

APAC Webinars

Webinar - A Conversation With The ICANN Complaints Officer

Date: 22 August 2017, Tuesday | [Add to calendar](#)

Time: 03:00 UTC | 11:00 SGT | [Time zone converter](#)

Link to Adobe Connect Room: <https://participate.icann.org/apacmtgrm> | [Joining Instructions](#)

On **22 August 2017 at 03:00 UTC / 11:00 SGT**, Krista Papac, ICANN's first-ever Complaints Officer was in Singapore to hold a webinar with APAC community members. Krista discussed the objectives of the Office, gave an overview of the type of complaints that should be directed to her, and shared observations since the Office opened six-months ago.

The Complaints Office was established to provide a centralized mechanism to track complaints regarding the ICANN organization. For example, complaints about how a request has been handled, a process that appears to be broken, insufficient handling of an issue, or something that may be an indication of a systemic issue, among other things.

This webinar was a great opportunity for APAC community members to converse directly with Krista, to share suggestions or feedback for the ICANN Organization, and to ask questions.

For information about the ICANN Complaints Office, visit <https://www.icann.org/complaints-office>.

Agenda

1. Welcome and introduction by Jia-Rong Low, ICANN APAC Hub VP & MD (5 mins)
2. Introduction by Krista Papac (25 mins)
3. Questions & answers (30 mins)

Additional Information

[Adobe Connect Recording](#)
[Presentation Slides](#)

APAC Hub Webinar: Common Recurring Challenges for APAC registrars – Recent Lessons Learnt

Date/Time: 13 August 2015, 03:00 – 04:00 UTC

This webinar highlights common recurring challenges experienced by APAC registrars in recent months, specifically on 2 areas: (1) **Uniform Dispute Resolution Policy (UDRP) Implementation**; and (2) **Abuse Complaint Handling**.

ICANN APAC Hub staff shared these common recurring challenges and lessons learnt in the APAC context, and highlight what precautions APAC registrars can take note of to resolve or pre-empt issues.

Recording and presentation slides can be accessed here:

[Web Conference Recording](#) - Common Recurring Challenges for APAC Registrars – Recent Lessons Learnt

[Presentation Slides](#) [PDF, 576KB] *IP Ranges to Whitelist are available on Slide 26

For more details, please refer to the following agenda:

- Introduction
- Sharing on :
 - UDRP Implementation
 - Sumi Lee, Manager, Contractual Compliance
 - Abuse Complaint Handling
 - Howard Li, Registrar Services Senior Manager
 - Roger Lim, Senior Manager, Contractual Compliance
- Q&A

APAC Webinar – ICANN51 Readout Session & Policy Updates

Date/Time: 11 December 2014, 03:00 – 04:00 UTC

At the request of our community members, we were pleased to partner with our Policy Team for the last APAC Webinar of 2014. The session included readouts from ICANN51 as well as policy updates on WHOIS and New gTLDs (new generic top-level domains).

Recording and presentation slides can be accessed here:

- [Web Conference Recording - ICANN51 Readout Session and Policy Updates](#)
- [Presentation Slides](#) [PDF, 2.5MB]
- Questions & Answers

For more details, please refer to the following agenda:

- **Introduction to ICANN's Policy Team**
- **ICANN51 Readout Session:** Overview of major topics discussed, including IANA Stewardship Transition
- **Policy discussion on WHOIS:** Ongoing policy efforts and related projects - how do all of the many projects underway align with one another, and will there soon be a wide-ranging and thorough update of the longstanding WHOIS system?
- **Policy discussion on New gTLDs, IDNs and the Next gTLD Round:** As of end-2014, hundreds of new gTLDs have now been delegated (starting with internationalized domain names (IDNs)), what is ICANN and the community doing to review "lessons learned" from this current expansion round, with a view toward preparing for the next round?
- **Pre-ICANN52 Policy Update Webinar:** The ICANN Policy Team conducts a comprehensive Policy Update before each ICANN Meeting. The next one, just before ICANN52 in Singapore, will be on 29 January 2015 – what would the APAC community like to see covered?

Useful Links:

Community Work on the IANA Stewardship Transition:

- The Names community process: <https://community.icann.org/x/37fhAg>
- The Numbers community process: <https://www.nro.net/news/iana-stewardship-consolidated-rir-iana-stewardship-proposal-team>
- The Protocol Parameters community process: <https://tools.ietf.org/html/draft-ietf-ianaplan-icg-response-06>

WHOIS:

- The new WHOIS website: <http://whois.icann.org/>
 - What is WHOIS: <http://whois.icann.org/en/about-whois>
 - All Things WHOIS (update on current activities from ICANN51): <http://la51.icann.org/en/schedule/mon-whois>
-

Introduction to Registrar Accreditation & Policy Updates

Date/Time: 9 October 2014, 03:00 – 04:00 UTC

Our Registrar Services Team took us through the process of becoming an ICANN-Accredited Registrar during the APAC webinar on Thursday, 9 October. It was an opportunity for entities who are interested to apply to learn more about the required documentation, fee structure, payment methods as well as how ICANN evaluates applications.

In addition, the team also provided updates on the Additional Whois Information Policy (AWIP) policy and Inter-Registrar Transfer Policy (IRTP), which will take effect on January 31, 2015. The implementation of these policies will help registrants better understand their domain status as well as to ensure a smoother domain name transfer process between registrars. A Q&A session was held at the end of the presentation. The recording and presentation slides can be accessed here:

- [Web Conference Recording - Introduction to Registrar Accreditation & Policy Updates](#)
 - [Presentation Slides](#) [PDF, 1.5MB]
 - [Web Conference Recording - Consensus Policy Updates: IRTP and AWIP](#)
 - [Presentation Slides](#) [PDF, 211KB]
 - [Questions & Answers](#) [PDF, 318KB]
-

ICANN Participation in the Internet Governance Forum (IGF)

Date/Time: 25 August 2014, 03:00 – 04:00 UTC

With reference to the announcement on 18 August (<https://www.icann.org/news/announcement-2014-08-18-en>), a webinar catered to our time zone was hosted on **Monday, 25 August at 03:00 UTC**. The recorded presentation from the 22 August webinar was shared, followed by a Q&A session with Kuek Yu-Chuang, ICANN APAC Vice President and Managing Director. The webinar provided a brief overview of the ICANN related sessions at the IGF in Istanbul from 1-5 September, and was a platform for members of the community to discuss collaboration opportunities.

- [Web Conference Recording](#)
 - [Presentation Slides](#) [PDF, 395KB]
-

Introduction to Contractual Compliance

Date/Time: 14 August 2014, 03:00 – 04:00 UTC

For this webinar session, ICANN APAC Hub partnered the Compliance team to provide an introduction to Contractual Compliance, which included updates and clarifications to contracted parties on the most common issues noted.

A Q&A session was held at the end of the webinar.

- [Presentation Slides, Transcripts and Q&A Responses](#)

- [Web Conference Recording](#)
-

Becoming a new gTLD registry, what's next?

Date/Time: 12 June 2014, 03:00 – 04:00 UTC

ICANN's APAC Hub held this webinar to help new gTLD applicants and registries prepare for key steps in the process from contracting to accepting general registrations. These steps include onboarding, pre-delegation testing, transition to delegation, and Sunrise. The APAC Hub team also discussed how we can work more closely with you on your journey to becoming a new gTLD registry. A Q&A session was held at the end of the session.

- [Web Conference Recording](#)
- [Presentation](#) [PDF, 2.9MB]
- [Additional Questions & Answers](#) [PDF, 318KB]