
YESIM NAZLAR:

First of all, start our recording, please. Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Consumer Safeguards Briefing webinar taking place on Thursday, 14 December 2017, at 18:00 UTC.

We'll not be doing the roll call since it's a webinar, but if I could please remind all participants on the phone bridge as well as computers to mute your speakers and microphones when not speaking. Please do not forget to state your name before speaking, not only for the transcription purposes but also to allow our interpreters to identify you on the different language channels. We'll have English, Spanish, and French interpretation for this webinar.

Thank you all for joining. I will now turn it back over to our ALAC Chair, Alan Greenberg. Back to you, Alan. Thank you very much.

ALAN GREENBERG:

Thank you very much. This should be an interesting talk. If you've been following At-Large matters for a while, we have been talking about trying to convince ICANN to focus on user issues and consumer-related issues, and particularly safeguards. These are not things that are clearly part of ICANN's Mission, and certainly for a long time they were viewed as not part of ICANN's Mission. But I think the organization has come to recognize that they do have a role to play in making sure that consumers both can get good information and that we can respond to needs as they arise. Part of this is education and part is actual response.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

I was delighted a few years ago when we announced we were going to be opening a position on consumer safeguards. It, unfortunately, took a while, but we now have someone in the job who is actively pursuing what kind of things can be done to address it. Since At-Large has been one of the vocal parts of ICANN saying we need to look at this, I think we have an opportunity to play an important role here of helping to steer this overall direction and make sure that the things that we have been concerned about for a number of years are being addressed.

We have two guests today. One is Bryan Schilling who is the Director of Consumer Safeguards. The second person is Trang Nguyen who works within GDD and is responsible for, among many other things, looking at these areas. I think Brian Gutterman who is doing a lot of the work within GDD is also on this call. I don't know whether he'll be speaking or not. I look forward to hearing what Bryan and Trang have to say, and I suspect a fair amount of this call will be devoted to opening the microphone and giving other people an opportunity to comment on what they're saying and give some guidance as to where we should be moving this initiative within ICANN.

With that, I'll turn it over to Bryan. Do we have Bryan?

YESIM NAZLAR:

Bryan, can you hear us? I see Bryan typing.

ALAN GREENBERG:

Yeah, sorry. I should learn not to use acronyms. GDD is the Global Domains Division, which is responsible for essentially all of or at least

most of ICANN's operational aspects with regard to domain names. It's through GDD that registrars are accredited, that registries have the rights to operate gTLD registries.

So we've determined that Trang and Bryan can type, but we haven't heard a voice yet. If they are speaking, it is to themselves. And they're dialing back in, so would anyone volunteer to sing a song or something while we're waiting?

CHERYL LANGDON-ORR: Welcome, I could do a [inaudible] or two I suppose, Alan, if you want me to. But I'm sure they'll dial in pretty quick.

UNIDENTIFIED FEMALE: I'd just scare people. That's all.

ALAN GREENBERG: If we had video, I'd ask you to dance.

UNIDENTIFIED FEMALE: Trust me, you don't want to see anything at this hour of the morning.

ALAN GREENBERG: Perhaps fortunately, we don't have video.

CHERYL LANGDON-ORR: At 5:00 in the morning, there's no way that [inaudible].

ALAN GREENBERG: I've been on calls with Cheryl since 3:00 this morning, so it's already late.

UNIDENTIFIED MALE: Sorry to interrupt. [inaudible] connection now.

CHERYL LANGDON-ORR: [inaudible] day, have we, Alan?

ALAN GREENBERG: Now I can hear you. Go right ahead, Bryan.

BRYAN SCHILLING: Thanks, Alan. Sorry about that. It's not the first time I was accused of just talking to myself over the years. Thank you for the introduction and the time today.

I think what we would largely like to do, Trang and I, is a follow up to conversations that we had with At-Large starting back in June in Johannesburg and then in Abu Dhabi in October.

I think to your point, Alan, about fostering a discussion here, I think the agenda will probably flip and Trang and I maybe have about 20 minutes or less of presentation material in the hopes that we'll really foster a discussion here so that we can hear from the At-Large in particular in regards to consumer safeguards, as you mentioned, helping to steer this

department in the direction it needs to go as I have conversations with other community members to try to foster topics of mutual interest where we can have a dialogue and move things forward as the organization and the community looks toward end user issues.

With this first slide deck, I just want to revisit some of the things that we've done from the Consumer Safeguards department, which I do want to reiterate is separate from Contractual Compliance. This is a separate, independent department within ICANN. While we're all working together on this issue, I'm not a part of Compliance. There's no enforcement capabilities from the Safeguards department. So I just want to set that clear because that has been a bit of a confusion point in the past, not necessarily with At-Large but perhaps with other members of the community.

On 25 September, we held a webinar. I'm sure a number of folks on this call participated. We had great participation. Well over 90 to close to 100 participants. You stressed there that this is a role that's to focus on issues of importance to the community and it is community-driven.

We posed about five questions during that webinar, which are repeating up on the screen again to throw those questions out to the community in terms of: what are the types of issues that we should be focusing on in this department in ICANN? Are there specific types of abuse? I've listed some of the common forms of abuse here on this slide, such as malware and botnets, but are there other areas that this department should consider focusing on?

I think one of the other areas: are there threats of government regulation that are somewhat outside of ICANN's remit? But as you mentioned in the introduction, Alan, are there still things that we should still have a discussion about? Those are still looking for answers for those questions from the community. As diverse as it is, from what I'm hearing I think there are some areas where we can find some synergy and focus in on specific topics.

One of the things that we are starting to do a bit more is look within ICANN organization at where are sources of data that we could collect about end user issues and end user reports. As many of you know, the Office of the Chief Technology Officer (OCTO) has been providing presentations on a new tool called the Domain Abuse Activity Report (DAAR). That is an effort to aggregate reputation block list data. These are mostly public services out there that report on abuse activity[and has been] in the course of aggregating this to see what information and data is out there about abusive activity within the DNS. That's a potential tool and data source that will become potentially available in the next year or so. It's currently out looking at some third-party validation to ensure that the methodology that OCTO has put into place to aggregate this data is transparent and accountable to the community.

We have the Complaints Officer. So far, we haven't received anything from Krista Papac, but that's a potential touchpoint where we might receive some end user information.

The Global Support group which Trang will touch on a bit more. We certainly have the Ombudsman. And then, certainly, Contractual Compliance is an area where we receive information from consumers.

What I'd like to do is focus in a little bit on the Contractual Compliance reports because they made a modification here in September. Trang is going to also highlight this. Starting in September, they broke down into categories the types of abuse that was being reported by individuals. You can see how they've broken that down on the righthand column.

The two hyperlinks up above, the first hyperlink is to the new dashboard report itself and then the second one is the blog announcing the additional detail and transparency. But as you can see on the left, they've taken total number of abuse complaints and are categorizing that when they can based on the information that is provided by the complainant.

So this is a potential data source that we can see about looking into further. This, again, is not a validation that these are actual incidences of pharming or phishing, but these are at least complaints that are coming into ICANN from individuals alleging that this type of activity is occurring within the DNS and something that is a potential data source that we could see that breaking down further.

With that, I'll turn it over to Trang to talk about Global Domain Division's registrants project.

TRANG NGUYEN:

Thanks, Bryan. First of all, thank you, Alan and the ALAC Leadership for the invitation to speak to At-Large today. Hello, everyone. As Alan had mentioned, my name is Trang Nguyen. I lead the Strategic Programs department within the Global Domains Division of ICANN, and the Registrants Program is one of the programs that is under my purview. Brian Gutterman who works with me is also here on the call today. He is the Registrants Program Manager and really is responsible for the day-to-day activities as it relates to this program.

Why are we talking to you today about registrants and what ICANN is doing? Well, the reason being that registrants oftentimes come up in consumer safeguards related discussions. So we thought it would be helpful to share with you what exactly it is that ICANN org is currently doing under the Global Domains Division (GDD) for registrants and how that intersects with the work that Bryan is doing on the Consumer Safeguards side.

Let's take us back for a little bit because it's important to recognize that ICANN org has been assisting registrants since the beginning. Over the years, we've received telephone calls from registrants with inquiries regarding their domain names, be it how do we connect, helping them connect with their registrars, or explaining what it is that ICANN does. Over the years, we've received and responded to inquiries from registrants.

In the last few years, we've gotten better at actually tracking and analyzing the contacts that we've received from registrants. With that new data, we are able to gain further insight into the issues that registrants are facing. We've been working with the Global Support

team that really is on the front line of assisting registrants to see what types of inquiries they're getting, from what region, what are the types of issues the registrants are asking about.

Then we'll look at that data and then we'll also look at the Compliance data that Bryan is looking at in doing his work also to determine what are the issues that Compliance is hearing from registrants. Even though most of Compliance data is based on complainants that are not registrants, they do get some inquiries from registrants. So to the extent that they do receive inquiries from registrants, we want to understand what are the issues that the registrants are facing.

Bryan talked about the Complaints Office is a relatively new office that has been established within ICANN org. But we are also connected with Krista Papac who runs that office to understand is she getting inquiries from registrants and what are the issues that she's hearing about.

So from that extent, a lot of the data and information that Bryan is looking at in doing his work, we are also using to inform our work. How are we using this data to inform our work? First of all, we use that data to understand what are the issues that are impacting registrants. A first initiative that we've undertaken since the beginning of the year is based on that information, we update and create new materials to help shed some light on those issues that are at the top of the registrants mind that they are contacting us about.

What the data have told us is that the WHOIS data reminder policy and the transfer policy seem to be the two issues that registrants have questions about the most. We have so far issued or created a lot of

information around the WHOIS data reminder policy, what the policy is about, some FAQs around it, and a blog on really what registrants need to know about the policy and why is it good for them to keep their contact information up-to-date.

For the transfer policy, the same. We've created a lot of FAQs, some information about the transfer policy itself, and some information and process of what to do if you want to transfer your domain name.

So that's how we're using the data, to really help inform the educational materials that we are creating for registrants. So far this year, we have created a landing page on ICANN.org where all of the registrants related materials are housed. We didn't put it on the slide here, but there is a link directly to the registrants materials that, Bryan, hopefully you can put into chat. It's just [ICANN.org/registrants](https://www.icann.org/registrants), and that takes them directly to the landing page where all of the registrant related materials are housed.

Some of the things that we are working on is some additional information on transfers. For example, what to do if your domain name was transferred without your authorization. We're working on some materials around that. We're also working on materials around renewal of a domain name and basically shedding more light into what would happen to the domain name if you don't renew before it expires, more information about the autorenewal grace period and the delete process. What does domain delete mean? When can you actually recover your domain name, and when is it that you can no longer recover your domain name? So shedding some light into that whole

process to hopefully better inform you as a registrant of what would happen if you don't renew your domain name before it expires.

We're also working on some more general content just around the domain name industry. Who are registries? What are the roles in the domain name industry? Who are registrars? What are their roles. What are resellers? What is a privacy proxy service? So we're also working on more general type of content like that.

Currently, we are, as I mentioned, making all of this information available via our website. We also push some of this content out via social media. We're also working to adapt some of these materials into what we are calling toolkits for registrars. The reason being that the registrars have a direct relationship with the registrants, and so we feel that some of these materials that we are creating could be helpful to the registrars in their interactions with registrants. So we want to adapt these materials into a format that the registrar can easily use. That hopefully is another way for us to distribute this content and disseminate this information.

That's the current effort that we are doing for registrants. Moving forward, another thing that we're working on is that data inventory that Bryan had talked about earlier. We're collaborating on that. That's going to be a big job. As you know, data sources vary. They all reside in different systems. They don't exist in a uniform format. For example, Compliance data is tagged in a particular way at a particular level of detail. Global Support data uses a different tagging system and is tagged at a different level of detail.

So there's a lot of work for us there to figure out a way to collate and collect all of this data and analyze them in a way that could then be put into some meaningful report that we can look at and that can be distributed to the community to inform the community's dialogue and discussion. So it's going to be a lot of work for us, but I think if we can do it, it's going to be really helpful. It will provide us with much better insight into the issues that users and registrants are facing. I think it will help to inform meaningful dialogue in the community. So we're excited about it, but it's going to take us some time to figure out a way to get this done.

I will stop there and see. There are a couple of additional slides. Basically, they are just to show you some of the data that we're utilizing from Global Support as well as Compliance. I think, Bryan, there's one last slide. I don't know if you want to cover that before we...

BRYAN SCHILLING:

Yeah, thanks, Trang. One of the things that Trang and I have been talking about and as she reiterated here again is being able to provide the community with information for factual based policymaking. We had an internal discussion a little bit about the difference between data versus information. We've both talked about how we have data available here within ICANN organization, but there's certainly a lot of other sources of information out there in the community or outside of the community that could help foster these discussions.

One thing in particular, for example, is the Internet Governance Project with Milton Mueller and the NCUC. He recently published a paper. I

think the title was “In Search of Amoral Registrars.” It’s an interesting paper and read if you haven’t had a chance to see it. It talked about the Terms of Service agreements of registrars and did an analysis there. This isn’t, to say, an endorsement, but just as I’m educating myself and looking out there at different sources of information, this was one that I thought was interesting.

Another paper that has recently been shared with me was Digital Bait from the Digital Citizens Alliance, which is mostly about pirated material and content and how those can be vectors for malware and computer infections and how end consumers are potentially harmed through fraudulent purposes by viewing or visiting pirated content websites.

There is a question mark there to those “other sources,” which brings me back to we’re still seeking that community input and feedback and direction. There is a wealth of information and a wealth of data out there, but finding those good sources that can help foster discussions within the community and that we think provide good, robust data sets or information are helpful and we would welcome input on that.

We’d also, I think, collectively welcome feedback to the content that we’re producing. In the first slide, I mentioned that we had published a summary of safeguards that are currently within ICANN’s remit as derived from our Bylaws, our Articles of Incorporation, and the contracts. Still, we’d welcome feedback on that. We haven’t had anyone. Hopefully, it has been read and consumed. I haven’t heard.

So really going back to Alan’s introduction and a little bit of what was mentioned in Johannesburg and Abu Dhabi is that we need some

community input here, in particular for this new role in safeguards. I think it was mentioned in Abu Dhabi about maybe having some identified points of contact. I know everyone, in particular you all, are very busy across a number of different policy groups and functions. But if there are certain individuals who would like to be points of contact for us, we welcome that and are making that pitch across other community groups as well.

With that, that concludes our collective presentation and would hopefully open it up to some discussion and have raised some points that are of interest to talk about.

ALAN GREENBERG:

Thank you, Bryan. I have a couple of points to raise, and then we'll go to Holly who is in the queue next. You just talked about getting input. Have you thought about the concept of a focus group both on consumer safeguards and on the education? On the education, for instance, I think it's very useful to write all these things, but I really think you need feedback both before it's publicly released and after to the extent that this is really useful and understandable to the people out there.

I'm going to ask them [all at once]. You can answer them all together. Are you using focus groups or are you considering a focus group to try to help guide this process? It doesn't have to be a very formal operation, but I think it's important to maintain dialogue. That's number one.

Number two is not a question but expressing great satisfaction in hearing you use words of user rights and responsibilities. For a number

of years in ICANN, the word “rights” was taboo and you could only talk about registrants benefits and responsibilities but they don’t actually have any rights. It’s delightful to hear the term rights being used publicly from ICANN staff.

The next thing is on data. Both Cheryl and I spent several years of our lives working on a PDP on registrant rights at the end of a domain life, that is when a domain expires potentially inadvertently. One of the strong demands from registrars was that we do data based policymaking, but of course there was no data available. It’s delightful to see that ICANN is now active in trying to make information available. And the Open Data Initiative, of which I presume this will be part, hopefully will ultimately provide ways of setting policy that actually is based on experience not just anecdotal evidence.

What else is there? Two more items. I’m almost done. The first is an issue of users and registrants. Sometimes there’s a fair amount of confusion to what extent At-Large has a responsibility to registrants. Our position for a number of years, and we did make a formal decision a number of years ago, is that we do include registrants among users, certainly individual registrants if not corporate ones. That’s because not only do we care about registrants but if a registrant’s website isn’t working, then there are users out there who can’t get to it so there are direct user implications. But to the extent that there may be conflicts between the two issues, and privacy of WHOIS is one of those examples where registrants’ right may be opposed to user rights or user needs, then we tend to decide on behalf of the 4 billion users instead of the 100 million registrants, just to put that in perspective.

Thank you, all. I don't know if you want to answer any of those. I'm not sure how many questions there were. But maybe I'll give the floor to Bryan or Trang, and then we'll go to Holly.

BRYAN SCHILLING:

Thanks, Alan. I recall there being one question at the beginning about whether or not we've considered focus groups. I think that's an excellent idea. We have talked about that a bit on the safeguards stand front hoping that we started off with that very large open webinar at the end of September to have some of that focus be from an organic perspective and hopefully have certain individuals continue to drive for that. So I was hoping it might develop on its own from some volunteer perspective, but I think we can talk about from another aspect of it. Trang had some thoughts as well on focus groups.

TRANG NGUYEN:

Yeah, Alan, on the registrants side, we actually did discuss quite a bit the concept and idea of a focus group [inaudible] the data that we are looking at from Global Support and from Compliance. Certainly, that data tells us one story, but are there other issues or is there an additional level of detail that potentially a focus group could uncover that the Global Support and Compliance data wouldn't necessarily have written out just because they're not tracking the data at that granularity, for example? So we talked about potentially the idea of a focus group in that context.

We also talked about the idea of a focus group in the context of validating the content. Obviously, one of my biggest [inaudible] is that I

want to make sure that the content that we write is through the lens of the registrants. No ICANN-ese. We use a lot of acronyms in a lot of the materials that we produce within the ICANN community, and oftentimes what I find is that we write for our own benefit and not necessarily for the benefit of the reader. So we make a very conscious effort to make sure that all of the information that we write is through the lens of the registrant. Why is this information important to them? Why do they need to know this? It would be extremely helpful to make sure that effort is indeed translating from the registrant side, so we talked about a focus group potentially as a tool to validate that.

I know for myself coming from a marketing background, I know focus groups can be very expensive. So we did talk about the idea and, as Bryan said, I think if we could potentially somehow figure out a way to leverage some of the volunteer work from the community and/or through Global Support through their consumer satisfaction survey [inaudible] a mechanism to do some kind of feedback loop. So those are some of the ideas that we've internally discussed on the registrant side.

BRYAN SCHILLING:

I think I just want to add to that too from a bit of the comments that are appearing in the chatroom, in particular from Cheryl's ideas, because ultimately we are talking about reaching the end users and registrants and ensuring that we're getting our message out there and that it is a digestible message, I like the idea that you've brought up of podcasts. We had talked a little bit about that internally. It was something we were thinking about: what type of short podcasts or discussions could we have with individuals who are talking about various topics that

would be of interest. So if there are in particular certain folks in certain regions in Australia for example who are consumer advocates or other parts of the world that you could recommend that are good voices, we could see about consolidating that and putting out podcasts and larger education there. So thanks for that idea, Cheryl, on the podcasts.

ALAN GREENBERG:

Holly?

HOLLY RAICHE:

Okay, I've also got a few things. First of all, with these statistics. The Ombudsman's office has a limited jurisdiction, but I chatted to the previous one, one time, and he said 80% of the complaints they get are out of jurisdiction. My question was, what are they about and have you captured them? Because that's probably a real [inaudible] a lot of disgruntled people who don't know where to go and may not have a place to go. That could be a really interesting source of information as to what people are complaining about and possibly lead to some mechanism that says, yes, we can deal with those complaints and this is how to deal with them. Just a thought of data that probably is sitting out there and, if analyzed, could be really useful.

Second comment, you say that a lot of your material is on our ICANN. Is that immediate obvious from the main website? Because if you look at the ICANN website, is it obvious if you want information on something, you know where to go? Because there may be a lot of information that you've generated that just may be too hard to find or is not obvious. I'm

not sure. I think maybe just working with the team on the website, how to make it really clear. Because otherwise, the stuff you do will get lost.

Because I know when I was sitting on the IRTP working groups, one of the things I said is you need to have an education component for transfers. When transfers go wrong, what does a registrant do? I'm not sure where that sits, but I just think about it.

I guess the third thing, and you started off with DNS abuse, if you've read the latest report on consumer trust, choice, and competition, the new sections have a lot to say on DNS abuse. They pick up some recommendations that have already been made. They're already on the ICANN website, if you can find them.

Aside from one which is a bit contentious and was not agreed to in the working group, which is to have a specific dispute resolution process about DNS abuse, there are recommendations for renegotiation of the RAA, a difficult process but that could deal with DNS abuse because this report is actually a result of some of the work that's done on DNS abuse. It's interesting as to what it is and where it is.

The other recommendation, and it's at the very bottom of that report. Actually, it was not discussed in the working group so it's just a separate recommendation, but it's [a Jonathan Zuck one]. It's called Recommendation 5. It says we need a lot of data gathered in the same place to deal with DNS abuse. It looks like it's perfect something that ALAC certainly should take up, but there are some recommendations there that are really interesting and helpful that I recommend to you and, in fact, recommend to ALAC. Thank you.

TRANG NGUYEN:

Thank you, Holly. I'll address your comment about the ICANN.org website and the information and materials posted there. Yes, absolutely, I couldn't agree with you more. We have a lot of information that's on ICANN.org and is not always easy to know how to navigate and find the information.

ICANN org is currently working on a large initiative to redo the ICANN.org website. As part of this initiative, the intent is to make documents and information easier to find. The large part of this effort involves going through and tagging every single piece of document that's on the ICANN.org website right now and putting all of those documents into a document management system with the intent that everything will be tagged, easier to find.

There's separately a navigational issue of the website that will be addressed as part of the initiative. It's an initiative that will take a few years just because we're putting in a document management system on the backend, we're doing ICANN.org website and tagging hundreds of thousands of pieces of content. So it's going to take a bit of time, but hopefully the end result will be one where it will be an easier, more user friendly site.

From the registrant materials perspective, I agree. It's difficult to get to our landing page from the ICANN.org website homepage. We've tried to add a link under the quick links on the righthand side for registrants. We've tried to simplify the link to the landing page, which we include in all of the materials in our social media pushes. And we'll continue to

explore other ways to make it more easily apparent how to navigate to the registrant section of the site. But I think the navigational issues I think will be addressed as part of this larger website overhaul initiative.

BRYAN SCHILLING:

Thanks, Trang. I'll address the first point you raised, Holly, about the reports to the Ombudsman and the percentage being out of jurisdiction. And I'll also add to that the reports that come in to Contractual Compliance. When I had the slide deck that was showing their new granular level of reporting into abuse, I commented that's a potential source. The reason I said potential is because both the Ombudsman and Contractual Compliance, rightly so, maintain confidentiality around the reporting and the complaint process to foster and encourage individuals to speak their concerns and express them to the Ombudsman office and also to report info to Contractual Compliance.

Internally, we're starting to have that discussion about, are there ways that we can still maintain that confidentiality but yet pull useful information out of those reports both from the Ombudsman and Contractual Compliance that will help us analyze this in a little bit further and perhaps derive some more facts and trends really information out of those reported information for fostering discussion? But it's very important that the confidentiality of those reports continues.

ALAN GREENBERG:

Thank you, Bryan. No one else has their hand up, so I'll toss a few more in. On that very last point, it's true confidentiality is important but

there's nothing that stops the Ombudsman or Compliance from saying, "We can't help you. Do you mind if I pass your information and your contact information on to someone who may be able to not help you but to make sure that this kind of thing is addressed in the future?" We can always ask people can we violate their confidentiality so that in the future we will have ways of addressing this kind of thing. Just a thought.

Trang had said that focus groups are expensive, and indeed real focus groups are. But setting up a mailing list saying, "When we do something new, we'll put a note out that there is something new and, please, if you have any feedback, provide it" is not really expensive. It's not formally a focus group where it's managed and analyzed professionally, but it may give us some of the qualities that we want of an equivalent of a focus group.

I have a question for Trang. You said you're going to be putting in or you are putting in, in your information pages, what registrants can expect, for instance, at expiration time. When we started the PDP a few years ago, registrants had essentially no rights whatsoever. Once the domain expired, it could disappear immediately. On the other hand, most registrars gave registrants 30 days to take some action. We ended up with providing them with some rights but not necessarily great ones, and there is still a wide discrepancy between what they are guaranteed according to the RAA according to ICANN policy and what they can expect from many registrars if not all. Are you documenting both of those aspects or just what is guaranteed by policy?

TRANG NGUYEN:

Alan, in the educational materials, it's more around explaining what would happen to the domain name if it is not renewed prior to expiration and, related to that, what rights the registrant would have under the ICANN policy, while recognizing, as you mentioned, that the practices from each registrar vary. So we try to as much as possible be informative around what they can expect so that they can hopefully make informed decisions prior to the domain name expiring. Because as you said, once it's expired, there's a good chance that they will lose that domain name. They won't be able to get it back.

We're not really advocating one way or the other. We're simply as factually as possible trying to explain what rights they have under the ICANN policy, to the extent that we can what's likely going to happen, the variations in the practices of the registrars. So it's more of a factual explanation of what could happen not really advocating one way or another.

ALAN GREENBERG:

Okay, that doesn't address the question. It's not a matter of advocating. For instance, under the current policy, if a domain name expires, the registrar is now required to take it down so it doesn't work, which alerts people typically that it isn't working because they weren't required that. At that point, there's a 10-day period. In fact, many registrars give the registrant 30 days. I think it's important to say they are guaranteed 10, but you should check your registration agreement. Your registrar may offer you more service than that or more rights than that. I think it's important to point that out because that's the reality that the registrant is working with.

As I said, before the PDP was done, there were zero rights. But in fact in many registrars if you let it expire inadvertently because your e-mail address was no longer valid and you didn't realize it was expiring, then you probably could get it back. Not guaranteed, but you could. So there is a difference between the two, and I think it's important to highlight that the registrant should be looking at the registration agreements to see exactly what their rights might be in addition to what is guaranteed by ICANN policy.

Cheryl, go ahead.

CHERYL LANGDON-ORR:

Thank you, Alan. I just wanted to follow in on what you're saying there and come back to what you recognize and I'm sure Trang knows as well and Bryan is learning quickly one of my bugbears and that is that we constantly need to refocus our abilities and our effectiveness on how we outreach, to whom we outreach, and what the purposes of our outreach are.

Let's be honest, mom-and-pop registrants and small business owners and individual registrants are not wanting to know what ICANN is or does. So we may need to be also working on outreach and education and facilitation of trusted advisors locally who are advising mom-and-pop and small and medium and even large business in the global context about their domain names and in some cases managing or mismanaging their domain name registrations for them to make sure that we're empowering the registrant with as much accessible and

understandable information as possible and then find their way back to us as the ultimate resource and source as needs be. Thanks.

TRANG NGUYEN: Thanks, Cheryl.

BRYAN SCHILLING: I just wanted to focus in on a question that Holly raises in the chatroom about a document on what the RAA requires for a registrant. I know Trang and Brian have it in their content but also on the last page of the summary of safeguards that we published back in September, the link being in the slide deck here, we did briefly highlight the registrants benefits quoted directly from the RAA, so focused in on their benefits and responsibilities. It's short but back to the earlier point, Holly, certainly not the easiest to find. So as we continue to progress in making things easier to find, digest, and that, we can make that a bit more front-and-center.

ALAN GREENBERG: Thank you, Bryan. I'll point out something that I pointed out before, but it lives on. The RAA actually points to two different documents, both of which are required to be posted by registrars but in different ways. One is called Benefits and Responsibilities. The other one is called Rights and Responsibilities. I did have a registrar tell me, no, the two are no longer operable. They were merged. But they aren't. The RAA certainly still considers them two different documents and they're not merged. So you may want to focus in on that and make sure that's both

documented well enough and to perhaps put it on the list of things that maybe need to be fixed next time the RAA is amended.

We had a hand up before, but it has disappeared. Is there anyone else who would like to speak? We still have a little bit of time left. Actually, we have a lot of time left. We have a half hour. Holly, please go ahead.

HOLLY RAICHE:

Just a question maybe to Trang. Would it be possible if you develop materials to actually run it past the ALAC or ALAC members just for a bit of a looksee and maybe some suggestions? I'm just thinking it may be a role for something that a group of ALAC people or ALSes or something could take some material away and just comment on it. It's just a thought.

TRANG NGUYEN:

Thanks, Holly. We've heard a similar type of feedback from the Noncommercial Stakeholder Group when we met with them in Abu Dhabi. So Bryan and I have been talking and discussing. Obviously, we need to be able to leverage all of your expertise as a community in our work. We're just brainstorming how best to work with the At-Large as well as with the Noncommercial Stakeholder Group in our effort. How to best get your feedback both on the frontend and potentially on the backend.

Some of the feedback from the Noncommercial Stakeholder Group was could they provide input into what type of content or materials we write about and also how do we know that the material is hitting the

mark, that the writing is hitting the mark. So I think it's both. How do we work with you on the frontend, and then also how do we work with on the backend in terms of feedback on the content.

So we're brainstorming and thinking about that a bit. Once we coalesce on a plan, maybe we'll share it with both the At-Large and maybe with the Noncommercial Stakeholder Group to get feedback.

ALAN GREENBERG:

Just a comment to the At-Large folk on the call – and ICANN staff, don't listen please – the challenge is not asking ICANN to ask us for more information. The challenge is actually responding when they do. Just a thought to keep going.

Anybody else? We can end this webinar early. We have one more item on Next Steps, but any more questions, comments, thoughts? How often do we get a number of ICANN staff coming on to the call and saying, "Tell us what we should do"?

UNIDENTIFIED FEMALE:

Yes, exactly.

BRYAN SCHILLING:

Yeah, definitely, Alan. This is very much the remit of the Consumer Safeguards to focus on what you would like, and in particular the At-Large and the GAC – the Governmental Advisory Committee. While there have been others – I've heard from the IPC, the Business Constituency on areas that they want to – it's kind of looking for where

are some consensus areas. There's certainly some harmful activity out there to end users and consumers. The question is, what is within ICANN's remit?

Or even if it's not within ICANN's remit to do something about, there's enough in the community that are concerned about it and for this role and this department to be a spot where we can have discussions about it. It doesn't necessarily mean that ICANN is going to do something about it, but let's talk about it. Are there things ICANN is able to do about areas of harmful activity to consumers, or are there other third-party groups out there that are addressing it?

In particular, one of the things been brought up in the past is some of the voluntary efforts by contracted parties and the activities that they're doing on their own. Is that another potential area of data or information that we could look at?

So, yes, welcome the feedback to your comment in the chatroom there, Holly, about maybe at the next meeting we could talk about feedback and input and combine that to somewhat of, to use your term, Alan, a focus group. Is there a smaller group within the At-Large and elsewhere in the community that we could not add to everybody's burdens but foster that discussion? That would be fantastic, and I think it was something Sebastien mentioned in Abu Dhabi.

So thank you for the time today. I think that's all we have from our side on this. There are certainly more questions or topics. We're happy to continue having the discussion.

ALAN GREENBERG:

I just want to raise one thing that someone mentioned to me the other day. We were talking about blocking domains and the various activities associated with controlling malware and spam, and someone commented on the number of top-level domains that are completely blocked by some of the various groups that attempt to protect users. That's the kind of information that's never discussed.

It's not clear ICANN can fix that, but any time we have abuse that is associated with domains, I think it's an opportunity for ICANN to look at it and see if there is a policy we could write which might help us control this kind of thing or get our house more in order. It's not obvious it's within our domain, but until we talk about it there's no chance we're going to decide that, yes, it might be well within our remit if we look at it from a certain perspective. So I think these are important discussions that we have to have.

There is a hand up now, and it says [Christophe]. I don't know who that is, but speak up. We cannot hear you yet. Staff, I see the person showing up as the active speaker, but I don't hear anything at all.

YESIM NAZLAR:

Hi, Alan. I think he is trying to use his microphone on the AC. He's not speaking through the phone bridge now.

ALAN GREENBERG:

No, I understand that, but Adobe Connect seems to think they can hear him, but we can't. Alright, there's nothing we can do at this point unless you can put the comment in the chat. We'll give you a moment.

BRYAN SCHILLING: While the question is being typed, to your last point about blocking TLDs, I just wanted to draw everyone's attention to a blog that Dave Piscitello put up on ICANN.org on 1 November 2017, about reputation block lists. It's an interesting read and, just as you discussed that within At-Large and think if it should be something that should be a policy, I just wanted to make sure everyone had seen that blog post.

ALAN GREENBERG: I have not seen that. Any further comments? Then Next Steps, are you planning any open public meetings at ICANN 61 on this?

TRANG NGUYEN: On the registrant side I can answer that. On the registrant side we did hold an open session at ICANN 60. It wasn't very well attended at all, and there certainly were a lot of scheduling conflicts. But we did receive some very useful feedback. Given the attendance that we had at ICANN 60, I'm not sure. We probably would have to reconsider whether or not we have another open session on the registrant topic.

But certainly, we have promised the Noncommercial Stakeholder Group that we would meet with them to provide them an update on what we're doing on the registrant side. So we'll certainly be meeting with the NCSG. We certainly, if you like, can meet with the At-Large as well at ICANN 61. So I'm thinking more on the registrant side that we would have focused meetings with the relevant parts of the community to

provide updates on the work that we're doing and to further discussions around how to better work with those parts of the community.

ALAN GREENBERG:

Thank you, Trang. I'll ask At-Large staff to make a note to make sure that's one of our topics to consider. Given that we're talking three months out, certainly there will be a different world that we're looking at with things having happened. So it's probably worthwhile trying to put some time aside for that. Cheryl, please go ahead.

CHERYL LANGDON-ORR:

Hi, Alan. Thank you very much. Just a thought to follow on from [inaudible]. We should do more of this type of interaction. And based on what Trang was just saying about specific interaction with the parts of the ICANN community that have vested interest in registrant protections and registrant matters, I wondered whether at least from the ALAC/At-Large side we could put together a small ad hoc group of people that Trang and Bryan know they can reach out to on demand virtually with a simple e-mail to an informal list and should we then need to convene on a particular aspect or push out promotional and educational materials or whatever, a two-way type thing, that we could exercise that. I just thought that might be an interesting next step. I'm not wanting an answer now, but I'd like to prime people's thoughts and imaginations on that to see whether that could be useful. Thanks.

ALAN GREENBERG: Thank you, Cheryl. I think that's what I was getting at when I said an informal focus group in the form of a mailing list as the first set of interactions. So, yes, I would strongly support that. If there is such an interest, then I think we can find a few names to populate it pretty easily.

Anything further? Any final comments from Trang or Bryan?

BRYAN SCHILLING: Thank you for everyone participating and the great suggestions. We welcome further comments and suggestions at any time.

ALAN GREENBERG: Thank you, Bryan. Delighted to hear that.

TRANG NGUYEN: Nothing else from my side either, Alan. Thank you.

ALAN GREENBERG: Okay, then I thank both Bryan and Trang, and I will bring this meeting to a close. Thank you all for attending. Bye-bye.

[END OF TRANSCRIPTION]