits?

Jonathan Zuck: yes
 ------------- (10/04/2016 08:46) -------------
Carlton Samuels: The central idea is to get registrants from underserved areas of the world - where the growth in both registrats and consumers must come - vested in the DNS i

Gaongalelwe (mobile): okay so my audio is really bad. sorry. Internet is on holiday still
 ------------- (10/04/2016 08:48) -------------
Calvin Browne: +1 on Jonathan point re consumers
 ------------- (10/04/2016 08:49) -------------
Jamie Hedlund: +1 on JZ point; also concerned with first recommendation - more appropriate for GNSO policy development

Carlton Samuels: @JOnathan: You're right. There was no queestion asked about the ASP.

Carlton Samuels: @Eleeza. Clarification is welcome.

Jamie Hedlund: Same with Review #2 - establish demand vectors for new gTLDs - this was expressly rejected by the GNSO in their development of the program
 ------------- (10/04/2016 08:52) -------------

Eleeza Agopian: @Laureen, my team has been reading your papers and have tried to help review citations as papers come in.

Eleeza Agopian: happy to provide greater support there if necessary.

Carlton Samuels: @Laureen: Would be very helpful if everyone making comments to included them on the Google Doc
------------- (10/04/2016 08:54) -------------
Carlton Samuels: @Jonathan: I share understanding of priority.

Carlton Samuels: Suspect we will have to triage all of the suggested ones.

Gaongalelwe (mobile): And please keep the feedback as simple to understand as possible.
------------- (10/04/2016 08:57) -------------
Alice Jansen:
https://docs.google.com/document/d/12yRnhRvcpt1eWwol4OcXxsI7cod8mDJzCc5BhaM3Cgw/edit - recirculating the g-doc link

Gaongalelwe (mobile): thanks Alice.

Alice Jansen: Note: deadline for comments - per roadmap - is OCT 7th.
------------- (10/04/2016 09:00) -------------
Jonathan Zuck: all the recommendations need to flow from findings. agree Laureen
------------- (10/04/2016 09:02) -------------
Jonathan Zuck: this is awareness of the internet?!
------------- (10/04/2016 09:06) -------------
Gaongalelwe (mobile): yes it does make sense. We are noting the comments and suggestions for additional data sources.
------------- (10/04/2016 09:07) -------------
Gaongalelwe (mobile): thanks Laureen. We will add more info on the issue of coverage.
------------- (10/04/2016 09:13) -------------
Drew Bagley: Excellent point Jonathan

Gaongalelwe (mobile): Thank you Jonathan

Jonathan Zuck: indirect market expansion through content and competition

Gaongalelwe (mobile): I think this issues will take the whole time on the call. for people in developing countries it is a big deal, otherwise we will remain in the dark.

Jamie Hedlund: more appropriate for organizations like ISOC who have within their remit improving end user access to the Internet,

Drew Bagley: Whatever the goal(s) of the new gTLD program, it's important that the conclusions are based off credible sources. There might be positive side effects that will lead to getting more people online (or not) but that doesn't make it a primary goal.

Jonathan Zuck: I agree with the goal to get more people online. I might even be talked into it being a goal for ICANN but it seems a HUGE burden for the new gTLD program itself.
 ------------- (10/04/2016 09:17) -------------
David Taylor: The new gTLD programme can only be there because there is a NEED for more gTLDs. I don't think that has been proved yet.
 ------------- (10/04/2016 09:18) -------------
David Taylor: Yes, where we see a need being met then we have a raisin d'etre.

Jamie Hedlund: First part of my chat was cut off - the awareness program was targeted at potential applicants/registry operators, NOT consumers, end users or simple registrants.
 ------------- (10/04/2016 09:21) -------------
Jonathan Zuck: everyone who took the survey was already online!
 ------------- (10/04/2016 09:24) -------------
Jonathan Zuck: the purpose of the survey was to determine if folks, who were already online, had an increase or decrease in TRUST!

Eleeza Agopian: For more on the recommendations related to commissioning the survey can be found in the IAG-CCT recommendations:
https://community.icann.org/download/attachments/43980197/BoardRec-IAG-CCT.pdf?version=1&modificationDate=1394142033000&api=v2
 ------------- (10/04/2016 09:26) -------------
Eleeza Agopian: Laureen, I will circulate some references today.

Jonathan Zuck: not a survey on consumer awareness

Carlton Samuels: ": ICANN will ensure that as itcontemplates expanding the top-level domain space, the various issues that are involved (includingcompetition, consumer protection, security, stability and resiliency, malicious abuse issues, sovereigntyconcerns, and rights protection) will be adequately addressed prior to implementation. If and when newgTLDs (whether in ASCII or other language character sets) have been in operation for oneyear, ICANN will organize a review that will examine the extent to which the introduction or expansionof gTLDs has promoted competition, consumer trust and consumer choice, as well as effectiveness "
 ------------- (10/04/2016 09:28) -------------
Gaongalelwe (mobile): Laureen I keep losing you

Carlton Samuels: "A consumer survey conducted immediately to gather baseline measurements in theareas of consumer trust and consumer choice" - From the IAG-CCT

Eleeza Agopian: Will send additional materials today, but would also recommend reviewing this page of the CCT Wiki: https://community.icann.org/display/CCT/Background+Materials

Eleeza Agopian: particularly under: New gTLD Program History, Development and Implementation

Alice Jansen: If you don't have access to google doc - you can download the file from here https://community.icann.org/download/attachments/58727388/ST-09.AreconsumersawareofnewgdTLDs%20%282%29.docx?version=1&modificationDate=1475585304000&api=v2

Jonathan Zuck: Exactly Carlton. It wasn't a consumer awareness survey and certianly not a survey of folks who were not online. Neilson found people online to take the survey. You had to be online to take it. The next billion users is a CRITICAL topic. I'm just not sure we can treat that as one of OUR metrics.

Carlton Samuels: Looks like the awareness issue is at best peripheral

Jamie Hedlund: I need to drop. Apologies everyone.

Carlton Samuels: heasrd a beep

Brian Aitchison: I need to drop as well. Thanks everyone

Laureen Kapin: Ok, my line has cut off. Thanks for everyone's participation.

David Taylor (2): I was wondering if the call was only paid for till half past the hour.

David Taylor (2): bye everyone

Brenda Brewer: Thank you all for joining today's meeting.

Carlton Samuels: Would it be reasonable to say the question we must ask is "Now that you're aware do, has your trust improved"?

Laureen Kapin: Brenda, for future calls, can we make sure that line does not cut off at exactly 10:30?

Brenda Brewer: Laureen, these calls do not have a time limit

Brenda Brewer: i'm not sure why your line dropped.