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BARCELONA – ICANN GDD: Registry Operator Round-Table with GDD
Thursday, October 25, 2018 – 08:30 to 09:30 CEST
ICANN63 | Barcelona, Spain

DENNIS CHANG: Good morning, everyone. Welcome, welcome, welcome. Come sit at the table, everyone. This is the round table, so you have to sit at the table. It's not exactly round, but it's close enough.

Good morning, everyone. This is the registry operator's round table, but all are welcome. It's an open session. So let's get started. My name is Dennis Chang, GDD Services and Engagement Program Manager, Program Director, whatever. But one of the duties that I have is conducting this meeting we affectionately called the "un-conference," right?

This is the only session where we come to the meeting without any set agenda. But we will set the agenda together. So, I think most of you have been to this before. Who's a first timer at this un-conference Let me see your hands. This un-conference. Okay, so, it'll be fun. If you haven't been to an un-conference, you'll get to know what this is.

So before we get started, let's do a round of introduction. And this is what I like to do starting here. If you've done this before, please state your name, your affiliation, and your ICANN age. And can you explain what ICANN age is for me?

YOSHI MURAKAMI: I think ICANN age is like how many years you've been coming to ICANN.

DENNIS CHANG: Can you explain to them?

DIETMAR LENDEN: Right. So, now I'm explaining to everyone. Oh, great. Thanks, Dennis. All right. Dietmar from Valideus. I look after brand TLDs. ICANN age -- how long have you been coming to ICANN meetings -- I think the last time I said I was 16. So what am I now, then? 16 and a couple of months, or whatever it is. So I don't think that quite counts, but 16 still.

DENNIS CHANG: 16 and a half, maybe?

DIETMAR LENDEN: Give or take.

YOSHI MURAKAMI: Yoshi, Valideus. I work with Jeff Neuman and Dietmar. And I've been coming to ICANN for 10 years.

DENNIS CHANG: 10 years old.

MICHAEL BAULAND:	Michael Bauland. I work for Knipp and I've been with ICANN for two years.
DENNIS CHANG:	You're only two years old? I thought you've been here longer than that.
MICHAEL BAULAND:	No, my first meeting was in Helsinki. Two years.
DENNIS CHANG:	Ah, okay.
ELMAR KNIPP:	Elmar Knipp. I stopped counting after 50 ICANN meetings. So, in that range.
DENNIS CHANG:	You're also with Knipp?
ELMAR KNIPP:	Yes. My name is Knipp.
UNKNOWN SPEAKER:	[Inaudible]. Dot Global. In ICANN years, 18.

DENNIS CHANG: 18? So far, you're the oldest.

UNKNOWN SPEAKER: I am.

SU WU: Su Wu, Dot Global. I think it's four.

LETICIA CASTILLO: Hi, Leticia Castillo. I'm ICANN staff with the compliance department. And a little over six years.

DENNIS CHANG: Six?

UNKNOWN SPEAKER: Hi, I'm [inaudible]. I also work with ICANN contractual compliance and I'm one year old.

DENNIS CHANG: Welcome.

UNKNOWN SPEAKER: [inaudible] contractual compliance, ICANN org, five years.

DENNIS CHANG: And you're from Istanbul, right?

UNKNOWN SPEAKER: Yes.

DENNIS CHANG: Nice to know.

JODY KOLKER: Jody Kolker. GoDaddy. Six years.

BRICK WILHELM: Brick Wilhelm, Versign. Thirteen.

RICH MERTINGER: Sorry. Rich Mertinger -- I have a cold -- with GoDaddy. Five or six years.

DENNIS CHANG: Okay. Jim, you have to sit at the table. Come on. There's plenty of room. It's okay. Other people are leaving soon, so please come. You have to sit at the table. No exceptions. Go ahead.

UNKNOWN SPEAKER: Hello. [Inaudible]. I work with the French national cyber-crime unit. So I'm not a part of the world, but I'm a newborn, and very interested in what you're doing.

DENNIS CHANG: Oh, great. You're a newborn.

UNKNOWN SPEAKER: [Inaudible] with ICANN staf, Registry service and engagement. Almost five years.

KARLA HAKANSSON: Hi, Karla Hakansson. ICANN staff, registry services. Six.

DENNIS CHANG: It's been more than six, right? ICANN world?

KARLA HAKANSSON: I'm 29.

DENNIS CHANG: Nobody can be older than 20, come on.

KARLA HAKANSSON: All right. 10.

DENNIS CHANG: Okay, that's good.

RUSS WEINSTEIN: Russ Weinstein, ICANN staff.   Director of registry services and engagement. And six years.

DENNIS CHANG: Six years.

AARON HICKMAN: Aaron Hickman. ICANN staff. Director of operations. Five years.

DENNIS CHANG: Five.

YUKO GREEN: Yuko Green. ICANN staff. GDD operations. About six years old.

DENNIS CHANG: Six years old.

GRANT NAKATA: Hi, Grant Nakata. ICANN staff. Global implementation team. And about five years.

DENNIS CHANG: Okay.

JENNIFER SCOTT: Jennifer Scott. Senior director of contractual compliance. Just over five years.

UNKNOWN SPEAKER: [Inaudible], Dominion domains registries. Just one year.

DENNIS CHANG: Welcome.

CRYSTAL ONDO: Crystal Ondo. Donuts. Five years.

JIM GALVIN: Jim Galvin, Afilias. 15 years.

DENNIS CHANG: 15.

PAUL DIAZ: Paul Diaz. PIR. 14 years.

DENNIS CHANG: 14.

ANN AIKMAN SCALESE: Anne Aikman-Scalese. I'm with Lewis Roca Rothgerber Christie. We're an intellectual property firm, in part, general firm from the southwest in the U.S. And ICANN age is eight years since the 2010 San Francisco meeting.

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DENNIS CHANG: Oh, welcome.

MIGUEL ALKTUN: Hello, good morning. My name is Miguel Alktun. I work for Netnod, a Swedish company. I've been with ICANN for two years.

DENNIS CHANG: Two years.

UNKNOWN SPEAKER: [Inaudible] with dot Berlin, dot Hamburg, and also dot [inaudible], representing a couple of clients. I'm on the product brand side. I've been with ICANN for 12 years.

DIRK KRISCHENOWSKI: Dirk Krischenowski with dot Berlin and dot Hamburg for 13 years.

NELI MARCHEVA: Neli Marcheva, [inaudible], about six years.

MARTIN KÜCHENTHAL: Martin Küchenthal, LEMARIT. I think six or seven years; it feels like more this morning.

DENNIS CHANG: Indeed. Let's see. George? Come, please. No, you have to. That's one of the rules. Francisco, up here please. Okay. Go ahead and introduce yourself and your ICANN age. George?

UNKNOWN SPEAKER: George [inaudible]. ICANN org as well. Three-and-a-half years.

DENNIS CHANG: Three and a half.

MUSTAFA KAMAL: Mustafa Kamal. I'm working as Director General Bangladesh Telecommunication Regulatory.

DENNIS CHANG: And how old are you?

MUSTAFA KAMAL: Me?

DENNIS CHANG: ICANN age.

MUSTAFA KAMAL: This is my first time in ICANN.

DENNIS CHANG: So you're a newborn. Okay, good.

MUSTAFA KAMAL: Infant.

FRANCISCO ARIAS: Francisco Arias, ICANN org, I've been in the industry for 20 years.

DENNIS CHANG: 20 years? I think he's the oldest, right? Let's see.

RUBENS KUHL: Rubens Kuhl, NIC.br. Seven years at ICANN.

DENNIS CHANG: Seven years. Welcome everyone. Did we get everybody? You snuck in. I didn't even see you. Where'd you come from?

JEANETTE HELLER: Jeanette Heller, InterNetX. About five years.

DENNIS CHANG: Five years. Very good. Welcome everyone. Okay. So, a brief introduction to the un-conference. The way this is going to work is that we're going to take a poll, take suggestions on the topic of the morning. So, anybody can suggest the topic. Whatever you're

interested in, this is your meeting. This is not the staff, you know, presenting anything. We have nothing prepared for you.

So what we'll do is raise your hand and call out any topic that you would like to talk about -- you have questions, you have comments, you have something to share with the group -- and then we'll get a list and we'll take a vote. And whichever topics that gets the most votes with the time remaining is what we are going to talk about. Is that easy to understand? Yeah? Those newborns understood?

Okay. So, you got up early this morning and came here with a purpose right there. So there's a reason. So, let's see. Who wants to suggest a topic? Including staff. You guys can suggest a topic, too. Go ahead.

MARTIN KÜCHENTHAL: I would suggest the topic about experience with a transition of escrow providers.

DENNIS CHANG: Escrow service provider transition.

MARTIN KÜCHENTHAL: Exactly.

DENNIS CHANG: Good.

RUSS WEINSTEIN: About communications from ICANN to the registries?

DENNIS CHANG: Chris, come sit. You have to introduce yourself. Who are you? Are you going camping this morning? Just kidding. Go ahead. Speak into the microphone.

CHRIS BARRY: Chris Barry. Six-and-a-half years.

DENNIS CHANG: Thank you. Anybody else have a topic you want to talk about? After a whole week of ICANN meetings, did you get all of your questions answered? Go ahead, Crystal.

CRYSTAL ONDO: Chris Ondo, Donuts.   Can we put ideas and guidelines up there, please?

DENNIS CHANG: Good one. Anybody else? Any other topic? No? Go ahead, Martin. You can suggest more than one.

MARTIN KÜCHENTHAL: Well, we have so much ICANN compliance stuff here. Maybe if there's time for this -- and I know that there's been talk about this week, but

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this audit that's underway. Maybe, if there's time, we could talk about that.

DENNIS CHANG: Okay. Audit, coming your way. That's four. You have a suggestion? There's four topics. I think we can -- okay, go ahead.

UNKNOWN SPEAKER: What if we could create a unique access to all the registry database for law enforcement?

DENNIS CHANG: What would you call that topic?

UNKNOWN SPEAKER: Contractual problem. It could be.

DENNIS CHANG: Something with law enforcement? Even access to date or something like that?

UNKNOWN SPEAKER: Yeah.

DENNIS CHANG: You're talking about you --

UNKNOWN SPEAKER: Post GDPR and a way to fight bad guys all together.

DENNIS CHANG: Okay. Alliance in fighting the bad guys. Anyone else? No? Okay, so we have, let's see, five topics. How much time do we have left? 45 minutes, five topics. 10 ten minutes per topics. I think we could actually go through all of it. But let's take a quick vote so that we can go in order.

The first topic. Number one: experience with transition of data escrow provider.   Raise your hand if you want to talk about this; this is something that you're interested in. Quick count: one, two, three, four, five. I see five hands. Okay.

Next topic: communication from ICANN to registry operators. Who wants to talk about this? Raise your hand. One, two, three, four, five, six, seven, eight. Eight hands.

Number three topic: idea and guidelines. That's the implementation of idea and guidelines. One, two, three, four, five, six, seven, eight, nine, ten. A lot of interest in idea; that's good. Compliance and audit, coming your way. Who wants to talk about compliance? One, two, three, four, five, six, seven, eight, nine, ten, eleven. Well, compliance, you're so popular. Aren't you glad you came?

Okay, next: access to data, post GDPR. Fighting the bad guys all together. Oh, yeah. One enthusiastic hand right there. Two, three, four, five. Five hands.

Okay, so I think we have our -- let me see. So, I think the highest number was the ideas and guidelines, right? Compliance -- excuse me. Compliance audit was the most popular topic, followed by ideas and guidelines, communications from ICANN to ROs, experience with the transition to data escrow provider and access to data. Those last two got the same vote.

So we're definitely going to cover the first three topics, and if we have time left over, we can go over the other two. Is that okay with everyone? Yeah? Nodding of heads. You guys still awake? Let's start. Compliance audit. Let's see, who suggested this? Can you kick us off with giving us a little more about what you had in mind?

MARTIN KÜCHENTHAL: Yeah. Actually, I did not expect that people are so eager to talk about that. But there has been a lot of the information already about it this week, I just have one main topic. And that is what is not clear for me. I heard about the scope and there's been some communication between some registry operators are responsible in compliance about which registry operators are chosen.

I heard it's all, but I don't understand why I only have one e-mail. I really want to understand how this works. We could find out which it was, but I really don't get why we only got one e-mail; that's a first. And the second is what really is the idea behind that this kind of audit? I haven't got it.

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JENNIFER SCOTT: Thanks, Martin. This is Jennifer Scott from contractual compliance. We've talked a few times with the community and registries about the audit this week, but happy to clarify further. A pre-audit notification did go out, and it was intended to go out to all registry operators. So, you know, depending on how you have your contacts set up, if you have more than one top-level domain, you may have received more than one notification. But if it's the same contact information for each TLD, then you might have only received just the one.

But it is intended to cover all registry operators and TLDs, and a list of those TLDs will be posted on ICANN org at the audit program website shortly. So, there's no confusion about that across the community or the registry operators. And I was just going to address the second part of it on the scope. It is limited scope registry audit. So, in the past, we've conducted a full audit where everything within the registry agreement is within scope, but this one's limited to looking at DNS infrastructure abuse and the requirements that are in specifications 11.

UNKNOWN SPEAKER: Thanks, Jennifer, for clarifying. This is for [inaudible], from dot [inaudible]. We also have the same issue. We just received one or two e-mails, although there should have been much more. So, maybe you can double check whether all registry operators or all TLDs of operation, really did receive the notification.

Another recommendation or suggestion I would like to notice. We just received a general note saying that we're supposed to be included in

an audit, but there's no reference to the TLD that is applies to. Yes, we can check with the e-mail address which TLD it belongs to, but it would be much appreciated for greater efficiency to see to which domain TLD it refers to.

JENNIFER SCOTT: Thanks, Katharine, for those comments.   We have had some discussions with a few other registry operators and gotten similar feedback.   So we'll be taking that back and proving the communications for next time, for sure. And that's also a reason why we're publishing the list of TLDs, which would be something that we do for all audits going forward, so everyone can see who's in the audit right on the website, so there's no question about it.

DIETMAR LENDEN: Hi it's Dietmar, from Valideus. Jennifer, just a real quick question. Can you confirm what e-mail address this was actually sent to? Because I'm not trying to catch anybody out, here, but we had e-mails going out to different e-mail addresses, and having exactly the same problem where we have, what, 50 TLDs and we're getting three e mails. And the e-mail address for each TLD is completely different.

So I would expect 50 e-mails, effectively, in my inbox. But I got three. And also, it went to different people as well, which is a bit odd, so I'm just curious as to get an understanding what e-mail address this was meant to have been sent to. Thank you.

JENNIFER SCOTT: Sure. So I don't have the exact information for you, I can get back to you. I know generally compliance uses the compliance contact, the primary contact, and sometimes the legal contact that are housed in the naming services portal. So, I'll have to take this back to the audit team and find out for sure which one they were using.

Having said that, I do know that whatever contacts were pulled, there was an issue with that list, so it might not have been complete. Which could have also been the reason that it didn't get to everybody you expected it to get to. And we've also done an analysis of the list that was used and have cleaned that up for future use as well. So, sorry about that if we didn't get it right.

DIETMAR LENDEN: Just a real quick follow up -- it's Dietmar again -- as it's a compliance audit, I just assume it would go to compliance. Seems like a logical place to go to; not necessary a primary contact or a legal contact, because those people, in our environment, might not necessarily be as involved, or engaged, or even understand why they're getting an e-mail about certain things.

Whereas, the compliance contact would, theoretically, know what they need to do. So, just a recommendation. I know we're kind of feeding into the second section over there, which is communications. But, anyway.

DENNIS CHANG: Yes. I was just noticing that that's what we're talking about, really. So we might want to just combine the two topics -- Russ, if you don't mind -- and just continue the dialogue about communications. But what I'm hearing is that compliance contact is definitely the one that was meant to go to. So, if that's not happening, than I think we really do need to follow up and find where the gap is, because that was the design and that's what you want and that's what we try to do. But it didn't quite work, right? Okay.

MARTIN KÜCHENTHAL: I just want to support that, because I really cannot understand that -- purely technically -- what has happened. And I cannot see -- it's Martin Küchenthal, for the record -- what Katharine said, it should be impossible to put the name of the registry operator in an e-mail. It's also just -- and with regards to the third topic, it really brings down the necessary communication with ICANN.

Not that we don't want to talk, but everybody should know immediately when they an e-mail what it's about and which TLD is it for. Is it only Katharine, Dietmar, and us, too who have this experience with only one e-mail or very few e-mails, or does everybody? I just want to understand that.

DENNIS CHANG: Hey, Gwen. We're talking about communications to the registry operator. Yes, please, come in and have a seat. Here's an empty seat here. Yes, let's just wait until Gwen joins us. It's perfect timing. And I

want everybody to know who Gwen is, too. So, you have to introduce yourself by name, affiliation, and your ICANN age. You've done this before, right?

GWEN CARLSON: I have, but I haven't had coffee this morning, so I'll try to get it all. My name is Gwen Carlson. I'm a senior director of communications at ICANN, and my ICANN age feels about 50 but it's almost five.

DENNIS CHANG: Five years already? That's great. Okay, so we're talking about the communications from ICANN to registry operators, and we have just uncovered an issue where a compliance audit e-mail notice has gone out and it was meant to go to all the compliance contact, but we're uncovering that some of the compliance contacts have not received that e-mail. There's something going on.

And a question was asked, is this just limited to a few registry operators, or have other registry operators experiencing this, too? And we'd like to maybe go around and find out. Go ahead, Crystal.

CRYSTAL ONDO: Crystal Ondo, Donuts. We have 241 TLDs and I only got two e-mails, which is fine, but it also went to the previous registry operator -- a TLD we acquired almost a year ago -- and he forwarded it to us saying, "Hey, I'm not doing this anymore, so you might want to know about

this." So there definitely was a problem. But in general, I mean, I'd rather get two e-mails than 241. So thanks for that.

DENNIS CHANG: Go ahead, Jennifer.

JENNIFER SCOTT: So that was one of the issues I was referring to previously is that the list that was used may have been an outdated list, and we caught that for next time. But the intent is, like I said, to publish all of the TLDs that will be under the audit, not only for this round, but for future rounds, so that hopefully if there are any e-mail issues -- because it's difficult to send it out in a very customized way to 1,200 contacts. Plus, for entities that have more than one TLD, we want to dee doop that list so you're not getting 214 e-mails.

But, you know, we've seen all of that. We're addressing it. And again, apologies to everyone who was confused by the communication.

DENNIS CHANG: Go ahead.

BRICK WILHELM: Brick Wilhelm, Verasign. We were also confused. We don't have as many as Crystal does, but we have a number. As a registry that services a very large number of registrars, we understand the difficulty

of dealing with a large number of contacts and maintaining them as being up to date. But it is a problem that is solvable.

And I can assure you that if we had sent out a notice that was so badly -- that had something in common with the way that this one had happened, that Karla's inbox -- she's our registry rep -- would have overflown with complaints from the registrar community about the way that we handled it. So, yeah.

DIRK KRISCHENOWSKI: The wrong e-mail, one of you reported here, brings up another problem with the name service portal where you can change your personal data and other contact data.   And I found it incredibly difficult to change some data. I ended up in a battle with was the customer support person, and then at the end, they said, "Yeah, there might be a mistake; we're working on it." This was a year ago, and I never logged in again to try to change something.

DENNIS CHANG: That's new to me. You're having a similar experience because you're having trouble changing your own information on the naming services forum?

DIETMAR LENDEN: So this is Dietmar again. And this is not on topic, but yes. The naming services portal is an interesting new tool that's been developed by ICANN. It's not new now, it's a year old. But one of the functions that

was supposed to happen was you were able to log in and alter your contacts.

So let's say a primary contact, for example. You don't actually have that functionality to change the actual contact. You can remove an e-mail address, for example, or remove a name. But if the contact is not in the system already, you can't put the new contact in. But there's no place to put a new contact into the system other than through a case, as far as I'm aware; maybe I'm doing something completely wrong.

DENNIS CHANG: I think that's by design. Can someone explain how it should work? Aaron maybe, or George?

AARON HICKMAN: Aaron Hickman, GDD operations. Yeah, that's actually currently by design and there's some limitations in the portal that don't allow for direct editing of contacts. You can change -- as you mentioned, Dietmar -- the roles where people reside in the role hierarchy, but you can't actually add or remove a contact at this time.

DENNIS CHANG: I think that's a feature by design for security reasons, right? Okay.

DIETMAR LENDEN: Sorry, Dennis. But then you have the problem that Jennifer and her team are experiencing. Because people can't alter the contact as and

when they need to, therefore, when a communication -- point two, thank you for being here -- comes out, then you're not going to have the correct information because the facility to make that alteration by design -- I call it a bug, not necessarily a feature -- is problematic.

I mean, it would be nice to be able to make the alterations as and when you need to do that. Because it does change, and having to rely on raising a case -- and, like Der said, sometimes you don't go back into the portal for a while to check up on cases. This is slightly off topic.

DENNIS CHANG: I suppose that's the balance. If the case is acted upon quickly, it shouldn't be a problem. But it seemed like you had a hard time with the case management. And when was that, by the way?

DIRK KRISCHENOWSKI: I would say nine months ago or so. But I had it for several times, then gave up.

DENNIS CHANG: That's good feedback. Yeah, we'll have to look into that. Go ahead, Crystal.

CRYSTAL ONDO: Switching gears a little bit to the communication with registry operators -- and I don't know what Russ wanted to get at -- but in

terms of the content of that e-mail, as well -- I know we're talking about where it went -- but it said, "You are going to be audited," and then we heard from other registries who talked to ICANN, "Oh, no. It's just a spec 11 3B audit; it's not going to be a big deal."

If you were willing to communicate that with individuals, it probably should have been in the e-mail as well. Because if we're staffing up for, 15 days from now, to be audited for a ton of TLDs, it's nice to know whether it's going to be a full audit for everyone or what kind of man resource we need to pull for that. So I would be more specific in the communication details themselves.

DENNIS CHANG: Good feedback. The content of the e-mails, we have some room for improvement there. Russ, do you want to add to this?

RUSS WEINSTEIN: Well, I think it's pretty clear we missed on this one on and there's a lot of work to be done to try and recover from this one. In general, I didn't want to talk about over the last year we had put a lot of attention into improving the quality of the content we send you and monitoring the frequency of content that we send you. The frequency still feels very high to me; as someone who's approving the majority of e-mails that go out to all of you, it still feels like we're sending things out two to three times a week at times.

So, I just wanted to start the discussion here. Is it working for you? Would you prefer one e-mail in a digest once a week versus dedicated

topic-specific communications that you maybe can forward around more appropriately? And is the content -- outside of this particular compliance one -- is the content getting better? Is the message clear? Are we communicating more effectively with all of you? And if you have any other ideas to share or offer to us, that's what we're here for. That was the conversation I wanted to have.

DENNIS CHANG: Yeah, I'd like to know what you think. I mean, how often do you receive information or contact from ICANN? How often do you think that is? Is it the same for everyone, or is it highly varied? How often? How often do you get contact from ICANN? Once a week? Once a month? What do you think?

DIRK KRISCHENOWSKI: The daily newsletter. My ICANN news.

DENNIS CHANG: Ah, daily newsletter. What do you mean by that? Let's be clear about daily newsletter, ICANN news.

DIRK KRISCHENOWSKI: Am I the only one that gets a daily newsletter from ICANN?

GWEN CARLSON: I think, to clarify, it's the daily digest and that's a subscription e-mail. So you can opt -- well, now you have to -- opt in for that. So I think

that's what they're talking about. And that's separate from the direct e-mails that are sent from the global support center.

DIRK KRISCHENOWSKI: And beyond that, I think, once or twice a month, I would say. If I don't have a case in my naming supporting partner. So if it's just normal operations, I would say two weeks.

DENNIS CHANG: So, just following up on what Gwynn said. We're talking about news information that you subscribe to, and it's optional, and you can monitor or alter the frequency yourself, right? That's what we're talking about. And it just so happened that you chose to set it and make it daily. Is that true?

DIRK KRISCHENOWSKI: Yeah.

DENNIS CHANG: And you're okay with that?

DIRK KRISCHENOWSKI: Yeah, helpful.

DENNIS CHANG: So you're fine with daily, and that's your choice. Crystal, go ahead.

CRYSTAL ONDO: I think Russ is talking more about the e-mails that he sends us, though, that are direct to us and other e-mails that we get; not just the daily digest, which a lot of us really enjoy.

RUSS WEINSTEIN: Right, Crystal. Yeah, that's what I'm talking about, the ones that come from global support,have an e-mail address, and then have either my signature or Cyrus's signature, or Chris Gift's signature -- one of the staff or team's signatures -- as opposed to the news alerts and things. Maybe a quick show of hands, who are primary contacts in the room? Because that's who we send these things to.

MARTIN KÜCHENTHAL: It's Martin, for the record. I think these are two completely different things. If you subscribed for an e-mail newsletter, fine. So I don't think that we should talk about that. I can actually say that I don't get any e-mails if it's not a case. I really, really would wonder, what are you talking about, Russ? What do you want to send us e-mails about if there's not a case, if everything is working -- I cannot recall any e-mail just right now that we should get.

DENNIS CHANG: Really? Okay.

RUSS WEINSTEIN: No wonder I got few examples. So, we sent an e-mail a week ago or so informing registry operators that's CCDS was going to be updated.

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And we sent it both to primary contacts and the CCDS users, and to look out for more communications about that coming down the pipe.

MARTIN KÜCHENTHAL: I'm sure we got it. But I just wanted to understand what kind of e-mails? Then the responsible person for the CCDS takes it. So it's quite specific. I just wanted to understand what type of -- it's like announcements and things like that that you're talking about, right? And I don't think that we can say, "You want it once a month or once a week." If there's nothing, you should not send e-mails. If there's something, send e-mails. For me, it's not really a topic.

DENNIS CHANG: I think the answer is, "As you need them," right, Russ?. That's what he's saying; "As you need them, send them out," right? This is --

RUSS WEINSTEIN: That's been our mode of operation so far.

DENNIS CHANG: This is very different than the news digest that anybody in the ICANN community can subscribe to. That's different, right? Go ahead.

DIETMAR LENDEN: Hi it's Dietmar for Valideus again. The one thing I would maybe recommend -- having worked with CMS products before and ticketing systems -- when you reply to a ticket through the NSP, it would be

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helpful to actually have the reply in the e-mail that comes through. Because, as you know, the NSP is quite a nice, secure portal. You've got to log in with all sorts of different authentications. And I don't know about anybody else but, you know, it's a busy day; you don't really feel like logging in and going through all the million steps to get in and see the actual ticket response. It would be quite handy to see the ticket response in the response back from the ticket.

Because at the moment, it just says, "There's been a response." Excellent. And then you log in and the response is, "Thank you. Your ticket is still in the queue." So I've gone through the whole process of getting in and then going, "Oh, great. My ticket is still in the queue. Thank you very much. I feel awesome. Great." But I mean, it would be nice -- because at the end of the day, you're communicating with the correct person from the NSP perspective. So, yeah. There we go.

RUSS WEINSTEIN: Thanks to you, Dietmar. I think that's the balance we've always kind of had of how to keep it secure -- because e-mail isn't the most secure -- but you're right, for things that we're just giving you a, "We got it. We're working on it." Maybe there's a better way to be able to push that all the way to the inbox. I'll take that back, thanks.

DENNIS CHANG: A good suggestion. That's exactly what you need. Anymore? Go ahead.

NELI MARCHEVA: Neli Marcheva. My point here would be not the number of the e-mails you send us is the problem, but most of the content in it. I'm operating a bunch of these currently, but there was also dealing with TLDs for open registration, and very often we have a problem with not enough content in the e-mails. For example, we received the e-mail about the audit. And actually, now we know that it's about a spec 11 3B. But before we knew that, if we had an audit about spec 11, the group somehow -- which is just a bot -- generated automatically by a system would be enough.

Now, I heard some kind of explanation that maybe the e-mail, which will be a request for information, we will get some questions to answer. Okay, that's fine. We will find out. Maybe that's okay. But then when we receive e-mails regarding compliance tickets, we don't get nearly enough information about -- for example, I think we got a compliance ticket about tin data, which could have a little bit more details What exactly was the problem? Was the key that it was sent with, or is it just another thing?

I mean, it should have more details so that we know where to investigate the issue. Not just think, "Oh, we have a problem with the tin data." What was the problem? We have to investigate them. From then on, what can be the problem? More details about technical issues can be a little bit more useful sometimes; not just pointing out the problem, but in what direction we should investigate the problem.

DENNIS CHANG: Anything more on community? Crystal, go ahead.

CRYSTAL ONDO: I think Russ asked if we'd prefer it in a weekly one topic or in the individual. And personally, I like the individual because I can't answer all the questions about each topic. And so I like to see what it is, forward it to the person, and then I have a string running with that. If I have to split it into multiple different -- because there are 18 different topics in one e-mail -- it gets confusing. And I think we get a fine number of communications from you guys.

DENNIS CHANG: You're nodding. Okay, good, Russ, do you --

RUSS WEINSTEIN: Good.

DENNIS CHANG: Yeah, that's really good. That covers the audit and the communications, right? Shall we move on to the ideas and guideline implementation? Yeah? Let's see who brought this up? Maybe someone -- yeah, go ahead, kick it off.

CRYSTAL ONDO: Sorry. So, I just kind of wanted an update from staff as to when we think those are going to roll out. And I think a lot of people this room haven't been paying attention. I know I have not been, because ideas

are so specifically technical, that it's not something I can't even really talk about with any kind of intelligence.

But I need to know when I need to tell my dove team that they need to make changes, and specifically have a question about what do we do about all the historical registrations? Are we going to be required to deal with those as well? Are we are we allowed to grandfather those in once this becomes law?

DENNIS CHANG: Anybody? So it just so happens, that's one of my projects that Russ gave me to implement. So what we're doing right now is internally at ICANN with Jennifer, actually, here with compliance staff and operations -- Aaron's on the team, of course, Francisco -- we're huddled to go through all the guidelines and itemize all the tasks for us and for you. So we want to communicate that once were are clear on what exactly is the requirement. And, of course, it's our attempt to make it as easy for all of us, right? So if there's tours that weaken develop to automate some things, we want to get that in place before we push out the legal notice to make you start doing things.

So our timeline right now is probably January of 2019, is when we're expecting to go to the Board and had the Board adapt it for a legal notice to go out to you. But that's a time where we are going to tell you that it's required, but we're going to build in six month and 18 month implementation time for effective dates. These six months and 18 months are coming to us from the ideas and working group, the community working group. Let me ask, has anyone participated in the

ideas working group? Can you tell me more about six months and 18 months?

UNKNOWN SPEAKER: Hi.   This is [inaudible] from Dominion registries.   So we actually discussed a lot of topics during the ideas and guidelines work session. There were topics around CDK, Chinese, Japanese, Korean and other stuff, and our roots only with generation rules and other guidelines there. So, to answer Crystal's question, generally whenever these new guidelines come up, it's a general practice to basically keep the domains grandfathered, which those domains have already been registered. But any new domains, registration that come in have to follow the new guidelines. That's the general practice.

DENNIS CHANG: Can you tell us about the six month and 18 month difference?

UNKNOWN SPEAKER: I don't have too much understanding about that, because my role is more specific on the WHOIS label generation.

DENNIS CHANG: Francisco, maybe you can add? We're talking about your favorite topic, IDN.

FRANCISCO ARIAS: No, sorry. I don't know about the six or 18 months.

DENNIS CHANG: So, from the working group, we have 19 guidelines and they are breaking the amount to specific requirements, and after we'd done that it added up to 40, right? The specifics. However, it doesn't all turn into work for you. A lot of it is just informational, and lot of it is work for us, you know? We have to look at tables and compare them and see where the issues are and all that stuff. And six month and 18 month timing comes from the working group, and I think their idea was the ones that are six months long, you're already there, pretty much. Because if you've been submitting the IDN guidelines, compliant -- arsa for example -- you should be compliant already. So it's probably nothing for you to do.

Where the eighteen month is, maybe if you have to convert table formats or something, that's when the working group asked for that long stretch of time and we intend to just follow the suggestions of recommendations from the working group. So, we'll communicate more. I know that Russ brought it up at the registry stakeholder group and that's good. We got your attention. We did want to get your attention, so our communication is working.

So one thing, you know, right, the guidelines themselves are already published. They're all there, right? We're looking at it, you're looking at it, so we can be looking at it together. So when we come in January and say, "Okay, let's get started," it's not a surprise to you, right? So if you have questions about the guidelines, please ask us now. And we'll all get on the same page. IDN guidelines. Anything more on this?

CRYSTAL ONDO: Sorry, Dennis, just to clarify; you'll be sending us a document with more breakdown, is that what I heard you say?

DENNIS CHANG: No.

CRYSTAL ONDO: You said you were getting together to talk about what the requirements are. Are you sharing that with us, or is that an internal document?

DENNIS CHANG: That's an internal document.

CRYSTAL ONDO: Why wouldn't you share that with us?

DENNIS CHANG: If there's something that we need to communicate with you, then we will. But there's no sense in sharing, for example, what I have to do versus what Jennifer has to do, what Aaron has to do. We're still dividing up our workload to see who is the best team to do the work. It's internal. Go ahead.

RUSS WEINSTEIN: Yes, I was going to add on to what Dennis said. So, the things we're working on internally is more how do we tackle our responsibilities internally to support these guidelines. The guidelines themselves are the requirements, and we've heard in the past that the registries don't like it when we unilaterally interpret the contract for you. So that's part of the reason. We will provide as much education as we think we can and should. I don't think we're going to go ahead and say, "This is exactly what you have to do to implement."

DENNIS CHANG: Anybody else? Are we done with IDN? How much time do we have left? Seven minutes. You want to try to tackle the other two? Which one should we talk about? Say again? Data escrow; let's do the data escrow. So this is a sharing of experience among you; who has done data escrow service provider transition here? Crystal? There's three, four, five. Five of you. So who wants to start? You want to start here? Can you share what your experience has been?

UNKNOWN SPEAKER: Yes, some of our TLDs changed the escrow provider from NCC DENIC. And for us, this went quite smoothly. No problem.

DENNIS CHANG: Well, that's, good. Anybody who -- Crystal, do you want to share? How has it been?

CRYSTAL ONDO: It was fine. I mean, it was always in connection with a TLD migration in general. So the escrow was, like, not the problem.

DENNIS CHANG: No. Okay, go ahead.

DIRK KRISCHENOWSKI: Dirk Krischenowski from dot Berlin and dot Hamburg. We had a situation; we downloaded a sample contract and at this time, our contracting partner wasn't DENIC -- which I expected -- it was CNNIC. So, I said, "Okay, do I write "DENIC" instead?" And then I sent the contract, and that wasn't right.

I think ICANN made a mistake and put, incidentally, the CNNIC base contract where DENIC should be the contract partner. So we had some trouble with this. It cost us three weeks and a lot of communication, because no one was able to determine how CNNIC came into this game. We just wanted to change from CF from NCC to DENIC. But then we had a contract with CNNIC, and it was a little bit strange. At the end, it worked out, and it was fine.

DENNIS CHANG: Okay.

MARTIN KÜCHENTHAL: I'm very happy to hear that, especially because I have another hat on; I'm on the Board of DENIC. So, I'm very happy to hear that the

transition when smoothly. So, we're happy that we can offer this service. But we experienced -- I don't know why -- but we had extremely big problems with the naming service portal, and in the moment we had to change our contact because it was not working for a week. Maybe [inaudible] can add that. Because we ran into the problem that the old contract was running out and we couldn't change the data on time. So we could get really stressed.

NELI MARCHEVA: It was, I think, an ICANN skip of just a current issue. It was a naming service photo and terrorize systems problem. Maybe Francisco can tell us about it. Because our account was kind of giving technical errors. It told us that we're not able to modify any data by ourselves. But fortunately, shortly after that, we receive a message from ICANN staff saying that we should not touch anything in the portal, we should not modify any data or do anything by ourselves.

The problem was that we didn't get any clarification as to when the issue would be solved. And it was very close to the deadline of our contract with the NCC. So we were a little bit scared, because it was one week until our contract with NCC, and we were not sure if the issue in the naming service would will be solved so we could update their credentials and that their credentials are needed to switch from NCC to DENIC. We cannot make the transition without it. That was the problem.

MARTIN KÜCHENTHAL: One small addition. The communication here with ICANN was great. And just to say that there was a problem, a technical issue, and the communication with ICANN staff on this was really good. It was a little bit hard because there were a lot of e-mails to go into the naming service portal for every answer. But it was solved, mostly. And I see it was obviously the only problem which we had because it was a time-specific problem, which it has not been before or after. But just to say it was really good communication with ICANN about that, and we solved it without any problems.

NELI MARCHEVA: Yes. Actually, the naming service portal was solved so we could update dated their credentials. I believe that if it was not so much one to two days, maybe we could have spoke by phone or e-mail, the problem was that then the issue appeared again, so after the escrow transition experienced also a little bit [inaudible]. But the ICANN staff was really acting on time. If the time was not so close to the deadline, it would be more relaxed.

DIETMAR LENDEN: Hi, it's Dietmar again. This is not to do with the specific topic of the transitioning of data escrow providers, but it is about data escrow providers. I apologize; I haven't attended all of the sessions with the registries, but do we know when the new contract will be coming through to us for the dead escrow providers? The base thing that ICANN's working with the dead escrow providers? Do we know?

PAUL DIAZ: Dietmar, it's Paul. They told us twice that, "No, we don't have a timeline," that it's something they'll get to.

CRYSTAL ONDO: I thought it was my understanding that ICANN is entering into the contracts with them, but that they may not be encouraging us to enter into our own. And I was told by Iron Mountain that that is also on pause, because I've been pushing Iron Mountain to just do one specifically with me. And they won't. They're waiting for ICANNs approval.

RUSS WEINSTEIN: Just so we're clear, I think that the change we're talking about is data processing agreement, related to GDPR compliance with other data privacy law requirements. So it's specific to that. I think the update we provided on Tuesday was -- we had a suggested approach in the summer that didn't seem to resonate with the escrow providers and with the contracting parties, which I think was the version you were talking about, Crystal, which was ICANN was going to handle it one per escrow provider, right?

And as I said, that didn't really resonate with the contracting parties and with the escrow providers, so we recently came up with an alternative proposed approach, and we're seeking feedback on that, which was that ICANN would provide template amendments that

could be utilized by the contracting parties or the escrow providers; kind of similar to the RAA amendment template model.

And so I think we're still kind of testing that theory with the contracting parties, and I think Beth Bacon from PIR was taking the lead on that from the contracting parties and working with our legal department. So maybe if you have questions they can get in touch with Beth. Okay. Timing wise, I don't think we have a clear timeline, though.

DENNIS CHANG: Thank you, Russ. I understand we're out of time. I want to close this meeting with just one last chance, if anybody wants to make final comments, here. No? Want to close it out, then? Go ahead.

RUSS WEINSTEIN: Sure. So first, thanks for getting up early and coming. I do want to keep checking in to make sure we're only doing things that add value, so please let us know -- I mean, we can even do a show of hands; is this useful -- and for a while, we deliberately scheduled it at the end of the week. We used to put on a lot more sessions, I think -- ourselves, the DD -- than we do today, especially targeted at registries specifically.

So I think that was part of the theory of scheduling it at the end of the week. But also, if there's feedback that it doesn't need to be scheduled at the end of the week, we can do it any time during the week. It wouldn't really matter. Let us know that, too. And maybe we could do two votes, Dennis?

DENNIS CHANG: What's the first vote?

RUSS WEINSTEIN: Do we like these? Should keep doing them?

DENNIS CHANG: This session registry round table: do you find it useful? Do you want to continue? Yes or no? Raise your hand. That's a yes. Anybody no? Of course, they "no" people are not here. That's funny. The second vote was --

RUSS WEINSTEIN: Should we always plan to have them on the last day, or --?

DENNIS CHANG: We designed it to be the last day as a catchall, you know -- answers that haven't been answered -- but how do you feel about that?

MARTIN KÜCHENTHAL: It's Martin, for the record. I found it very useful at the end of the meeting, because there might be topics during the week which are not completely clarified. And I find it perfect the last day of the meeting. Even if it's really early sometimes.

KATHERINE WILMO: This is Katherine. I also like to have it at the end of the week. One suggestion, though, maybe we can catch up on the topics what the deliverables are to talk about during next meeting; where we are, what has been fixed, and what stage is this?

DENNIS CHANG: I understand. Good suggestion. Anymore comments? Can we close? Okay then, everybody. Thank you very much for coming. I'll see you at our next ICANN meeting. And in between, let's communicate and continue to work together. Bye, everyone.

[END OF TRANSCRIPTION]