AUTOMATED VOICE: This meeting is now being recorded.

BRENDA BREWER: Good day everyone, this is Brenda speaking for the record. Welcome to the RDS WHOIS 2 subgroup number 1, Rec 3 Outreach call on Tuesday April 3rd, 2018 at 12:00 UTC. In attendance today is Alan and Erika, from ICANN Org we have Alice, Jean-Baptiste, Lisa, and Brenda. This call is being recorded, may I please remind you to state your name before speaking for the transcript and I'll turn the meeting over to Alan. Thank you very much.

ALAN GREENBERG: Thank you Brenda, and Erika before you cough each time, please state your name so we know who is coughing. Alright, Erika have you had a chance to look at any of the various documents?

ERIKA MANN: I looked at some of them but not all of it.

ALAN GREENBERG: My short conclusion is they are a mess. They're a mess in that their tone is completely different, the registrant benefits and responsibilities, which was written first is a very legalistic document, or do I have it backwards? Sorry. One of them is a very legalistic document talking about all sorts of causes and responsibilities within the RAA. The other one is a very short and trust document very well, it says 'you' talking

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*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.*

about the registrant, instead of using the legal terminology, but it is very short and isn't inclusive, there is some overlap between the two of course, because they were written at different times and the first one was not revised. If you go into the portal, which is... our review of the portal overlaps with the single WHOIS interface subgroup. If you look at the portal there's a lot information there, it's not clear how it is organized, so it is not quite clear where you have to go. There are some things which are very good, but very hard to find. For instance, there is a primer on WHOIS, which is really a good overview, but you can't see it from the main page. Unless you happen to click on one of the top headings, it's invisible to you. Of course, there's lots of overlap and potential conflict with the other documents I mentioned.

There's also a bit of misrepresentation in some of these documents, they say things which are not quite accurate, for instance, one of the documents says that 'if you do not renew your domain name, the registrar must delete it within 45 days'. That is technically correct, except every registration agreement also has terms in it saying the registrar can at its own sole choice, simply take over the registration. So, it is not yours anymore, and therefore they can renew it for you, not for you, they can renew it for themselves. That doesn't come through if you look at just the words. Moreover the benefits, responsibilities, and rights of responsibilities, the WHOIS portal implies that one of them applies to the 2009 RAA, one of them is to the 2013, that's not accurate either. There's a lot of things, specific things that are wrong, I'm not sure it is worth trying to identify all of them. It's quite clear that this needs to be re-worked and all of it unified into a single tone and a single message.

On the other hand, it is certainly not worth doing that until the GDPR dust settles, and so I can see a report that identifies a selected number of problems with it and makes a recommendation that it needs to be redone, but that it shouldn't be redone until the GDPR interim model has settled. By the time we issue our final report, that should be well done. We may well be close, if we're lucky, to a final policy by then. At the timing I don't see problematic, but I'm not sure it is worth investing a lot of time in identifying problems or discrepancies with these documents when I believe they all need to be redone. The WHOIS portal itself, is pretty good. It needs a bit of framework to tell people where to go and how to find things, but the other documents certainly need to be adjusted to match it. That's my quick analysis. The other hard part of it is, the recommendation from the first WHOIS said explicitly, that you should go out and do a reach to groups not part of ICANN. There's no evidence I've found in the documents that we're provided with, including the written briefing, that that ever happened. On the other hand, I'm not sure where they would go and be well received to do this, so I think we need to discuss as an overall review team, was that a reasonable recommendation, do we make it again, or do we simply say that's just not a practical thing to do. To the extent you can Erika, I welcome any input.

ERIKA MANN:    Erika Mann. Alan, I agree with you. I have the page open and I was reviewing it for my work that I have to do on the consumer handle as well, just to see actually how it is designed. I fully agree with your point in that I would select an support you at push. The site is good, in general it is, [inaudible] outdated, so for people who work at sites all the time,

organization or [inaudible]. It's a little bit outdated, the model, so it is sometimes not easy for somebody to find information quickly. But, I agree with you in sense that it is a pretty good one. There are many principle things missing, you have the about WHOIS, you have the policies, you have to get involved, and the WHOIS complaints, but some of the basic issues, like the one that some of you just mentioned are totally missing. To find them, you would have to do a lot of screening before you actually will find the information. It's not easy, and if you do it typically, you end up in another loop where you have to click on another link and another link. So, it takes you forever to find the information you are searching for. It is not the way the website are typically done any longer. It is a bit, I don't know what we can do and I agree with you, we shouldn't get too much into shaping it, I agree with you.

ALAN GREENBERG:     Part of the problem is that something which is endemic in the whole ICANN website, not just the WHOIS micro site. For instance, if you go to the ICANN main homepage, you might know that there is a directory of staff somewhere, but the only way you can find it is by clicking on something like, resources to board. That opens up a sidebar, from there you can find it. Until you happen to be lucky enough to hit on a page with the sidebar, you will never find it. The same thing happens in WHOIS, the column about WHOIS includes four items on the main WHOIS page, but if you click on any of those, it opens up a sidebar with about six items on it. The other ones are invisible until you happen upon them by accident. So, that seems to be part of the design of the overall ICANN website, that's easy to fix, but a map of where to go is not quite

clear and of course, the other documents that are the WHOIS microsite is an ICANN effort but registrars don't necessarily point to it. Someone who looks at it as a domain name might not even know ICANN exists, and go to look at it. The documents and registrars must point to are completely out of it. I think the whole thing needs to be unified.

ERIKA MANN: Erika again, I agree with you Alan. I checked some of the registry and registrar pages, just to check how they relate to WHOIS, or to some other... I was looking for some of the other work I am doing in this field as well, and it's very fragmented, so there is no... in an ideal environment you would wish for some of the basic stuff, like consumer issues, like WHOIS compliance issues, or WHOIS updates, you would wish you would have a kind of uniform approach but that's not the case, it's super hard to find the information. I think what we should do maybe just state what we would wish to see, without going maybe even into too much depth, it really is probably not possible to achieve this. Maybe after the GDPR, the WHOIS environment changes and there is more willingness to look for a more uniform approach, but I'm a little bit doubtful.

ALAN GREENBERG: The problem is, two things I think. Number one, when the registrant rights and responsibilities were inserted into the 2013 RAA, there was no attempt to reconcile it with the benefits and responsibilities that have been put into the 2009. They are both in 2013, but there's not attempt to reconcile them, moreover, when they built the WHOIS

microsite, the portal, they didn't go back and update the RAA, for perhaps obvious reasons to point to it. A typical registrant will have no idea that ICANN exists or even go to look for this WHOIS portal. The main group of people it is aimed at will never find it. I think we can give a good sampling of ways that it's problematic today, but at that point the whole package needs to be reworked.

ERIKA MANN:                    Yes, I agree. It's Erika, I agree. It will, of course, depend to some degree on the repackaging on the degree on how the GDPR will be implemented, but independently from the final wording on the legal implications of the GDPR and WHOIS connection, it has to be something that changes. I think what has to change, we can already find some example and start working on it.

ALAN GREENBERG:                That's right, and any GDPR implementation is going to change a lot of the details of what it says. Which is the reason why it is not really worth going through it and cleaning it up, and then have to go back through everything to adjust it. But again, by the time our final report comes out, which is going to be sometime in 2019, hopefully the dust has at least partially settled by then.

ERIKA MANN:                    Yes, it should be much settled. The GDPR issue must settle. ICANN can't allow it to go on [inaudible] some of it here.

ALAN GREENBERG:          Wow, hopefully yes. But certainly by the time we issue our report it should be... we should have a better idea of what is going on. Whether it be the final version or not, it remains to be seen. If you could respond to my email adding whatever it is you've found, I think you mentioned one thing that was missing completely. Now I can't remember anymore what it is, we'll go back to the transcript once it is out, but if in the next day or two you can respond with anything that you've found that I've missed in my short email and then I'll fill out the various documents and try to get that, I am not sure it will be done by tomorrow, but we'll certainly try and make sure it's done.

ERIKA MANN:              [inaudible], I want to get this done, all of the work done today, so I'm block date for ICANN issues.

ALAN GREENBERG:          Alright, then I think we are done.

LISA PHIFER:             Alan?

ALAN GREENBERG:          Yes, go ahead.

LISA PHIFER:             I wanted to raise a couple of things to the attention of you and Erika. One, is that I've sent you a link to the registrar educational series as

neither of you mentioned that, I just wanted to make sure you did look at that as well.

ALAN GREENBERG: I'm not surprised that I may have missed your email, but I don't know what the registrant educational series is.

LISA PHIFER: It is a very basic site, or set of pages I should say, written for individual registrants in 2012, that is part of this educational outreach. Identified as one of your materials.

ALAN GREENBERG: It was?

LISA PHIFER: Yes.

ALAN GREENBERG: In the first past document?

LISA PHIFER: If you look at your subgroup page, I believe it might be the last link on your subgroup page.

ALAN GREENBERG: I did look at that page.

LISA PHIFER: It was identified in your briefing, I believe.

ERIKA MANN: Where is the subgroup page, I couldn't find it at all.

LISA PHIFER: Erika, if you go to the Wiki main page and click on the navigation bar, which ironically that does have a multiple level in the Wiki navigation bar. Under the main page there are subgroups, and then under subgroups, subgroup 1 is all the review team implementation subgroups. This group is of course, recommendation 3.

ALAN GREENBERG: I am on that page, tell me where on the page is this pointed to.

LISA PHIFER: If you are on the page of the WHOIS recommendation 3, number 3 outreach, scroll down to background documents.

ALAN GREENBERG: Sorry, I had flipped onto a different page. I was [inaudible], my apologies. Educational series, where does that go? That's under registrars, or somewhere. One of the problems in ICANN's website in

general is now that I am at that page, I don't know what it's hung off of. I see, it is under registrant rights, under registrars.

ERIKA MANN: I'm sorry, this is Erika. Where do you see where it is under?

ALAN GREENBERG: It's pointed to... if you see towards the left there is a red heading background documents, under the fifth sub bullet of the fourth bullet, sorry the fifth bullet.

ERIKA MANN: Why can't I see this? I see the title registrant educational material.

ALAN GREENBERG: Click on it.

ERIKA MANN: Yeah. I can only click on what is the domain name, what is the registrar.

ALAN GREENBERG: Yeah.

LISA PHIFER: Yes, exactly. That's it.

ALAN GREENBERG: This is another set of documents describing WHOIS and, this goes to videos?

LISA PHIFER: Correct.

ERIKA MANN: Videos?

ALAN GREENBERG: OK.

LISA PHIFER: I just wanted to make sure [inaudible]. I just wanted to make sure you knew this was part of the materials that were prepared, and navigation comments, got it. I also wanted to point out, you have previously asked ICANN Org to provide additional information about outreach to those outside of ICANN.

ALAN GREENBERG: I didn't know if I actually every officially asked that, or not.

LISA PHIFER: You did. Again on your subgroups Wiki page there are actions and if you go all the way over you will see that the response date for that is the 6th.

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ALAN GREENBERG:     I thought I cancelled that pending the written briefing. The written briefing doesn't address it so, you're saying that it is something that is still coming?

LISA PHIFER:     That's correct. I just wanted to alert you to that.

ALAN GREENBERG:     Thank you Lisa. Anything else before we end this meeting?

ERIKA MANN:     No, I am fine.

ALAN GREENBERG:     Thank you, take care of your voice Erika. Thank you Lisa and all the staff, it is always intriguing when we have more staff than we have volunteers on any given call. I thank you all for being here and I think we know where to go on this one, thank you all, bye-bye.

ERIKA MANN:     Bye-bye.

**[END OF TRANSCRIPTION]**