
SINGAPORE – TLD Registry - Ongoing Operations
Wednesday, March 26th 2014 – 10:30 to 12:00
ICANN – Singapore, Singapore

UNIDENTIFIED MALE: It is Wednesday, March 26th, 2014. This session is TLD Registry – Ongoing Operations. We are in Ballroom Canning and the current time is 10:30 a.m.

KRISTA PAPAC: Good morning. Hello? Good, nope. Oh, there we go. Good morning, everybody. Give us just one second and we'll get started.

I guess we lost out to the Compliance session. Good morning, everybody. I'd like to welcome you to the Ongoing Operations Session for New gTLD Registry Operators. My name is Krista Papac and I am the Director of Registry Services at ICANN and I also have Francisco Arias, Director of Technical Services at ICANN joining me for this presentation today.

We've already covered one bullet point is the good news. The agenda for today is really to talk about the registry operators' ongoing obligations once you've become a registry operator, what ICANN's role is, and we wanted to try and provide some guidance for addressing common challenges.

What we've seen as we've now delegated a couple hundred I believe TLDs – or nearly 200 TLDs – into the root zone, I feel like we took a really long developing the applicant guidebook and the policy and the

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processes and what the implementation guide was. And once we started actually implementing this stuff, it went much faster than anybody anticipated; and so we find a lot of TLDs' registry operators are going live and they're not always cognizant – because it's that initial startup of the business – they're not always aware of the obligations they have to ICANN. Or really, to registrants. We thought it would be helpful to try to pull some of that information together and share with you today kind of a self-help guide of the things that you need to be doing.

We've been trying to improve the communication in the Services Department with registries and to give you the tools that you need to be successful in your deployment. If any of you were at the session on Monday, I talked about sort of our philosophy behind how we are presenting or how we're bucketing this information for you. Monday's session was really about onboarding and TLD startup. I refer to that somewhat as chapter one or phase one. It's really about once you sign your Registry Agreement, how do you get from that point to general availability?

This session, today, is what I am calling chapter two. It's really, again, about the ongoing obligations that you have as a registry operator. So what are the things that you need to be doing on an ongoing basis, when do you need to start doing them, and how frequently do you need to do them? That's really what this session's about.

Many of you are new to the industry and some of you have been around for a long time. For those of you, in particular, that are new your experience with ICANN has really been as an applicant rather than a



contracted party. It was a snapshot in time and it was kind of unique process and interesting relationship for everybody.

Once you become a registry operator, it's a new relationship. It's definitely a different relationship and the interactions with ICANN change. Every time you start a new relationship, it's really important to kind of set out the expectations about roles and responsibilities and who does what. That new relationship starts when your Registry Agreement is signed. Once that occurs, you eventually make your way to delegation, which is an important piece and the thing everybody really looks forward to. Then you transition to this phase that we're in right now which is what this session is about, which is the ongoing operations.

It wouldn't be an ICANN presentation if I didn't put the disclaimer out there first. I just want to make the point that this session is meant to help you be more successful. This is not a legal discussion. This is not a contract negotiation. This is really just about us trying to give you some tools. We may not cover every single point in the Registry Agreement. If there's something that's not in this presentation but it is in the Registry Agreement or the various appendages to it, you're still very much obligated to those. The contract always wins. Now we can get into the meat.

The goal of all of this is, for all of us, is to make sure that we have a safe, secure, and resilient operation of the gTLD namespace. One of the first obligations that you have are to pay registry-level fees. Registry-level fees are the transactional fees that have to do with domain name registrations. I'm not going to go into every single detail. What will



happen is this deck will get posted on the Singapore ICANN 49 website. You can download it and keep it for yourself. I'll just maybe step you through the first slide. We sort of summarize what the obligation is and then we tell you how frequent it's going to happen down at the bottom, in the details section and when you can expect it to begin. Next slide.

You're also obligated to pay what we call pass-through fees. As you know, under your contract you're required to have a sunrise and to have trademark claims notifications, and that's all facilitated through the Trademark Clearinghouse and the Trademark Database. There is a fee that ICANN pays to use those systems and that fee is passed through to the registry operator. There's the access fee, which is the one-time fee that you pay to have access to the Trademark Clearinghouse. That fee is due upon signing of the agreement, so you'll see an invoice shortly thereafter.

Then there's the RPM registration fee. For every sunrise and trademark claims registration, there is a transactional fee that occurs. The invoicing for that would come after delegation, because you can't sunrises until you've been delegated. Again, the frequency and when you can expect to see those fees being accumulated is on the slide.

You also have an obligation under the agreement to comply with consensus and temporary policies and also to implement them. Consensus policies are those policies that come up through the natural ICANN process and once those policies are developed by the community. There's also something called a temporary policy that you'll see in your agreement. Those are Board-adopted policies that are done



in a pinch, if you will, and are necessary to maintain the security and stability of the registry services or the DNS.

The other thing I wanted to point out on these slides is in the bottom of the slide, it gives you an indication as to where you can find this information inside your agreement.

Additionally, with the consensus and temporary policies, just for those of you who may not know this, part of the implementation of these types of policies is that ICANN will give you a reasonable amount of time to actually implement them. Once they're agreed to and they become capital-P-Policy, there's a timeframe that is communicated. You get an implementation notice and then there's a timeframe to actually implement that's communicated. With that, I'm going to turn over the more-technical aspects of ongoing operations to Francisco, who's much smarter about these things than I am.

FRANCISCO ARIAS:

Thank you, Krista. Hello, everyone. As Krista mentioned, this will be a highlight of some of the most important technical requirements in the escrow agreement – sorry, the Registry Agreement. The first one related to escrow.

At initial setup of the registry, one of the obligations is to engage an ICANN-approved escrow agent in order to submit later the daily deposits. There is a list of ICANN-approved escrow agents on the new TLD website. You can find them in the applicant corner. In order to comply with this requirement during PDT (pre-delegation testing, that is), you have to provide the escrow agreement and the letter of



compliance that will be provided by the escrow agent and that will be provided by the registry to the pre-delegation tester. This is something that has to be done once, only during PDT. Of course, it's effective at the start of the Registry Agreement.

Similarly, once during the life of the registry, if there is the need to change an escrow agreement, you will need to be sure to obtain ICANN consent to change an escrow agent before entering into the new escrow agreement with the agent. In order to do that, you will need to submit these documents to ICANN. This will apply every time you would like to change an escrow agent.

Continuing with data escrow, the core of the obligation with data escrow is to submit escrow deposits and send the respective notifications to ICANN. This is done on a daily basis. The requirement in the escrow agreement is at least one full deposit on Sundays and during the rest of the days, it will be either a differential or full deposit. This will be to the option of the registry.

Each deposit has to be accompanied by what is called a report of the deposit. This will go inside the deposit; and also a copy of this report will have to be submitted to ICANN using the registry reporting interface, to which you should have access immediately after being delegated. That is information that has been provided by you in the onboarding form in order to enable you to have access to this interface. As I said, this is a daily obligation to submit these reports and this starts at the moment the TLD is delegated.



Finally, regarding that escrow, there is the obligation for the registry to ensure that their escrow is delivering their verification notifications to ICANN within 24 hours of the deposit. This is similar to the report that the registry submits to ICANN, saying, “I made this report.” This is coming from the data escrow agent, saying, “I did indeed receive this report.” This is, again, something that is done daily.

Now, there are, in the Registry Agreement, the requirement to submit monthly reports to ICANN. There are two types of reports and they are required. The first of those is the [Registrant] Transactions Report. This is to report to ICANN the number of registration renewals, transfers, deletions, etc.

There is a second report which is called the Functions Activity Report. This is to report statistic on some of the registry services: the critical functions, DNS, EPP, RDDS, which is the WHOIS on the web-based interface. All of these reports, like I said at the beginning, they have to be submitted on a monthly basis. The deadline to submit those is 20 days in the following calendar month. For example, you will be submitting the report for February by the 20th of March. These obligations start at the delegation of the TLD.

Now, talking about one of the registry services that is required in the Registry Agreement that is WHOIS and the corresponding web-based interface. The specific requirements for providing this service are described in the Specification 4. It’s important to follow the format as it’s defined in the Registry Agreement, and also to ensure that you have all the fields that are described in there, to ensure compliance with this specification. This is important because the monitoring system that we



have, the SLA monitoring system (the Server Level Agreement monitoring system) checks the output of the port 43, the WHOIS service, and looks for all the elements to be there in order to consider it compliant.

Another obligation that is also included in the Specification 4 is to provide access to the zone file and here is three sets of [parts]. First one is provide access to Internet users that request of the service through the centralized zone data system to which you will be subscribed also as part of the onboarding process. This is granted once a day and you have to provide a zone file once a day. ICANN is operating the centralized zone data system.

In fact, if you are using one of the methods which is the zone file transfer using DNS, you will only have to provide it once to ICANN and then ICANN will pass that to the centralized zone data system, and also to the other obligation, which is the next bullet. According to the Registry Agreement, you have to provide access of this zone file data on a daily basis to ICANN and [inaudible], which is done also through ICANN. Like I said, this is a daily obligation and it starts at delegation.

Also in Specification 4, it's what is called [inaudible] registration data access to ICANN. This is in a weekly basis. You could see it as a subset of a full data escrow deposit that includes only the elements that you would typically see in a [inaudible] WHOIS registry. You will have the domain name, the registrar ID, [some of the creation] and updated dates but you will not have there the social data, the contacts and so on.



This data, this is an important thing to consider is the data that is expected to be there in the deposit it's the data committed to midnight UTC time on the date as chosen by the registry to deliver the deposit. The registry chooses the date by which they would like to submit this BRDA deposits. This obligation also starts upon delegation of the TLD.

Moving to Specification 5, this covers several types of reserved names. The way you reserve or handle these names depends on the category of the names. Some of the names cannot be activated in the DNS. Some others have to be in the DNS. For example, nic.tld, it's a requirement in the contract to have it activated. Some others can be registered and others cannot. I don't want to go into details on each of the specific categories, just would like to call your attention to please check the Registry Agreement Specification 5 and see details in each of the categories to see which ones have to be treated in different ways. We are monitoring this specification on a daily basis and it will be important to comply with it. This is effective on the date of the signing of the Registry Agreement.

I believe this is the slide on the technical requirements. It's the Service Level Agreement. This is Specification 10. Oh, I'm sorry, no, this is Specification 6 – the standards. Of course, this is very important in order to maintain the interoperability of the Internet, of course. Here we have the technical specifications for the critical registry services: DNS, EPP, DNSSEC, IDN, IPv6, etc.

Things to consider here, for example, in the case of DNS, we have seen a couple cases where the registry was allowing registration of domain names that are not compliant with the specification in the sense that



they were allowing characters outside what is called in the technical circle the “LDH rule.” That means Letters, Digits, and Hyphens. The names have to be only from that subset. Of course, in the case of IDNs, they IDN gets converted to an LDH ASCII form.

Also here in Specification 6, another thing to consider is the abuse mitigation section that requires registries to provide an abuse point of contact to ICANN and to publish this [abuse] contact in the website.

Also in Specification 6, we have the name collision occurrence management measures. Three important things here is there is a period of no activation of names 120 days from the effective date of the Registry Agreement. No names can be activated under the TLD with the exception of a nic.tld, which has to be delegated and used by the registry. The rest of the names cannot be activated during this period.

Another provision in that section is to avoid activating in the DNS names from the SLD block list if the registry’s using the alternate path to delegation. In these [mechanics], the registry will have a list of names that cannot be activated in the DNS. Important to know that these names, the registry’s allowed to register or allocate these names to third parties, provided that they don’t violate all their provisions in the Registry Agreement. However, those names cannot be activated in the DNS.

Lastly, very important, is to be ready to act in case a name collision is reported to ICANN. There is a reporting mechanism that ICANN offers to Internet users. If such report were received by ICANN – so far we have zero reports, despite the 350,000 names on the new TLDs that we have



as of today active in the DNS, we have had zero reports of name collision. However, that doesn't mean that there couldn't be one as we have more names in the DNS.

The registry has to be ready to act on a report by ICANN. This report has to be fast, has to act quick if there is damage that is being done. The way we will handle those, we will contact the emergency contacts that were identified by the registry. One thing important to consider is you can be called anytime of the day, so be ready to act if you receive one of these calls.

Finally, the Service Level Agreement, this is Specification 10. Be sure to be in compliance with the requirements described there, in terms of the response time of the DNS, WHOIS, EPP. The availability is also important to consider. The specific details, like I said, are mentioned in Specification 10. One of the things also mentioned there is that you have to maintain records of this compliance for at least one year. With that, I return to Krista.

KRISTA PAPAC:

Thank you, Francisco. Additional business requirements, if you will – that's how we sort of tried to divide this up. You need to uphold the rights to protection mechanisms that are outlined in Specification 7 of the Registry Agreement. That includes the Trademark Clearinghouse requirements, which are the sunrise and claims periods, uniform rapid suspension, and the dispute resolution procedures, which are trademark post-delegation dispute resolution procedure, registration restriction, DRP, and then the public interest commitments DRP.



You're also required to continue to maintain a continued operations instrument, or COI which I'm sure all of you are familiar with. You need to maintain your COI for six years from the effective date of the Registry Agreement. You cannot amend your COI without ICANN approval. If your COI is terminated or not renewed, you're required to obtain a replacement COI.

You're also required, under Specification 9, to abide by the Registry Operator Code of Conduct. I realize this slide is very difficult to read. We were trying to find a way to get the text in here but when you download the slides, it will be useful for you. Under the Registry Operator Code of Conduct, one of the first things you have on there is preferential treatment of registrars is not permitted. We've included the whole sentence, just to be as clear as possible on that point. You are required to use an ICANN-accredited registrar to register names. You cannot register names for the registry based on proprietary access to search or resolution information.

Then there's also additional requirements if you have a registry that has cross-ownership, so you have both the registry and registrar or that type of affiliation. As an example, one of the additional requirements if you have cross-ownership has to do with disclosure of personal data without giving equivalent access to other registrars. Another example is there's an annual review that you must conduct on your registry to certify that you're abiding by the Code of Conduct. I'm going to talk about that a little bit more on the next slide.

Once a year, if you have cross-ownership, you are required to conduct an internal review to ensure that you have continued to be in



compliance with the Registry Agreement’s Code of Conduct. That review needs to be signed by an executive officer of the registry and must certify the compliance.

You’re also required to abide by the public interest commitments. There are two types of public interest commitments. There are voluntary commitments and there are mandatory commitments. The first mandatory commitment is that you must only use registrars that have signed on to the 2013 RAA (Registrar Accreditation Agreement). Complying with voluntary public commitments, you only are required to comply with these if you submitted voluntary PICs, as we call them. Those that did submit voluntary PICs, those PICs were published on March 6th of 2013, last year. If you did submit a voluntary PIC, you will have that language included in your Registry Agreement when it’s time for you to sign.

The additional mandatory PICs that are included in Specification 11 are 4 mandatory PICs that apply to all registries. These are the PICs that were developed as a result of GAC advice for safeguards that apply to all registries. There are some mandatory PICs that apply only to certain types of registries, and it’s those that were subject to GAC category 1 advice. As an example, the GAC category 1 advice is for those registries that were considered by the GAC to be in highly-regulated sectors. Depending on the sector and where you fell in that advice, those mandatory PICs will be included in your Registry Agreement, based on where you fell into that.

Finally, if you are a community applicant, your Registry Agreement will have a Specification 12. That includes the community registration



policies. These are basically the policies that you set up yourselves, how you validate that people are a member of your community. Again, these registration policies were included in your application. When you do your contract with ICANN, we pull that information out of the application and include it in Specification 12. Of course, you're required to make sure that implement those policies and keep them going on an ongoing basis.

The next two slides are meant to be a summary of all of the previous slides, but it's summarized by timing – so what are the things you have to do continuously or daily. If you can flip to the next slide, Nicole? Then this is weekly, monthly, quarterly, annual, and as needed. This information is like all things. It wasn't easy to get it into a format that made sense but we hope that this is helpful. I would welcome, once you've had a chance to digest it and you download the deck, we'd love to get feedback on it because we want to try and provide tools that are as useful as possible to you guys.

The next section of the session is where we talk about ICANN's role in all of this. You guys signed contracts and have obligations to registrants and the greater Internet community, but ICANN has a role in this as well. Our goal is – and particularly on the Services Team – our goal is to support new registries and, of course, legacy registries.

One of the things that we do is we process registry operator notifications. You might give us a notification that you have made a change to the Registry-Registrar Agreement (RRA), so we need to process those requests. If you have a change in status of your registry, meaning you've become an affiliate or a reseller and you send us a



notification about something like that, we also process those. Then, of course, if you have notification of outage or maintenance, we will note that planned maintenance period and keep that in mind if there is any sort of emergency escalation services during that maintenance window.

ICANN also has an obligation to adhere to the covenants that are outlined in Article 3. It's those things that say that we, ICANN, have to operate in a transparent manner, that we have to apply standards and policies and things in an equitable fashion, that we have to put the registry operator's contact information in the root zone contact information page. And to the extent that we are authorized, we, ICANN, ensure that the authoritative root points to the top-level domain, that we maintain a secure and stable and authoritative database, and that we coordinate the authoritative root server system so that it's operated and maintained in a secure and stable manner. That was tough.

ICANN's role is also to monitor compliance with the Registry Agreement, and so to monitor and enforce compliance when applicable to both the Registry Agreement and consensus policies.

ICANN also performs contractual compliance audits. Those audits are limited to the representations and warranties in Article 1 and 2 of the Registry Agreement.

ICANN also has a role in responding to emergency situations should they occur. We've broken this out into two bullet points and an emergency back-end registry operator (or EBERO, as most of you are familiar with). When certain conditions exist, or basically, when services are failing, ICANN will reach out to you to resolve that. If those issues are not



resolved, then ICANN may escalate the situation to an EBERO of ICANN's choosing. Additionally, if ICANN does receive reports about name collision, [and name collision], we have a role where we relay those reports to the registry operator and try to make you aware of the situation so it can be resolved quickly.

I'm sure you'll be happy to hear this one. We issue information but more importantly, invoices. We publish certain data on ICANN's website. For instance, the list of ICANN accredited registrars that are party to the 2013 RAA. We also issue timely and accurate invoices for the various fees that we discussed earlier.

We also have an obligation to implement consensus in temporary policies. Once a consensus policy is established, we would collaborate with the affected parties – if it's related to registries, we would collaborate with the registries – to implement and provide the required tools that you need to abide by that consensus policy. It might be technology, it might just be framework. Then we provide a reasonable amount of time, as I mentioned earlier, to you to implement those consensus policies.

For temporary policies, it's basically a similar role that ICANN has but we also work to ensure that the temporary policy is very narrowly-tailored to address security or stability concerns, which is the point of the temporary policy.

Finally, the good part – or the fun part. ICANN's role is also one of engagement and communication. The Services Team in particular, we work to ensure that there's cooperative lines of communication



between you guys, the registry operators, and ICANN. We also, on the Services Team, work to ensure that a registry's point of view on various topics that impact them in particular or impact the ICANN model are taken into account within ICANN, the company.

From a tools perspective, we also have a role in developing tools when they're needed, that registries – that you guys – require in order to fulfill your obligations. For instance, you have to follow certain dispute resolution procedures. ICANN's role in that is we make sure that once the procedure is established that there's providers out there to handle those types of inquiries or complaints or what have you.

You're required to provide sunrise and trademark claims, so our role is to find a provider that can facilitate that interaction, just to give you a couple examples.

Also, finally, we work with you to – as we see new requirements coming down the road, we work with you in a collaborative fashion to help develop those tools.

That's the sort of educational, hopefully, piece of the presentation. We thought it might also be interesting to share some things that we've seen. Again, since there's been a couple hundred delegations, we've got a little bit of experience now with how this thing's going to roll out and some of you in the audience also have some experience. We're going to go into some examples of things that we see or just some helpful tips that we thought you would be interested in hearing about.

Before I do that, I thought I would maybe explain to you sort of the methodology of how we pulled this information together. What we did



is we pulled together a group of various members of staff at ICANN, and I think it was like a four-hour session. People just came and went, so nobody was in there for four hours. People came in and out of the room. We just asked for the different departments to kind of share things that they see on a frequent basis, where registries are getting stuck or hung-up and where maybe, if we could help explain this to everybody, that might help you guys not run into these challenges.

We pulled in people from the Registry Services Team but also from the Technical Services Team because they really deal with this stuff on the back-end, the systems that you connect to when used to report and do various technical things. We pulled in the Customer Service Center because they see all of your cases and inquiries. We talked to the Legal Department because they talk to you about your contracts from time to time. We spoke with Compliance because, of course, they're issuing notices and having interactions with you where they can see that maybe the information that you have hasn't been clear and we need to better explain it. Then, of course, Finance and our Operations Team. They're really sort of the business operations of the company, where they see some of the actual transactional stuff that comes and goes.

With that, we're going to go into a few – after that four-hour session, we went through and sort of short-listed some of the most common things that we see. We're going to provide them in the next slides. If it's okay with you, Francisco I think what we can do is I'll read what the situation is and then you can tell the audience if they find themselves in the situation, the best way they can navigate through it.



The first one has to do with DNSSEC. We often hear that people are receiving calls at odd hours of the night from the ICANN NOC (Network Operations Center) regarding failures of their DNSSEC service. What are ways to avoid this situation?

FRANCISCO ARIAS:

Thank you, Krista. These are actual real examples in which while our monitoring system is checking the registry services, it will detect something. Per the normal procedures, we notify the registry. We have seen that in cases the emergency contacts listed to ICANN have difficulty understanding why they are being called at such inappropriate hours, and so we have to explain what is happening, what is the emergency that they have to act upon.

Here I will say there are obviously the DNSSEC standards described in the Registry Agreement and also the operational practices that are also referenced in the agreement. It's important to have your technical operators to be familiar with this, have the proper procedures to ensure that, for example, in the case of DNSSEC, that the zone file is correctly signed at all times, that the signatures are not expired, which is something that we saw in a couple cases. Also, other samples in which there was something that looked like not compliance with the DNSSEC standards in which the signatures were shown in a strange way and it was causing failures in the validation of the zone file.

KRISTA PAPAC:

Thanks, Francisco. I just want to add something to that, because we actually worked on something similar together – or reinforce something



that you said, which is we have had situations where we need to get ahold of the emergency contact and they didn't understand why we were calling.

One thing I would maybe suggest is whoever you're listing as your emergency contact – and possibly your technical contact – in the contact information that you provide during onboarding, you want to make sure and make them aware that means they could get calls in the middle of the night. It's important to be responsive and to just make sure that they're aware that they've been listed as an emergency contact.

The next common situation has to do with the registry reporting interface, or what you'll hear us call RRI. The registry experience is that they're unable to log in to the RRI.

FRANCISCO ARIAS:

This is also a common situation that we have encountered with the registries and also with their respective data escrow agency. This interface is shared for both the registries and their escrow agents in order to submit, in the case of the registry, the monthly reports and their data escrow reports. In the case of the data escrow agent, it's the data escrow notifications.

We hope that with the launch of the GDD Portal, we make your life easier by providing an interface in which you will get immediate feedback, immediate validation of the entries that you are providing in your onboarding form. Hopefully, that will reduce the credentialing errors that we have seen so far. But in case you experience one of such



errors, I will recommend that you immediately submit a new case using the GDD Portal so that we can help you solve the issue that is behind. Thank you.

KRISTA PAPAC:

The next registry experience is that the – and I know from the conversations this week, this is one you guys have experience with, also – that the registry is receiving ICANN compliance inquiries or notices regarding issues with data escrow deposits. What’s the guidance there?

FRANCISCO ARIAS:

This [inaudible] similar to the other. Just ensure that your escrow agent has the proper credentials, that you have communicated those to them. Ensure that they are providing the daily notifications that they have to do.

KRISTA PAPAC:

The next registry experience has to do with monthly reports and compliance with the submission of those. Again, registries are receiving compliance notices that they haven’t submitted their reports.

FRANCISCO ARIAS:

Yep. This sounds so very similar to the [earlier] case, people have issues with their credentials or they are not aware that they have to provide these reports. I would also like to highlight some of the other issues that we have seen here.



For example, you are required by the Registry Agreement to have at least nic.tld from the beginning. That is, by itself, a transaction. You are creating a domain name so it has to be in the first report that you submit to ICANN.

There is also the special [registrar's] IDs that we have to allow you to highlight those types of transactions. For example, for those names that are like nic.tld, for which there is no billing for the registry, there is a specific code that you can use to signal that to ICANN. There are others, in the case of the transaction that are done by the ICANN SLA monitoring system or, for example, for the 100 names that the registry has allowed to activate in case they are acting as their own registrar and so on. Ensure that you are properly labeled in the transactions that you are doing and ensure that you have all the transactions that you have processed in a given month.

KRISTA PAPAC:

Another situation where registries are receiving compliance notifications, but these ones have to do with Zone File Access (which is the FA) and the Bulk Registration Data Access (BRDA).

FRANCISCO ARIAS:

In this case, it's you, the registry, that is providing access to us to these two types of sets of information. In the case of the zone file access, what we have seen is most of the registries have DNS zone file transfer activated for ICANN. In there, please ensure that you're whitelisting the IP addresses from ICANN so you allow us to get the zone from your servers, and also to have the [DSEC] key that is used to authenticate and



sign information that is exchanged between our servers and your servers to transmit this information is probably configured in your DNS servers.

In the case of BRDA, another thing to consider is that that information is being requested as cryptographically signed by you and we verified that. Please ensure sure that you have the appropriate keys in place and the signatures. If you have any issue and you need to change keys,for any reason, you can do it through the GDD Portal.

KRISTA PAPAC:

Another one about compliance. With respect to reserved and blocked names, getting notifications about those.

FRANCISCO ARIAS:

Specification 5 lists several types of categories of names that have to be reserved and note that here “reserve” has a different implementation depending on the category. Some names cannot be activated; others can be registered and so on. Please ensure that you are compliant with Specification 5. Like I said, we are monitoring the reserve names and we have seen some registries that activate some of these names when they shouldn't.

KRISTA PAPAC:

One thing we hear a lot, Francisco, is that people are still a bit unclear as to when they can start activating second-level domain names in relation to the 120-day no-activation period.



FRANCISCO ARIAS: Here, ensure you do not put any name in the DNS for the first 120 days from contracting. The only exception to this is nic.tld, that has to be delegated to yourself so that you can comply with the obligations related to WHOIS. Please ensure that you also have the WHOIS and web-based WHOIS available in the whois.nic.tld host name and do not activate any other name during that period.

KRISTA PAPAC: This is I think somewhat related. The next registry experience is: when can I provide my nic.tld URL, WHOIS server, or e-mail addresses to IANA?

FRANCISCO ARIAS: In this case, we have a small issue in the way we are handling things. We have a requirement in the Registry Agreement that says the registry has to provide an inconsistency, let's say. The Registry Agreement is requiring the registries to have whois.nic.tld as a host name where WHOIS and web-based WHOIS are [over]. However, we have a known issue in the IANA root zone management system that currently does not allow you to list that host name when you are delegating the TLD.

However, what you can do there is either leave it blank – it's not a required field – or provide an alternate host name. For example, something that is not within your TLD and you can change it later. Immediately after you have delegated your TLD you can go and make



the change to your IANA entry to have the correct host name listed for the WHOIS service.

Also note that if you cannot put a host name in the IANA profile, you are still required to offer the service under whois.nic.tld. I forgot to say that IANA is working to have this issue fixed and it should be ready in the next few days. I think [Kim] is saying next week.

KRISTA PAPAC:

Thank you. Centralized zone file access. Users of the Centralized Zone Data System (the CZDS) are complaining that they no longer have access to the CZDS. That's coming up quite a bit. Registries are receiving a high number of requests from previously-approved CZDS users.

FRANCISCO ARIAS:

The CZDS system, when it was launched, it will only allow the request to access zone to be for 90 days. Each time that request expires, the user will have to request again access. The registry has to approve that. We have made a change in the system and now you can offer access to users to 1,000 days. Hopefully that will help in this issue.

KRISTA PAPAC:

The next one has to do with the abuse contact info, another compliance notification about posting your abuse contact information on your web page.



FRANCISCO ARIAS: This is two-fold. First you have to provide this to ICANN and second you have to publish in your website. Make sure that it's not difficult to find in order to avoid compliance from people that cannot find your abuse point of contact in your website.

KRISTA PAPAC: Finally, the last one is about legal notifications. Registries are not clear on how to send legal notifications to ICANN or how to update or change their legal notices point of contact. I'm going to answer this one.

In the Registry Agreement, as far as sending legal notifications, if you look at Section 7.9 of the Registry Agreement, there's a very specific process there about the way that you deliver notices. One of the options, for instance, is a courier. I'm working from memory, but I believe you can either use a courier service or you can e-mail and have it followed-up by a snail-mail, for lack of a better word. I would encourage you to look at that section closely when you do need to send a legal notification to ICANN so that you can make sure you follow the process for legal notification.

As far as number two goes, how to update or change your legal notices point of contact, updates to this can be done through the GDD Portal now. The current process would be to log in and submit a new case work item, and in the case comments, just note that you'd like to change your legal notices contact from X to Y. Then, if we have questions, we'll reach back out to you.

With that, I will open up the floor for questions.



AMY BIVINS: We have a question from remote participant Alan Tan: “Regarding the per registrar transaction report, not sure if it’s the registry operator or the registrar who has to submit it. Please clarify.”

FRANCISCO ARIAS: Thank you, Amy. The requirement is for the registry operator to provide this monthly report listing all the transactions done by each of the registrars that are created within the TLD.

JIM PRENDERGRAST: Hi, Jim Prendergast with the Galway Strategy Group. Francisco, the reports that are required immediately upon delegation, like WHOIS and data escrow and stuff, why are they required immediately upon delegation if you can’t actually delegate any names for 120 days?

FRANCISCO ARIAS: You cannot activate names in the DNS, correct, but you can register or allocate names during that, subject to the other provisions in the Registry Agreement.

JIM PRENDERGRAST: I’m sorry, you can register...?

FRANCISCO ARIAS: You can register or allocate without putting the names in the DNS.



JIM PRENDERGRAST: Okay. All right, thanks.

UNIDENTIFIED FEMALE: This is [Serena] [inaudible]. We are expecting to get our first quarterly invoice in April. I expect that there might be issues. Is there any special contact to address questions or issues regarding invoices?

KRISTA PAPAC: Thanks for the question. If you have questions about your invoice, the best way to do that is to log in to the GDD Portal and submit a new case work item with your questions. You can still always e-mail newgtld@icann.org with your question. If it comes in through the Portal, the thing that's nice about that is it's directly tied already to your TLD; whereas when you e-mail the question in, we have to sort of associate it on the back end. But either one of those methods will work.

UNIDENTIFIED FEMALE: Okay, thank you. Second question: could you clarify a little bit about variable registry level fees, which is Section 6.3 of the contract?

KRISTA PAPAC: Sure. What's the clarification that you're looking for?



UNIDENTIFIED FEMALE: Fees a registry operator has to pay on behalf of the registrar under certain circumstances. Then we may re-invoice registrar, but to re-invoice, we will need statistical data.

KRISTA PAPAC: On the registry level fees, the variable fee is once you have over 50,000 transactions. You have to exceed that threshold in order to have the variable fee kick in. I'm not answering your question. Maybe try to rephrase it?

UNIDENTIFIED FEMALE: It's Section 6.3 of the Registry Agreement. I don't want to [inaudible] your time. Maybe right now, we'll let other people ask their questions.

KRISTA PAPAC: Okay. Maybe we can sync up afterwards and maybe we can look at the specific language and see if I can address your question.

UNIDENTIFIED FEMALE: Okay.

KRISTA PAPAC: Thank you.

ANDREW MERRIAM: Andrew Merriam, Top Level Design. I'm wondering how ICANN's tracking compliance with Spec 5, and I ask this question to the extent



that if an authoritative list of all the names – including all the country names and etc. – that need be blocked exists, why that hasn't been given to all the registries.

FRANCISCO ARIAS:

Thank you, Andrew. Good that you mentioned that. With the country names, it's something that we are not currently monitoring. We are working on compiling that list that you describe. We are in the final stages and we hope to have it ready soon.

ANDREW MERRIAM:

Thanks.

ATSUSHI ENDO:

Hello. Atsushi Endo from JPRS. Thank you very much for this session, very informative. Appreciate it. On your slide about the abide by the public interest commitments that's related to the Spec 11. On your slide, says it describes only Spec 11 1 and 2 but I think that – yes, it's 1. Registry operator has to comply with also with the 11.3 – yes. That's Registry – RAA [inaudible] Spec 11.1 and comply with a voluntary PIC [inaudible] is 11.2 and also that's 11.3. And the 11.3, especially the 3b says that the registry operator has to conduct the technical analysis of [inaudible] threads and keep the reports for the term of the agreement.

I don't know why you have not put the 3 on this slide. It seems to me that it's a continuous obligation so that very important things and I'd like to ask could you give us put the added tips about the 3b things as



the others that you have presented in the latter half of the session. We want to have information about how to comply with 3. Thank you.

KRISTA PAPAC:

Thanks, Atsushi. Yeah, Section 3 of Specification 11 has four different pieces to it. The first one is the provision that your Registry-Registrar Agreement (your RRA) has a stipulation in it that the registrar's Registration Agreements must prohibit what I like to call bad stuff from happening, like malware and trademark and copyright infringement, botnets, etc. I think, just covering that first bullet, explains why we didn't put it on the slide. It's quite extensive.

The second section of 3 is the one you were just referring to, which is to conduct a technical analysis in the registry to look for pharming, phishing, and etc., and to be able to provide those types of reports that you're doing that to ICANN, if we're looking for them.

The third section is you have to operate your registry in a transparent manner.

The fourth section is if your TLD is a generic string, as defined in that section of the Registry Agreement, that it cannot be exclusive use.

ATSUSHI ENDO:

Yes, so to clarify my question is 3b says that conduct the analysis and creating report, is there any specific requirements for the analysis and is there any format of the report or not? That kind of this is I like to know that.



KRISTA PAPAC: There isn't anything more specific than what's described in the Registry Agreement. One discussion we have had internally is: Would it make sense to develop some sort of standard format that we would want registries to provide? It's at the discussion level right now. There's a couple other reporting things that are required. One I mentioned earlier, which is if you have cross-ownership and you have to provide the annual statement that you're abiding by the Code of Conduct. We've also talked about: Would it make sense to create a template for that, as well? These are items that are under discussion.

I think, particularly with this one that you're asking about, if we were going to do a template like that, it would make sense to try to have a conversation – well, definitely with Francisco but also with registries to see if we're putting a format, if it's something that makes sense. It's not a complete answer right now but we are looking into that because it seems to be something that is coming up a lot.

ATSUSHI ENDO: Thank you. It's under process, I understand that. Thank you.

KRISTA PAPAC: Thanks, Atsushi.

JORDYN BUCHANAN: Hello, Jordyn Buchanan with Google. I have a lot of questions, so I'll start with the easy ones.



7.9, you talked about providing notices. One of the procedures in there does involve e-mailing. It says, “E-mail to an address specified from time to time.” Where is that specified and how would we know where to e-mail you?

KRISTA PAPAC: It’s a surprise. Let me get back to you on that.

JORDYN BUCHANAN: Okay, thank you. Number two, CZDS. Francisco, you said that we could now change the duration of the CZDS request. It looks like – at least, last time I looked – though, you could change the default but you couldn’t change an individual request. Is that still the case?

FRANCISCO ARIAS: Sorry, could you repeat?

JORDYN BUCHANAN: There’s a way in the CZDS tool to change the duration of all requests that you’re granting, but it doesn’t seem like you could change on a per request basis the duration of the zone file access that you were providing.

KRISTA PAPAC: The subject matter expert on that is actually not here right now. Let’s capture that question. Just to make sure I understand, Jordyn – and I think I do – you can either make all requests for 1,000 days or 50 days



or whatever number you pick, or you can make – sorry, let me say it again.

You believe that the change that we implemented is that all requests have the same duration, where you're asking if you can have more granularity where some requests have to be approved in 90 days and resubmitted and others can be up to 1,000.

JORDYN BUCHANAN: Right. It may be useful depending on the use case specified by the requester to be able to specify different durations for different requests.

BRET FAUSETT: [Inaudible]

JORDYN BUCHANAN: You can?

BRET FAUSETT: [Inaudible]

JORDYN BUCHANAN: I couldn't figure out how to do that. If that's possible, maybe like a cool cheat sheet on how to do that would be handy. I spent some time trying to figure it out.



KRISTA PAPAC: I want to thank Bret Fausett for providing the answer. I think you may or may not know Wendy Profit on the Registry Services Team, but Wendy knows the CZDS system inside and out. She probably reiterates the code in her sleep. Jordyn, we could even set up ten minutes with whoever on your team to sync up with Wendy and she can show them how to get through those things.

JORDYN BUCHANAN: Okay, sure, that would be great. Okay, now harder ones. Let's do the last one first.

Equivalent access, which is a requirement, do you guys have any guidance on behaviors that would run afoul? The language in the agreement I think has been brought up before. I think it's a little vague. It's hard to tell what might be allowed or not allowed. I see a lot of different practices developing in the community. It's hard to tell which are acceptable and which aren't. Is there any plans to provide some guidance to registry operators as to types of things that you're seeing that might not be okay or programs that would be okay? For example, ways of providing tiered access to marketing programs or support or things like that.

KRISTA PAPAC: We don't have anything like that at this time.

JORDYN BUCHANAN: Okay. Well, I guess this a request, as that would be incredibly useful for a very unclear part of the Registry Agreement.



The last one, just to follow up on Jim Prendergrast's point. He asked why we're obliged to upload various things when there's perhaps nothing very interesting going on – zone file access, in particular, seems particularly uninteresting during the first 120 days. I know the language in the Registry Agreement does require all of these things upon delegation, but that's because obviously that base language was written before the 120-day requirement was imposed subsequently, so I don't think it was contemplated at the time of that writing that this particular set of circumstances would exist.

I'm wondering if it might make sense to consider just an operational change in terms of requiring any of these things when either registrations are taken or zone file data is actually published other than the nic.tld case. There seems to be a lot of – an undue amount of – back and forth, I would say, between ICANN and registry operators on this point now and mostly asking for trivial and uninteresting files.

FRANCISCO ARIAS:

Thank you, Jordyn. A couple things there. The way we see things, we have seen things developing. It takes some time from delegation for registries to have everything put together and working all day, the different components of the technical onboarding. Even if immediately after delegation you may not be activating names – or even registering, depending on the choice of the registry or any other requirement – it will still take time before you are ready. It's probably better to start having all that done before you actually start registering names or activating them.



The other thing, why it's useful to have access to things – for example, the zone file access – we, for the monitoring of the reserved names, that's one of the two ways we monitor. We do a quick pass on the zone files and that actually has allowed us to identify issues with those reserved names so we immediately notify the registries so they can fix the issue.

JORDYN BUCHANAN:

I think it is actually incredibly helpful to be given, say, "Hey, by the way, you're going to have to do all this stuff and it doesn't seem like you're doing it right now." It seems like maybe early on, treating it more as an advisory function as opposed to an enforcement function might just save everyone a lot of time. The frequency of follow-up that is warranted from Compliance and enforcement function maybe is a little more time-consuming than is warranted under the circumstances? Might just be some fine-tuning of that program early on while it's in a ramp-up as opposed to a steady-state operation.

FRANCISCO ARIAS:

Yes, thank you, Jordyn. I guess we need to get back internally to you with an answer on that.

KRISTA PAPAC:

Jordyn, I have an answer for you on the e-mail address. The e-mail address is RegistryLegalNotices@ICANN.org. But more importantly, that is included in the welcome kit that's going to be completed and going



out soon. I'll talk about it a little bit more, again, in the wrap up. RegistryLegalNotices (with an S) at ICANN dot org.

JORDYN BUCHANAN: Is the expectation that you'll know this by reading the welcome kit and it will stay the same until you specify otherwise or is there going to be somewhere where it's specified and you look to see what it is at any given moment?

KRISTA PAPAC: Sorry, say that one more time?

JORDYN BUCHANAN: Is the expectation you're going to send us a welcome kit and it's going to include that information and then it will stay the same until you send us a new notification it's something else, or you're going to post the information somewhere and then whatever is posted is always going to be accurate?

KRISTA PAPAC: I'm sure we could figure out a way to post it somewhere. I think you're asking for it to be posted, right?

JORDYN BUCHANAN: I don't care. I just want to know how do we know when it changes, I guess, is the question, because the agreement says that you guys can change it from time to time.



KRISTA PAPAC: Yeah, if we were going to change it, we'd send you an official notification that it's been changed.

JORDYN BUCHANAN: All right, so we can rely on the address that we receive in the welcome kit until we hear otherwise.

KRISTA PAPAC: Oh, yeah, I see. I understand now. Yes, absolutely, you would use that one unless you heard something different from us.

JORDYN BUCHANAN: Great, thanks.

KRISTA PAPAC: Thank you for the question. For everybody else, Francisco is putting it in the chat, the e-mail address, as well. Yes?

SOPHIA FENG: Hi, this is Sophia Feng from KNET. The questions will be regarding the CZDS management platform. I'm wondering, is there any plan for ICANN to improve the CZDS platform functionality performances?

At the moment, we have three pain points that when we're using the platform. First of all, there's no user instruction handbook available at the moment [inaudible].



Second, the connection of the website is not very stable. Sometimes the platform sometimes took five minutes to load and even collapse and sometimes it works perfectly. This is going to be big issues for daily operation.

Third points is for most of the brand TLDs, their second-level domain are [now] very limited. Also, for the brand TLDs, due to the sensitivity of the information, they don't usually – or refuse orders on file [access]. Is there a possibility for the platform to designed for brand TLDs, especially, and is there going to be auto-refuse functionality? This could be something to think about, yeah.

KRISTA PAPAC:

Thank you. For the second – I didn't quite catch what your first question was so I'm going to address two and three and then maybe you can ask us one again – or points, I guess, subpoints.

For the second one, that's the first time I've heard feedback about stability but I will take that back and have the team look into that.

SOPHIA FENG:

Maybe to different regions. Maybe from access from Europe and America could be okay but maybe from Asia and from Chinas and also I heard someone from Taiwan is also could be the same and slow and sometimes, yeah.



FRANCISCO ARIAS: Yes, thank you. Let us take a look at that and we'll get back to you with an answer on that.

SOPHIA FENG: Okay.

KRISTA PAPAC: Thank you for that feedback, it's very helpful. Do you want to re-ask your first point?

SOPHIA FENG: The first one is there's no user instruction handbook for the platform. Is that anywhere available? Because we haven't seen it yet.

FRANCISCO ARIAS: I thought it was in the website, but as Krista said, Wendy's not here, who's the expert on the system. I guess we will need to get back to you on this.

KRISTA PAPAC: Thanks. Just to add to that, maybe after the session I can capture your contact information and get back.

SOPHIA FENG: Sure. Third question, the third one is more [from a] platform designed point of view and that could be something to think about. If you have any ideas, there's another request like this come to you.



KRISTA PAPAC: Yes, thank you for that. For the third question, what would be helpful is for additional – for feedback on CZDS or additional requirements or functionalities that you’d like to see, we encourage you to send an e-mail to the czds@icann.org with just some maybe bullet points about what would be useful and why that’s something that you’d like to see.

SOPHIA SHENG: Okay. Thank you very much. There’s last questions. There was an additional question regarding name collision issues. I’m just wondering whether there is any plan for ICANN to release blocked names in the name collision list after the 120 days after delegations. The question is for a lot of brand TLDs at the moment, there was one TLD that have 200,000 names blocked under that TLD. It creates a lot of internal issues for them to use the TLD.

FRANCISCO ARIAS: I think you’re asking what would be the mechanics to release the names in the SLD block list?

SOPHIA FENG: What’s going to be the next step for resolving the issues?

FRANCISCO ARIAS: We currently have in public comment the next phase of name collision mitigation measures, the framework. The public comment closes on 21st



April. It contains a proposal to release the SLD block list after a period of 120 days in which particular DNS records are inserted for those SLD block list as a measure to, say, notify and identify issues when people are using those names. We have the proposal in public comment. If that proposal is approved, then that will be the mechanics to release those names from the SLD block list.

SOPHIA FENG:

Do you have a specific timeline at the moment?

FRANCISCO ARIAS:

Since the public comment period closes on 21st April and then we have to update the proposal based on the input received, we think that May will be the earliest that [inaudible] proposal could be considered by the ICANN Board and New TLD Program Committee.

SOPHIA FENG:

Okay, thank you.

AMY BIVINS:

I have a question from remote participant, Yasmin Omer from ARI: "How long must a request for zone file access be pending until Compliance issues a notification to the registry requesting that the request be addressed?"



KRISTA PAPAC: That's actually a Compliance question that would be good to ask in the room I think just next door. I don't know, if, Yasmin, if they have somebody – I think that session's still going on – that they could actually ask it, because there's a real session going on on Compliance right now.

MIKE PALAGE: Wonderful interview. I was just next door asking a question and I was told you would have the answer, so I've walked over and got in the queue.

My question – and I was listening to this remotely and you did not answer it. This has to do with the PICs compliance. The question that I asked there was there was the RFP that ICANN issued regarding the panels that would constitute. Maguy said that they were looking to have something in place prior to London but you were the person that probably had the most detailed information.

Since that's something in Operations that is eventually going to happen – not yet, but will likely be happening – if you could shed any light into those panels or how they're constituted, their identities? I'll be quiet and will take any information you can provide.

KRISTA PAPAC: Thanks for the question, and yep, she was right. This is the right room. We just concluded a call for expressions of interest – I think it was at the end of last month- four panelists. We received I think close to 70, if I remember correctly, submissions. We've been going through them and



sort of categorizing them and trying to look at what the different skill sets are.

Then the next step is to create a shortlist of those panelists, conduct interviews. Then following that, we would go through the selection process, enter into contracts, and then [stand] the panel up. Yes, we're trying to get through all of that before the London meeting. That's correct.

MIKE PALAGE: Okay. Thank you.

FRANCISCO ARIAS: Sorry. Just before going to the question, [Ann] was sending me the link to the CZDS system pursuant to the question before, regarding a user manual for the CZDS [inaudible], the CZDS website. There is a link in Help that will provide guidance on how to use the system. Maybe that will solve the issue before. Thank you.

CAROLIN SILBERNAGL: Hello, Carolin Silbernagl, dotHIV. I have a question on name collision. In fact, I just want to get the information bulletproof. Did I understand you right that all the registries that have signed the contract up until now can adhere to the old solution of the topic, so 120 days from contracting plus block list? Can we rely on that, because, I mean, the question when our first names can be resolved is very vital for launching and marketing.



FRANCISCO ARIAS: The core mechanics is not a long-term solution in the sense, for example, you have the SLD block list and there is no way to release those names. The current proposal for public comment right now, the framework, it's what we think is a superior mechanics to handle name collision and it also provides a way to release those names. The plan here is to supersede the alternate path to delegation mechanics with the framework once and if it is approved by the ICANN Board.

CAROLIN SILBERNAGL: To get things clear, it can happen to me that I now calculate or plan with a resolution of the first names in our namespace 100 days from contracting, and once you approve a plan that is still up in the air and yet to be finalized, that this date can shift by at least 60 days, which is the period until the delegation that we have to expect in the further future?

FRANCISCO ARIAS: The key date, that would be a good cut-off date from the moment the proposal is approved. If your TLD, supposing the proposal stays the way it is now, if your TLD was delegated before that cut-off date, then you will apply the controlled interruption only to the SLD block list. If it's not, if it's delegated after the cut-off date, then you will have to apply the controlled interruption mechanics using the wild card for 120 days after delegation.



CAROLIN SILBERNAGL: Again, no planning security for new gTLDs between contracting and delegation? Thank you for that.

RONALD [SCHWERZLER]: Ronald [Schwerzler], dot[inaudible]. A question I'm sure you will not answer with a yes, or probably you will. We have some names on the collision list that we should really need for marketing purposes. Do you think there can be any exception like an applied for launch program or whatever to get one or two or three names off that list before this having to wait these 120 days or something like this? Can you mention any exception to [inaudible]?

FRANCISCO ARIAS: The proposal as it is in public comment now does not consider to have any exception to the list.

RONALD [SCHWERZLER]: Thank you.

[SEAN BASAYER]: Hi, Sean Basayer from [NewStar]. Just two quick questions, hopefully. First, could you flip back to the transaction reports slide earlier in the deck? I think it's the one with the different IANA IDs depending on the internal usage of the domains.

FRANCISCO ARIAS: Slide 45. Let me go to it.



[SEAN BASAYER]: Okay. In the agreement, the latest generic version – and I just looked up Africa’s one that was one, dot-africa that just was signed – it mentions that the IANA IDs should just be 99999 for the internal registrar. Here, it’s broken down to multiples. Is this documented in a document somewhere else, as well?

FRANCISCO ARIAS: What the agreement is for those names that are registered by the registry itself acting as a registrar. There is also other cases. For example, those names are the first two IDs that are listed there ending in 95 and 96, those are used in PDT. This was a case raised by, I believe, ARI. They proposed a mechanics to allow those names that were required during PDT to let them follow their normal courses of business to, let’s say, [die], expire. They needed a way to identify those names because they are not really – they can’t be properly identified using the 99 ID, since they are not really for the use of the registry. That’s why we provided those IDs and those are described in the guidance for pre-delegation testing.

[SEAN BASAYER]: Okay, okay. There’s 99998 and 99999. Once a TLD goes into production, it’s beyond PDT. The only IANA ID we should be using for internal registrars is 9999.



FRANCISCO ARIAS: Sorry, and I forgot about 98, which is used in the case of the 100 names in the Specification 5. The reason for the [transition] is the 100 names according to the agreement are to be billed to the registry so we need a way to identify between those that are to be billed and those that are not to be billed, which is the 99.

[SEAN BASAYER]: Okay, that makes sense. You may want to update – I don't see 99998 in the agreement, so maybe later iterations, you may want to put that in there.

FRANCISCO ARIAS: Thank you.

[SEAN BASAYER]: Sure. And then one other one. We've noticed that we're submitting – when we submit our escrows, we also submit a report to the API for ICANN to say, "Hey, we've submitted our escrows." We've noticed, in the past, it has taken a few days for ICANN staff to provision some of these TLDs in the system, so when we go to submit the report, it gives back an error.

Now, in our response, it said, "Well, we'll have it within four days." If we could get that done sooner, it would be helpful, because on our case, the entire job will – it's a [pageable] event, if that doesn't happen. Even if though the escrow goes, if that response doesn't come back positive from ICANN, it's an issue for us.



FRANCISCO ARIAS: Yes, thank you, Sean. We're indeed working in further automate the processes between onboarding and the actual systems that are behind doing the processing of this information. I don't have a specific timeline right now to offer, but we know the issue and we are working to improve the situation.

[SEAN BASAYER]: Okay, cool. Thank you.

ADRIENNE MCADORY: Hello, Adrienne McAdory, Atgron Incorporated. I was wondering, is there a registry liaison function? Because for those of us who are new to industry and didn't really understand the last 12 questions, when we hit our first PIC dispute resolution or UDRP or other things of that nature, is there someone we can call and say, "Okay, we've got it. We're struggling a bit. How do we handle these particular regulations?"

KRISTA PAPAC: Adrienne, just to clarify your questions, if you get a PIC complaint, who do you call? Is that kind of what you're saying?

ADRIENNE MCADORY: I thought it was the registry. We have to settle UDRP. We have to settle PIC dispute resolution issues.



KRISTA PAPAC:

Each of the DRPs work very similarly but also a little bit differently and their nuanced. Normally, you would receive a complaint or a report that there's a problem. Some of those come from a provider, like in cases of the UDRP or the URS or the different PDDRP, RRDRP. You would engage with the provider during that transaction and it would be worked out that way.

With the PICDRP, those reports come in through ICANN Compliance and then they would reach out to notify you that there's an issue. There's a procedure that's followed, which is the PICDRP (the PIC Dispute Resolution Procedure) of how you interact with the reporter. That's facilitated by Compliance, so you want to make sure you're dealing with the Compliance Department on that, because one point I actually wanted to make earlier is sometimes there are operational challenges occurring between ICANN systems and the registry systems. You might be working to resolve those, but if you're also getting a concurrent communication from the Compliance Department, you need to respond to those notifications, as well.

We've seen a lot of confusion about that, where the registries think that because they're dealing with the operational issue and somebody at ICANN is helping them with that that that counts as a response to the Compliance ticket and it doesn't. You need to make sure that you respond to the Compliance tickets.

That being said, if you're getting some sort of report from Compliance, you would respond to that but if you're uncertain as to whether – as you're uncertain as to what the situation is or if there is one of those operational challenges that I was talking about, you can submit a ticket



through the GDD Portal or a new case work item with your inquiry. The Registry Services Team or another subject matter expert inside the company would respond to that.

ADRIENNE MCADORY: Could you go back to the slide that talked about the Code of Conduct and what we have to do from the Code of Conduct perspective? There was one bullet point that I wasn't quite sure what you were looking for.

KRISTA PAPAC: I just realized it's eight minutes after the time. Maybe we can take it offline? I don't know if Pam – if you have a quick question, but I think we need to wrap up this session. We can talk at the end of the session, Adrienne. Go ahead, Pam.

PAM LITTLE: Yep. Pam Little from Zodiac Registry. Just have a question: when we will see the monthly reports of new gTLDs published?

FRANCISCO ARIAS: Yes, Pam, thank you. You sent that question last week and we're working on that. We should have it in the next few days.

KRISTA PAPAC: Okay, with that, I'm going to go ahead and close the session. I just want to thank all of you certainly for attending and to remind you that there is a welcome kit coming. It should be out, it's imminent. It's going to be



the first chapter, which is about onboarding and TLD startup, but we've already started the drafting of the second chapter which will cover this session. The second chapter closely aligns with this session and the first chapter closely aligns with Monday's session. Thanks, everybody.

[END OF TRANSCRIPTION]

