

## Charter Question: "*What data should be collected, stored and disclosed?*" focusing first on set of data required in RDS

**WG Agreement #25:** Registrant Country must be included in RDS data elements; it must be mandatory to collect for every domain name registration.

**WG Agreement #26:** RDS policy must include a definition for every gTLD registration data element, including both a semantic definition and (by reference to appropriate standards) a syntax definition.


**WG Agreement #27:** At least one element identifying the domain name registrant (i.e., registered name holder) must be collected and included in the RDS.

**WG Agreement #28:** Data enabling at least one way to contact the registrant must be collected and included in the RDS.

**(Revised) WG Agreement #29:** At a minimum, one or more e-mail addresses must be collected for every domain name included in the RDS, for contact roles that require an e-mail address for contactability.

**Proposed WG Agreement #30 (to be unpacked and retested by poll):**

In addition to email address, data enabling one alternative method of contact must be collected and included in the RDS.



See  
August 1  
Poll Results

**WG Agreement #31:** At least one element enabling contact must be based on an open standard and not a proprietary communication method.

# From August 1 Poll Results

Q2 Should alternative or preferred contacts be required in the RDS?

Answer Choices	Responses
a) For resiliency, data enabling alternative or preferred method(s) of contact should be included in the RDS and optional to collect.	51.85% 14
b) For resiliency, data enabling alternative or preferred method(s) of contact must be included in the RDS and optional to collect.	11.11% 3
c) For resiliency, data enabling alternative or preferred method(s) of contact must be included in the RDS and mandatory to collect.	48.15% 13
d) There should be no requirement for data enabling alternative or preferred method(s) of contact in the RDS.	18.52% 5
e) Unsure, No Opinion, or Propose Alternative given in comment box below	0.00% 0
Total Respondents: 27	

Possible compromise key concept:

*For resiliency, data enabling alternative or preferred method(s) of contact should be included in the RDS; further deliberation to determine whether such data element(s) should be optional or mandatory to collect.*

# From August 1 Poll Results

Q3 If so, how many alternative or preferred contact values should be required?

Answer Choices	Responses	
a) Disagreed with Q2 concepts, so not applicable	3.70%	1
b) At least one (and possibly more) alternative or preferred contact values must be required in the RDS	14.81%	4
c) At least two (and possibly more) alternative or preferred contact values must be required in the RDS	33.33%	9
d) At most one alternative or preferred contact values must be required in the RDS	3.70%	1
e) At most two alternative or preferred contact values must be required in the RDS	0.00%	0
f) There should be no specific requirement for a minimum or maximum number of alternative or preferred contact values	40.74%	11
g) Unsure, No Opinion, or Propose Alternative given in comment box below	7.41%	2
Total Respondents: 27		

Discuss these responses and rationale in conjunction with Q4...

# From August 1 Poll Results

Q4 If so, what type(s) of alternative or preferred contact method(s) should be required?

Answer Choices	Responses
a) Disagreed with Q2 concepts, so not applicable	3.70% 1
b) Alternative or preferred contact data must include additional email address(es)	40.74% 11
c) Alternative or preferred contact data must include telephone number(s) to receive voice calls	40.74% 11
d) Alternative or preferred contact data must include telephone number(s) to receive text messages	14.81% 4
e) Alternative or preferred contact data must include fax number(s)	7.41% 2
f) Alternative or preferred contact data must include postal address(es)	37.04% 10
g) Alternative or preferred contact data must include contact method(s) other than those listed above - please use comment box to propose new method(s)	14.81% 4
h) There should be no specific requirement for alternative or preferred contact methods	40.74% 11
i) Unsure, No Opinion, or Propose Alternative given in comment box below	11.11% 3
Total Respondents: 27	

When discussing these responses, please try to include in rationale:

*What is the benefit or disadvantage of stating each specific requirement?*

# From August 1 Poll Results

Q5 If you support requirements for alternative or preferred contact method(s), what is the purpose of collecting this data?

	Contactability	Resiliency	Preference	Abuse Reporting	Other	
						<b>Comment Box Responses -- rough categorization to facilitate WG discussion</b>
1						Contacting domain name owner, validating domain name owner.
2						The initial requirements gathering exercise done by this PDP and our recent discussions, have led me to conclude that being able to contact someone responsible for a domain registration (that could be a Privacy or Proxy provider, a contact point at a company or an individual registrant) is important. Therefore I would say that "the purpose of collecting contact data with at least one primary and one alternate contact method is to ensure contact-ability with a person or entity responsible for a domain registration."
3						The world of the Internet is fluid and user-experience is also fluid, and the purpose is to make the domain name holder reachable, so the domain name holder should be free to identify a preferred contact method, or several.
4						Abuse reporting and communication with owner for the purpose of managing brand/ownership disputes or other legal matters.
5						Security, Billing, Administration, Legal, Violations, Charge Backs, Blacklisting Abusive Individuals.
6						Enabling communications with contact holders in the ways they find most efficient. Offering multiple methods of contact should a primary method fail.
7						I would say the need for domain transfers sometimes and also making sure that someone is reachable that would be handy when abuses etc., happens.
8						Overcoming language barrier
9						I support it being an option for organizations that want to list multiple methods of contact so there is a degree of resiliency in communications with them for those network operators they wish to communicate to.
10						Internetworking resiliency. In a network of networks with no required prior contractual relationships, this is how we sort out interoperation.
11						Alternative contact methods in RDS meet various needs ranging from fighting abuse to dealing with legal issues. Email is asynchronous and not necessarily real time (or even near real time). During critical events, one should absolutely not rely on email as a method for communication. For example, when a major organization has let it's domain registration lapse (Recent example would be Sendgrid), trying to reach them by email makes absolutely no sense as DNS may not be functioning properly to enable delivery of an email.
12						n/a
13						It seems to me that having alternate contacts to use if the primary contact method is unusable or apparently unmonitored is a good thing. This is regardless of whether the purpose of contacting the registrant is for domain lifecycle comms or communications regarding the domain behaviour or content.
14						This statement is leading, in the sense that it suggests that this data is used for 'collecting', vs using this information to contact the owner related to critical notifications, and/or investigation related to the domain.
15						To allow registrants or their representatives to be contacted in their preferred manner if email, postal mail or telephone is not the best way to contact them.
16						To contact legitimate domain owners in the case of abuse, and to allow for better tracking of malicious domain owners in the event of abuse.
17						There is no legitimate purpose for collecting this data.
18						It's in the Public interest, including IP and security. One type creates too much of a risk of an innocent mistake that could have been avoided, and gives the holder a chance to appreciate the significance of multiple signaling in different ways (e.g. Formal vs informal, time-sensitive vs less so, etc)

# Explore key concepts related to collection of alternative or preferred contact method(s)

- Do you support improved contactability as a purpose for collecting alternative contact methods?
- Do you support resiliency to communication failure as a purpose for collecting alternative contact methods?
- Do you support providing contacts with a choice of contact method as a purpose for collecting preferred contact methods?
- Do you support enabling reporting of domain name abuse as a purpose for collecting alternative contact methods?